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## PALM BEACH METROPOLITAN PLANNING ORGANIZATION

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2300 N. Jog Rd., 4<sup>th</sup>.Floor, West Palm Beach, Florida 33411-2749

Phone 561.684.4170 Fax 561.242-7165 www.PalmBeachMPO.org

### PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB) – AGENDA

DATE: **WEDNESDAY, SEPTEMBER 9, 2015**

TIME: **9:30 A.M.**

PLACE: **Conference Room 2N-123  
50 South Military Trail  
West Palm Beach, FL 33415**

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#### 1. REGULAR ITEMS

- A. Roll Call
- B. MOTION TO ADOPT Agenda for September 9, 2015
- C. MOTION TO APPROVE Minutes for June 10, 2015
- D. Comments from the Chair
- E. General Public Comments

Any members from the public wishing to speak at this meeting must complete a Comment Card which is available at the welcome table. General Public comments will be heard prior to the consideration of the first action item. Public comments on specific items on the agenda will be heard following the presentation of the item to the committee. Please limit comments to three minutes.

- F. SPECIAL PRESENTATION

MPO staff will present an overview of the Local Coordinating Board (LCB) roles, responsibilities and timelines for FY 2016.

#### 2. ACTION ITEMS

- A. MOTION TO ADOPT FY 2016 Local Coordinating Board By-Laws

The Florida Commission for Transportation Disadvantaged in its most recent LCB and Planning Agency Operating Guidelines stipulated that the LCB By-Laws be developed, updated and presented annually for approval. The draft By-Laws are attached.

- B. MOTION TO ADOPT FY 2016 Local Coordinating Board Grievance Procedures

The attached LCB Grievance Procedure is being presented for adoption as mandated by the Florida Commission for Transportation Disadvantaged most recent LCB and Planning Agency Operating Guidelines. The guidelines state that the LCB Grievance Procedures must be updated and implemented annually.

C. ELECTION OF VICE CHAIR

According to the LCB By-Laws, "The LCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the LCB present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the next meeting. The Vice-Chair shall assume the powers and duties of the Chair in his/her absence. The Vice-Chairperson may serve more than one term."

**3. INFORMATION ITEMS**

A. Annual Operating Report (AOR) – Review and comment for submittal to the local coordinating board, and forward comments/concerns to the CTD.

B. Annual Expenditures Report (AER) – Mike Bertelle of Palm Tran Connection will review the attached report.

C. Complete Streets Draft Policy and Proposed Process

MPO Staff will review the preliminary draft complete streets policy for the Palm Beach MPO, highlight the components of the draft policy and outline the proposed process to solicit input and establish an adopted policy for the MPO. The draft policy is attached.

D. CTC Update

1. Monthly Operating Report

2. Monthly Bus Pass Update

3. Palm Tran Connection driver's level II background check procedure

E. Refugee Services Program

Miriam Rosario from the Florida Department of Children and Families (DCF) will make a presentation on the Refugee Services Program.

F. Public Hearing – **December 9, 2015 at 9:30 A.M.**

**4. ADMINISTRATIVE ITEMS**

A. Member Comments

B. Next Meeting – **December 9, 2015 at 10:00 A.M.**

C. MOTION TO ADJOURN

**NOTICE**

In accordance with Section 286.0105, *Florida Statutes*, if a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purposes, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services for a meeting (free of charge), please call 561-684-4143 or send email to [MBooth@PalmBeachMPO.org](mailto:MBooth@PalmBeachMPO.org) at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.




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Phone 561.684.4170 Fax 561.242-7165 www.PalmBeachMPO.org

MINUTES OF THE  
PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD

Wednesday, June 10, 2015 -- 9:30 A.M.

Conference Room 2N-123

50 South Military Trail

West Palm Beach, FL 33415

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*PDF versions of all presentations and agendas are available for review at  
[http://www.palmbeachmpo.org/Local\\_Coord\\_Board-TD/Files/2015/2015\\_JUN\\_10\\_LCB\\_Agenda\\_&\\_Backup.pdf](http://www.palmbeachmpo.org/Local_Coord_Board-TD/Files/2015/2015_JUN_10_LCB_Agenda_&_Backup.pdf)*

1. REGULAR ITEMS

A. Roll Call

MR. BOITON in the absence of COMMISSIONER MCKINLAY called the meeting to order at 9:35 A.M. The Recording Secretary called the roll. A quorum was present as depicted on Exhibit A of these Minutes.

B. Motion to Adopt Agenda for June 10, 2015

MR. BOITON advised that Item 3B would be omitted from the Agenda and inquired whether there were any other changes, additions or deletions. There were none.

**A motion to adopt the June 10, 2015 Agenda was made by MR. EVANS; seconded by MS. VALENTINE. The motion carried unanimously.**

C. Motion to Approve Minutes for March 25, 2015.

MR. BOITON inquired whether there were any changes or corrections to Minutes for March 25, 2015. There were none.

**A motion to approve the March 25, 2015 Minutes was made by MR. RAFAIDUS; seconded by MR. EVANS. The motion carried unanimously.**

D. Comments from the Chair

MR. BOITON commented on the passing of MR. OSBAND and praised him for the phenomenal job he has done as an advocate.

He also commented on the issue of meeting attendance and urged members to attend as many meetings as possible.

E. General Public Comments

There were no general public comments.

2. ACTION ITEMS

A. MOTION TO APPROVE 2014-2015 Community Transportation Coordinator (CTC) Evaluation

MS. NEILSON presented the general summary of the findings coming out of a survey carried out collaboratively by the MPO Staff, volunteers from the Local Coordinating Board and South Florida Community Services. She advised that 235 random telephone calls were made to riders of the Palm Tran Connection who used the service during the month of May. Eighty (80) persons surveyed achieved an overall score of 8.1 on a scale of 1 to 10. MS. NEILSON advised that among some of the feedback received recommended shorter hold times (especially during peak hours), updated GPS maps, improved trip optimization, and working with contractors to provide driver training for improved customer service.

MR. FERRI responded advising that updates had been done since the survey. These include hiring three (3) Reservation Officers, booking for the day after during peak hours as opposed to booking seven (7) days in advance. He advised that these changes have improved hold times so far. He also advised that a new map was implemented last week.

MS. WEIZMAN added that she took ten (10) of those calls and based on the feedback, persons were satisfied overall.

MR. EVANS recommended that Palm Tran revert to the policy of not passing a rider's house in order to pick up another rider. A discussion ensued on this recommendation.

**A motion was made by MR. RAFAIDUS to approve the 2014-2015 Community Transportation Coordinator (CTC) Evaluation; seconded by MS. VALENTINE.**

B. MOTION TO APPROVE 2015-2016 Trip Rates

MR. BERTELLE presented on this item. He advised that a system called rate mile was used to arrive at the new trip rates. This was done by looking at figures from FY 14 and budget figures for 2015 and by consolidating all the expenses, the expected revenues and anticipated grant numbers. These numbers are plugged into the system provided, which in turn gives results of what can be billed for in the next TD invoicing period. He advised that this exercise assisted them in arriving at a number that the company can bill for in terms of trip dollars, wheelchair versus ambulatory and bus passes. MR. BERTELLE further advised that there was just a slight change of 6%, year over year, mainly due to the rise in expenses.

**A motion was made by MS. VALENTINE to approve the 2015-2016 Trip Rates; seconded by MR. NAGELBERG. The motion carried unanimously.**

C. MOTION TO APPROVE Amendment to the 2014-2015 Transportation Disadvantaged Service Plan (TDSP)

MS. NEILSON presented that the 2014-2015 TDSP was approved at the previous meeting; however, an amendment is now being done to include the CTC Evaluation and the 2015-2016 Trip Rates. She also advised some minor administrative amendments were also made.

MR. RAFAIDUS commended on the presentation of the maps in the amended document and suggested that information be exchanged in order to better serve their clients. MR. LAMBERT responded in agreement to these suggestions.

**A motion was made by MR. RAFAIDUS to approve Amendment to the 2014-2015 Transportation Disadvantaged Service Plan (TDSP); seconded by MS. GREENE.**

At this point, a roll call vote was taken and ten (10) members voted in favor. The motion carried unanimously.

3. INFORMATION ITEMS

A. CTC Update (Items 1 and 2)

MR. JONES presented 3A (1) and (2) together. He advised overall that monthly ridership and on-time performances have increased. He pointed out that the absence ratio has been higher than normal due to minor accidents in the parking lots of contractors. MR. JONES commented that road calls are below standard, but is expected due to the age of the fleet.

MR. BERTELLE presented on bus pass sales. He advised that there was a significant increase for the month of March resulting from a bulk purchase made by the Charter Schools and Agency Sales. He advised that for the month of April there was a slight decline in bus pass sales.

Suggestions were made for a clearer presentation for future reports.

MS. VALENTINE commended the drivers for being helpful and attentive.

2015 TD Day Recap (Item 3)

MR. FERRI presented a brief update on this item.

B. 2016-2020 Transportation Improvement Program (TIP) – Public Comment Period

MR. LAMBERT presented that the MPO has reached out to the municipalities giving them the opportunity to submit transportation infrastructure projects which staff would include in its plan.

He advised that this document will go before the MPO Board on June 18, 2015 and invited members of the public to view the document as the MPO will be soliciting comments until June 16, 2015.

C. TD Quarterly Progress Report

MS. NEILSON presented that this report is on the TD grant received and covers activities completed in the current quarter, including the CTC Evaluation, TDSP Amendment, and LCB meeting.

MR. VOICE inquired as to the amount of the grant. MR. LAMBERT responded that it is approximately \$48,000 for the year.

D. Bicycle-Greenways Pedestrian Advisory Committee (BGPAC)

MS. NEILSON advised that a meeting of the Bicycle-Greenways Pedestrian Advisory Committee (BGPAC) is held every month at the MPO and members of the LCB and the public are invited to attend to offer comments and suggestions.

4. ADMINISTRATIVE ITEMS

A. Member Comments

MS. WEIZMAN advised that in light of the passing of Mr. Osband, a replacement is needed for the Section 5310 Advisory Committee. She added that it is an involved committee which requires three or four meetings per year. The members will be responsible for reading approximately twenty (20) grant applications and scoring them.

MR. SEARCHWELL advised that he would be interested in being a part of the Section 5310 Committee.

MR. EVANS inquired as to the progress of getting permits for propane fueling at the carriers' location. MR. JONES responded that this process is slowly progressing and he hoped to have an update by the next meeting.

B. Next Meeting – September 9, 2015

C. Motion to Adjourn

**There being no further business a motion was made by MS. VALENTINE to adjourn the meeting; seconded by MR. EVANS. The meeting adjourned at 10:43 a.m.**

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This signature is to attest that the undersigned is the Chairperson, or a designated nominee of the Palm Beach County Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the **June 10, 2015** meeting of the Palm Beach County Transportation Disadvantaged Local Coordinating Board dated this \_\_\_\_\_ day of \_\_\_\_\_, 2015.

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Chair

***Audio recordings of Local Coordinating Board meetings are posted online at  
[www.palmbeachmpo.org](http://www.palmbeachmpo.org)***

EXHIBIT A  
Palm Beach County  
Transportation Disadvantaged Local Coordinating Board  
Attendance Record – 2014-2015

REPRESENTATIVE	Aug. 13 2014	Nov. 12 2014	Mar 25 2015	June 10 2015	Sep 9 2015	Dec. 9 2015
<b>*Commissioner Melissa McKinlay</b> CHAIRPERSON	P	A	*P	E		
<b>Tomas Boiton</b> VICE CHAIR/CITIZEN ADVOCATE	P	P	P	P		
<b>Subhash Vyas</b> AGENCY for PERSONS with DISABILITIES	P	A	A	--	--	--
<b>Deidra Gibson/Richard Hart</b> AREA AGENCY on AGING	P	P	A	A		
<b>Laurence Osband</b> REPRESENTATIVE for DISABLED	P	P	P	--	--	--
<b>Angenitta Ward</b> FL DCF	A	A	A	A		
<b>Nancy Weizman</b> FL DEPT. OF TRANSPORTATION	P	E	P	P		
<b>Mike Nagelberg</b> FL DEPT. OF VETERANS AFFAIRS	P	P	P	P		
<b>Sharon Greene</b> LOCAL MEDICAL COMMUNITY	P	P	E	P		
<b>Kelly Martes</b> MEDICAID PROGRAM	P	P	P	--	--	--
<b>David Rafaidus</b> DEPT. OF COMMUNITY SERVICES	P	P	P	P		
<b>Shane Searchwell/Carl Boucard</b> PB COUNTY SCHOOL DISTRICT	A	A	P	P		

<b>Bobbi Valentine</b> CITIZEN ADVOCATE	P	A	A	P		
<b>David Evans</b> REPRESENTATIVE FOR ELDERLY	A	P	P	P		
<b>Bettye Jones</b> PRIVATE TRANSPORTATION	A	A	A	P		
<b>Domonique Thomas</b> VOCATIONAL REHABILITATION	A	A	A	A		
<b>*Karen Huegel</b> WORKFORCE DEVELOPMENT BD.	P	A	*P	P		

P = Member Present    A = Member Absent    Alt. = Alternate    \* = New Representative    E = Excused Absence    -- = Vacant

## EXHIBIT A

### OTHERS PRESENT

#### INDIVIDUAL'S NAME

#### REPRESENTING

Stanley Voice  
Richard Gonzalez  
Fred Stubbs  
Jeanie Chrisman  
Felix Callazo  
Malissa Booth  
Anielle Darucaud  
Valerie Neilson  
Luke Lambert  
Janice Allwood

Citizen  
First Transit  
Palm Tran  
MV Transit  
MV Transit  
Metropolitan Planning Organization  
Metropolitan Planning Organization  
Metropolitan Planning Organization  
Metropolitan Planning Organization  
Metropolitan Planning Organization

Florida Commission for the



**Transportation  
Disadvantaged**

## **Palm Beach County Transportation Disadvantaged Local Coordinating Board**

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Membership Roles & Responsibilities

FY 2016 LCB Timeline

September 9, 2015

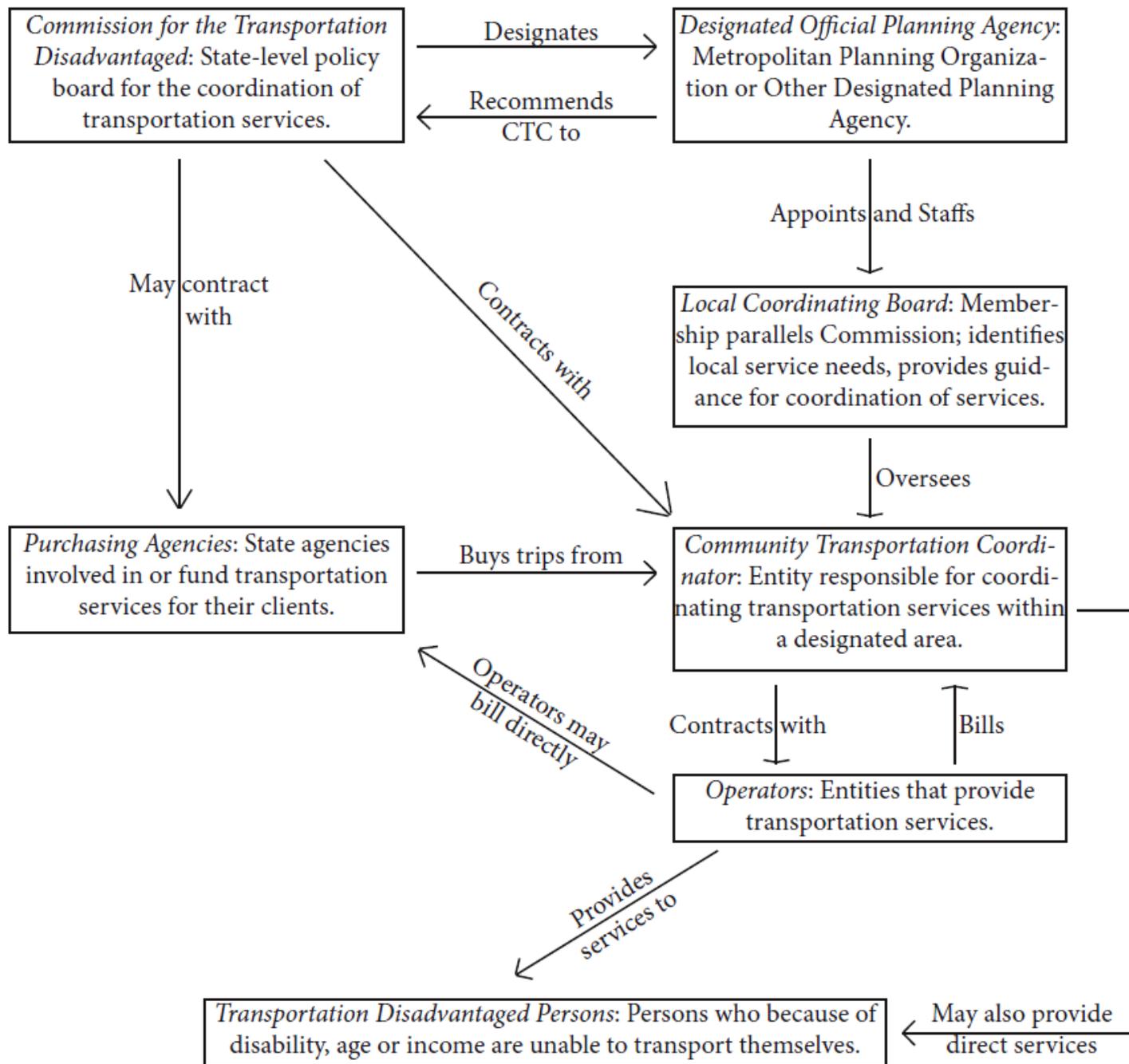
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# Agenda

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- ▶ Who is involved in the TDLCB Process?
- ▶ LCB/DOPA Operating Guidelines
- ▶ Membership
- ▶ Robert's Rules of Order
- ▶ Attendance
- ▶ By-laws
- ▶ Duties
- ▶ Evaluation of CTC
- ▶ Grievance Guidelines
- ▶ FY 2016 LCB Timeline

# Who is involved in the TDLCB Process?



# **LCB/DOPA Operating Guidelines**

- ▶ **Purpose of Local Coordinating Board (LCB)**
  - ▶ Advisory body to CTC
  - ▶ Provide information, advice, direction
  - ▶ Develop local service needs
- ▶ **Purpose of Planning Agency (DOPA)**
  - ▶ Offer staff support and resources to LCB

# LCB Membership

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- ▶ **Appointed by the Planning Agency**
  - ▶ Chair shall be a local elected official from the area that the LCB serves
  - ▶ Vice Chair shall be elected by the LCB members
- ▶ **Alternate Members**
  - ▶ Shall be appointed in writing to the Planning Agency by the primary LCB member
    - ▶ Must represent same interest
  - ▶ May only vote in the absence of the primary member

# LCB Membership

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- ▶ Chairman
- ▶ Vice Chairman
- ▶ Agency for Persons with Disabilities
- ▶ Area Agency on Aging
- ▶ Representative for the Disabled
- ▶ FL Department of Children and Families
- ▶ FL Department of Transportation
- ▶ FL Department of Veteran's Affairs
- ▶ FL Department of Healthcare Administration
- ▶ Local Medical Community
- ▶ Medicaid Program
- ▶ Department of Community Services
- ▶ PBC School District
- ▶ Citizen Advocate
- ▶ Representative for the Elderly
- ▶ Private Transportation
- ▶ Vocational Rehabilitation
- ▶ Workforce Development Board

# LCB Membership

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- ▶ By-Laws
  - ▶ Shall develop, review and adopt annually
  - ▶ Approved and submitted to the Commission
  - ▶ Robert's Rules of Order

# Robert's Rules of Order

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- ▶ Everyone has the right to participate in discussion if they wish, before anyone may speak a 2<sup>nd</sup> time
- ▶ Everyone has the right to know what is going on at all times
- ▶ Only urgent matters may interrupt a speaker
- ▶ Only one motion can be discussed at a time

# LCB Attendance

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- ▶ Automatic rescission of membership for lack of attendance
- ▶ Lack of attendance: unexcused absence at 3 consecutive meetings
- ▶ Member must notify PA at least one business day prior to meeting

# LCB Duties

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- ▶ Annual Evaluation of the CTC
- ▶ Review and provide recommendations for all applications for transportation funding
- ▶ Help establish Eligibility Guidelines and Trip Priorities
- ▶ Seek innovative ways to improve cost effectiveness, efficiency, safety, work hours, and types of service
- ▶ Appoint Grievance Committee
- ▶ Annually review and approve the Grievance Procedures
- ▶ Annually review Coordination Contracts

# LCB Duties

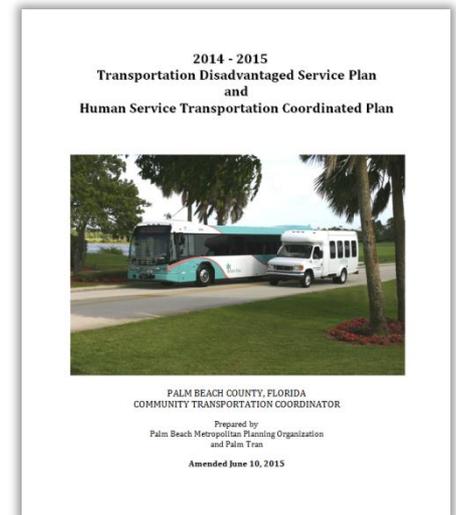
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- ▶ Annually hold, at a minimum, one public hearing (December 9, 2015)
- ▶ Comply with Section 112.3143, F.S., regarding conflicts of interest
- ▶ Work with regional workforce boards
- ▶ Evaluate multi-county or regional transportation opportunities

# LCB Duties

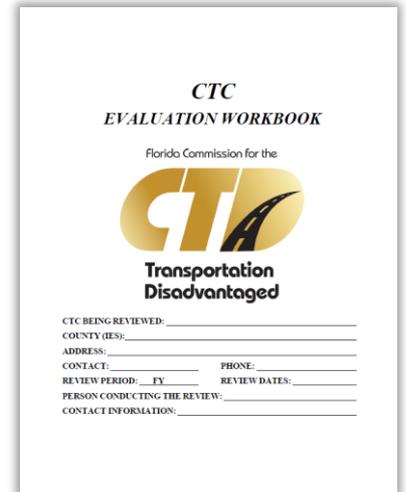
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- ▶ Work with the PA and CTC to develop and annually update the Transportation Disadvantaged Service Plan (TDSP)
  - ▶ Process begins December 2015 through March 2016



# LCB Evaluation of CTC

- ▶ LCB conduct an evaluation of the CTC's performance
- ▶ LCB sets an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable
- ▶ PA submits an LCB approved evaluation to the Commission upon approval



The image shows the cover of a workbook titled "CTC EVALUATION WORKBOOK". Below the title, it says "Florida Commission for the" followed by a logo for "CTC Transportation Disadvantaged". The logo features the letters "CTC" in a stylized, bold font with a road graphic. Below the logo, the text "Transportation Disadvantaged" is written. At the bottom of the cover, there are several lines of text for contact information, including "CTC BEING REVIEWED:", "COUNTY (IES):", "ADDRESS:", "CONTACT:", "PHONE:", "REVIEW PERIOD: \_\_ FY", "REVIEW DATES:", "PERSON CONDUCTING THE REVIEW:", and "CONTACT INFORMATION:".

*CTC*  
**EVALUATION WORKBOOK**  
Florida Commission for the  
**CTC**  
**Transportation Disadvantaged**

CTC BEING REVIEWED: \_\_\_\_\_  
COUNTY (IES): \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT: \_\_\_\_\_ PHONE: \_\_\_\_\_  
REVIEW PERIOD: \_\_ FY REVIEW DATES: \_\_\_\_\_  
PERSON CONDUCTING THE REVIEW: \_\_\_\_\_  
CONTACT INFORMATION: \_\_\_\_\_

# CTC Evaluation Workbook

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- ▶ The Commission shall provide evaluation criteria for the LCB to use relative to the performance of the CTC.
- ▶ The evaluation criteria are as follows:
  - ▶ CTC Evaluation Workbook
  - ▶ CTC Review Report and Attachment
  - ▶ Annual Q/A Self-Certification
  - ▶ Format for the Status Report



# LCB Grievance Process

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- ▶ Service Complaint –
  - ▶ E.g. – late trips, driver behavior, unclean vehicles (CTC)
- ▶ Formal Grievance – unresolved complaint (LCB)
  - ▶ E.g. – chronic/unresolved complaints, contract disputes, agency compliance, etc.
  - ▶ LCB can hear & advise grievances
  - ▶ LCB cannot determine a grievance

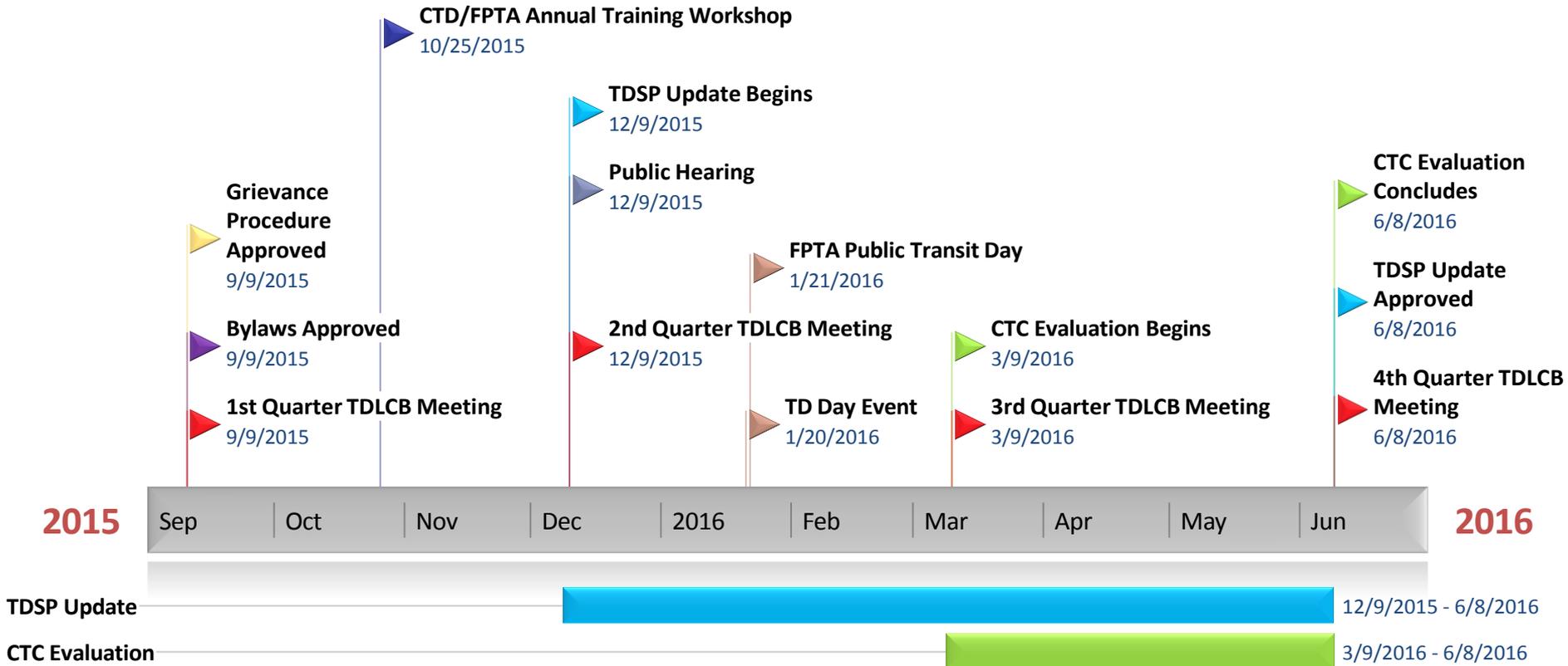


# Grievance Guidelines

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- ▶ Must render a response in writing providing explanations or recommendations
- ▶ Must make copies of grievance policy available to anyone, upon request
- ▶ All documents pertaining to grievance must be in accessible format, upon request
- ▶ LCB grievance subcommittee must review all grievances & report to full LCB
- ▶ LCB must specify max. amount of days (not to exceed 60) that LCB has to respond
- ▶ LCB should include the CTC's grievance response with the LCB's response

# FY 2016 LCB Timeline



# Thank You!

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**Questions?**

**Anie Delgado**

**[adarucaud@PalmBeachMPO.org](mailto:adarucaud@PalmBeachMPO.org)**

**561-478-5744**

**Palm Beach County**  
**Transportation Disadvantaged**  
**Local Coordinating Board**

**FY2016 By-Laws**

Approved by the TDLCB  
September 9, 2015

## FY 2016<sup>4</sup> TDLCB By-Laws

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### ARTICLE I: PREAMBLE

#### Section 1: Preamble

The following sets forth the by-laws that shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in Palm Beach County through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (FS), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

### ARTICLE II: DEFINITIONS, NAME, LEGAL STATUS, PURPOSE, AND ETHICAL OBLIGATIONS

#### Section 1: Definitions

Commission for the Transportation Disadvantaged (also known as the "Commission"): an independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population.

Community Transportation Coordinator (also known as the "CTC" or "Coordinator"): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

Designated Official Planning Agency (also known as the "DOPA"): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Non-sponsored Trip: a trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Transportation Disadvantaged: those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining

activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Service Plan (also known as the "TDSP"): a three-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

Transportation Disadvantaged Trust Fund (also known as the "DTF"): a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: one or more public, private for profit, or private non-profit entities contracted by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

## **Section 2: Name**

The name of the Local Coordinating Board shall be the Palm Beach County Local Coordinating Board, hereinafter referred to as the "LCB."

## **Section 3: Legal Status of Board**

The LCB is an advisory body. It is established in section 427.157, FS, to advise the Commission and the CTC about local concerns and issues. Florida Statutes define an advisory body as: a body created by specific statutory enactment and appointed to function on a continuing basis for the study of the problems arising in a specified functional or program area of state government and to provide recommendations and policy alternatives.

#### **Section 4: Purpose**

The purpose of the LCB is to identify local service needs and to provide information, advice and direction to the Palm Beach County Community Transportation Coordinator, hereinafter referred to as the “CTC”, on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The LCB is recognized as an advisory body to the Commission for the Transportation Disadvantaged.

#### **Section 5: Ethical Obligations**

Advisory boards are subject to State ethics laws, as members of LCBs, there are three provisions of the Code of Ethics which apply to LCB members: Standards of Conducts, Voting Conflicts and Financial Disclosure.

1. **Standards of Conduct** When considering the standard of conduct expected of a LCB member, the beginning point of reference is to know that for this portion of the Code of Ethics, the term “public office” includes any person elected or appointed to hold office in any agency, including any person serving on an Advisory Body. Thus LCB members may NOT:

- Solicit or Accept Gifts
- Do Business with One’s Agency
- Collect Unauthorized Compensation
- Misuse the Public Position
- Hold Conflicting Employment or a Contractual Relationships
- Disclose or Use of Certain Information

At the same time, these provisions are subject to numerous qualifications and exemptions. Be careful and seek advice before proceeding if you have any concerns with standards of conduct.

2. **Voting Conflicts** Questions of voting requirements at meetings of governmental bodies are not uncommon. The Sunshine law provides that, generally speaking, no member of a board or commission who is present at any meeting of the board or commission at which an official decision, ruling, or other official act is to be taken or adopted may abstain from voting. The member’s vote must be recorded or counted as with each member present, except when, with respect to any such member, there is, or appears to be, a possible conflict of interest under the Code of Ethics.

The LCB is a unique organization to which special voting rules are applied. Section 112.1342, FS, discusses voting conflicts in the Code of Ethics that as with the Standards of Conduct makes members of advisory boards “public officers” subject to the Code of Ethics. Two provisions directly impact LCB members voting:

First, the consideration of any matter before the LCB that would be used to:

The officer's special private gain or loss; what the officer knows would be used to the special private gain or loss of any principal by whom the official is retained or to the parent organization or subsidiary of a corporate principal by which the official is retained; or which the official knows would be used to the special private gain or loss of a relative or business associate of the public officer, without first disclosing the nature of his or her interest in the matter. If the LCB member knows of the conflict before the meeting at which the issue will be discussed, the LCB member must disclose the nature of the conflict on the proper ethics form which will be filed with the person responsible for recording the minutes of the LCB meeting prior to the meeting and will be incorporated into the minutes.

However, in the event that disclosure has not been made prior to the LCB meeting or that any conflict is unknown prior to the meeting, the disclosure must be made orally at the meeting when it becomes known that a conflict exists. Thereafter, the LCB member must disclose the nature of the official's conflict within 15 days after the oral disclosure occurs, by filing a memorandum of voting conflict with the person responsible for recording the minutes of the LCB meeting, who shall incorporate the memorandum in the minutes at which the oral disclosure was made. Any such memorandum must become a public record upon filing, and will immediately be provided to the other LCB members and will be read publicly at the next meeting held after the filing of the written memorandum.

Secondly, even after full disclosure on any matter, the Code of Ethics [section 112.3143(3)], FS, nevertheless still requires the LCB member to:

Abstain from voting on any measure which would inure to the, "special private gain or loss or a local public officer or to the special private gain or loss of certain other persons or entities, including any principals by whom the local public officer is retained." Stated differently, the ethics laws prohibit a local public officer from voting on a measure that he would use to his special private gain, to the special gain of the parent organization or subsidiary of a corporate principal by associate. The Code of Ethics also requires a local public officer who is faced with a voting conflict to publicly state the nature of his interest in the matter prior to the vote being taken from which he will be abstaining and, within 15 days of the vote, to file a memorandum of voting conflict to be incorporated in the minutes of the LCB meeting.

3. **Financial Disclosure** LCB members are NOT required to file financial disclosure forms with the Florida Ethics Commission.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE, AND**

## **TERMINATION OF MEMBERSHIP**

### **Section 1: Voting Members**

In accordance with Chapter 427.012(3) F.S., all members of the LCB shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the "DOPA". The DOPA for the Palm Beach County Transportation Disadvantaged program, as designated by the Commission for the Transportation Disadvantaged, shall be the Palm Beach Metropolitan Planning Organization. The following agencies or groups shall be represented on the LCB as voting members, pursuant to 41-2.012(3) (a-n):

1. A local representative of the Florida Department of Transportation.
2. A local representative of the Florida Department of Children and Families.
3. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible.
4. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
5. A person recommended by the local Veterans Service Office representing the veterans in the county.
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county.
7. A person with a disability representing the disabled in the county.
8. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation.
9. A local representative representing children at risk.
10. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's board, except in cases where they are also the Community Transportation Coordinator.
11. A local representative of the Florida Department of Elder Affairs.
12. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator.
13. A local representative of the Florida Agency for Health Care Administration.
14. A representative of the Regional Workforce Development Board established in Chapter 445, FS.
15. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health departments or other home and community based services, etc.
16. A person over sixty representing the elderly in the county.

**Section 2: Alternate Members**

Alternates are to be appointed in writing to the DOPAs by an agency representative. Each alternate may vote only in the absence of that member on a one-vote-per-member basis. No alternates will be appointed for non-agency representative members of the LCB.

**Section 3: Technical Advisors**

With a majority vote of a quorum of the LCB, technical advisors may be approved for the purpose of providing the LCB with technical advice as necessary.

**Section 4: Terms of Appointment**

Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the LCB shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the DOPA.

**Section 5: Attendance**

LCB members are expected to attend scheduled meetings on a regular basis. LCB membership appointment shall be automatically rescinded for lack of attendance. Lack of attendance is defined as unexcused absence at three (3) consecutive meetings. Any member who intends to be absent from an LCB meeting shall notify the DOPA of their intended absence at least one business day prior to the meeting; absence at a meeting without prior notification shall be considered unexcused absence. The LCB shall notify the Commission if any state agency voting member or their alternate fails to attend three consecutive meetings.

~~The DOPA shall review, and consider rescinding, the appointment of any member of the LCB who fails to attend three consecutive meetings. The LCB shall notify the Commission if any state agency voting member or their alternate fails to attend three consecutive meetings.~~

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## **Section 6: Termination of Membership**

Any members of the LCB may resign at any time by notice in writing to the Chair. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair.

## **ARTICLE IV: OFFICERS AND DUTIES**

### **Section 1: Number**

The officers of the LCB shall be a Chair and a Vice-Chair.

### **Section 2: Chair**

The DOPA appoints an elected official to serve as the official Chairperson for all LCB meetings. The Chairperson shall be appointed to serve for a two-year term or less if the individual is no longer in office. The DOPA shall replace or reappoint the Chairperson at the end of his/her term.

### **Section 3: Vice-Chair**

The LCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the LCB present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the next meeting. The Vice-Chair shall assume the powers and duties of the Chair in his/her absence. The Vice-Chairperson may serve more than one term.

## **ARTICLE V: LCB MEETINGS**

### **Section 1: Access to Meetings**

As a general statement, the Sunshine law prohibits the LCB from holding meetings at any facility or location that discriminates on the basis of sex, age, race, creed, color, origin, or economic status or that operates in such a manner as to unreasonably restrict public access to such a facility.

Another provision in the Sunshine law is far more specific in its statements. Section 286.26, FS, directly addresses accessibility to public meetings for the physically disabled. That section provides that whenever the LCB has scheduled a meeting and receives, at least 48 hours prior to the meeting, a written request by a physically disabled person to attend the meeting, directed to the LCB, the chairperson or staff must provide a manner by which such person may attend the meeting at its scheduled site or reschedule the meeting to a site which would be accessible to such person. If the person with a disability objects in the written request, nothing contained in the provisions of this section shall be construed or interpreted to permit the use of human

physical assistance to the physically disabled in lieu of the construction or use of ramps or other mechanical devices in order to comply with the provisions of this section.

## **Section 2: Americans with Disabilities Act**

This matter of access is more commonly associated with the federal Americans with Disabilities Act (ADA). Like other public agencies, the LCB must adhere to the ADA as well as to the Sunshine law. The ADA is a civil rights law that prohibits the discrimination of disabled citizens in employment, public services, transportation, public accommodations and telecommunications. The LCB must conform to this law; indeed ADA is at the core of the TD Program's mission of providing services to the transportation disadvantaged, including people with disabilities. Unlike the Sunshine law, the ADA is broader in its scope of coverage for participation at a public meeting.

*Title II of the ADA prohibits qualified individuals with a disability from being excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity. Since the activity of the LCB is to meet to advise the Commission and CTC, one method to ensure the full participation of persons with disabilities is to make sure that communications with participants and members of the public with disabilities are as effective as communications with others. Title II of the ADA, has stated that the equal participation requirement is fulfilled by providing "appropriate auxiliary aids and services" necessary to afford the person with a disability to equal opportunity to participate in the program or activity. This usually means that the staff to the LCB must provide whatever communications services or devices are necessary which guarantee that persons with disabilities have the equal opportunity to use and enjoy the LCB meeting. Of particular relevance to the LCB will be the provision of sign language interpreters or other "messenger" auxiliary aids or special services which fully allow the public to participate in the LCB meetings.*

## **Section 3: Regular Meetings**

The LCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157 FS, the Board shall meet at least quarterly.

## **Section 4: Committee Meetings**

Each LCB is required by Rule 41-2, FAC, to "appoint a Grievance Committee to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service." The LCB Board shall appoint LCB voting members to this committee.

## **Section 5: Emergency/Special Meetings**

The Chair may convene emergency/special meetings of the LCB as deemed necessary provided that proper notice is given to all members of the LCB, and other interested

parties within a reasonable amount of time prior to the special meeting.

### **Section 6: Notice and Recording of Meetings**

*The meeting notices are to be simple and straightforward. The CTC shall give one week notice of the proposed agenda for the LCB meetings to the LCB members, the appropriate Commission Regional Manager, mailing lists/Committee Members list and on the Palm Tran web site (<http://www.co.palm-beach.fl.us/palmtran/meetings/committee.htm>). Specific meeting dates will be advertised in the Palm Beach Post, Palm Tran's web site and the mailing list. The CTC shall have the agenda materials available and delivered to the LCB members no less than one week in advance of the LCB meetings. The LCB should give special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP. The agenda shall include a public participation opportunity. When noticing a meeting, include at a minimum, the following items:*

- Name of LCB
- Address of meeting place
- Type of meeting
- Time of meeting
- Who to contact for special needs

*For Emergency Special Meeting Notices and Committee Meeting Notices the CTC shall give LCB members and others one week notice, if possible, of the date, time location and proposed agenda for the LCB committee meetings and emergency meetings. Meeting materials shall be provided as early as possible.*

*If an agenda is not available with the notice of the meeting, then a summary of the subject matter of what will be discussed might be used, particularly if the item is controversial or one of critical public concern. The LCB should postpone taking action on any issue until it has been adequately noticed.*

When prepared, the agenda should state with specificity the items that will be considered at a meeting, hearing or workshop. All matters involving decisions of the LCB must be listed and summarized on the agenda. Matters that are solely internal administrative matters that do not affect the interests of the public generally may be included on the agenda. The Sunshine Law, however, does not mandate that the LCB provide notice of each item to be discussed via a published agenda. The Board Chairperson should approve the agenda.

The Sunshine law specifically requires that minutes of the LCB meeting be promptly recorded and open to public inspection. While sound recordings may be used to record the proceedings before the LCB, written minutes of the meeting must be taken and promptly recorded. The required minutes for "workshop" meetings are not different than those required to be kept for meeting of a public board or commission. The minutes need not be verbatim transcripts of the meetings; rather the use of the term "minutes" contemplates a brief summary or series of brief notes or memoranda reflecting the

events of the meeting. However, the LCB is not prohibited from using a written transcript of the meeting as the minutes, if it chooses to do so. There is no requirement that tape recordings be made by the LCB at each public meeting. However, once made, such recordings are public records.

Minutes for a previous LCB meeting may be circulated for corrections and studying prior to an open meeting so long as any changes, corrections, or deletions are discussed and adopted during the properly noticed "open" meeting. The LCB minutes are public records when the person responsible for preparing the minutes has performed his or her duty even though they have not yet been sent to the board members or officially approved by the board. As stated above, written minutes must be taken at every Board and committee meeting. This function is the responsibility of the CTC staff. Guidelines are:

- Minutes should be clear and concise and should summarize discussions that took place.
- The minutes must include the date, place of the meeting, a listing of the members present or absent, and a summary of items of business in an order that corresponds to the agenda.
- When people's names are used in the minutes, either the person's whole name or just the person's last name should be used in order to easily identify the person in the future.
- Items of communications such as reports need not be incorporated in the minutes but should be included with an attachment. Reports by treasurer, committees and others should be in writing.
- A motion must reflect items that require a decision by the LCB. The motion should be stated completely and minutes must indicate by whom the motion was made and seconded and whether it passed or failed. It is necessary to record the name of the person who seconded the motion, and minutes should state that motion was seconded. Minutes must state who was given responsibility for carrying out terms of the motions.
- Copies of the minutes should be mailed out to LCB members and the Commission as soon as possible after the meeting.
- Minutes should be signed both by the person who prepared them and the official secretary, if different.
- The minutes that were mailed to the LCB members and the Commission must be formally approved at the next public meeting of the LCB. The minutes are public records that will be available to anyone upon request.

### **Section 7: Quorum**

At all meetings of the Board, the presence in person of at least 50% of the voting members, or their alternates, shall be necessary and sufficient to constitute a quorum for the transaction of business. Positions on the Board, as specified in Article 3, Section 1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum. In the absence of a quorum, the Chair or

Vice-Chair may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. Any such recessed meeting shall be then conducted as a “workshop”. At any such workshop, items on the agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

**Section 8: Voting**

At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these by-laws, shall be decided by the vote of a majority of the members of the Board present. All members must vote.

**Section 9: Parliamentary Procedures**

The Board will conduct business using parliamentary procedures according to *Robert’s Rules of Order*.

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## **ARTICLE VI: STAFF**

### **Section 1: General**

The Palm Beach County Board of County Commissioners through the Palm Beach Metropolitan Planning Organization (MPO), the designated official planning agency, provides staff for the LCB.

### **Section 2: Responsibilities of the Staff**

- 1) Jointly develop and annually update the Transportation Disadvantaged Service Plan with the CTC and the LCB.
- 2)
  - a) When necessary and in cooperation with the local coordinating board, solicit and recommend a community transportation coordinator, in conformity with Chapters 287 and 427, Florida Statutes. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed
  - OR
  - b) Provide staff support to the LCB in conducting an annual evaluation of the CTC, including local developed standards as delineated in the adopted Transportation Disadvantaged Service Plan. Assist the Commission in joint reviews of the community transportation coordinator.
- 3) Organize and provide staff support and related resources for at least four (4) local coordinating board meetings per year, holding one meeting during each quarter.
- 4) Provide at least one public hearing annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public hearings. This public hearing must be held separately from the local coordinating board meeting. It may, however, be held on the same day as the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting).
- 5) Develop and annually update by-laws for local coordinating board approval.
- 6) Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission's most recent Local Coordinating Board and Planning Agency Operating Guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program.
- 7) Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission.
- 8) Research and complete the Actual Expenditures Report for direct federal and local government transportation funds to the Commission no later than September 15th. Complete the Actual Expenditure Report, using the Commission approved forms.
- 9) Develop and provide the LCB with quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement and any other activities related to the transportation disadvantaged program, including but not limited to, consultant contracts, special studies, and marketing efforts.

10) Attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings, the Commission's annual training workshop, or other sponsored training.

### **Section 3: Government in the Sunshine**

One of the obligations imposed by Sections 20.052, FS that each LCB must follow is to carry out its statutory duties in compliance with the Sunshine Law. The Government-In-The-Sunshine Law, Chapter 286, FS is the governing state for meetings conducted by governmental bodies in Florida. Florida's Government-in-the-Sunshine law provides a right of access to governmental proceedings at both the state and local levels. It applies to elected and *appointed* boards and applies to any gathering of two or more members of the same board to discuss some matter which will foreseeably come before that board for action. There is also a constitutionally guaranteed right of access.

The basic elements of the Sunshine law that each LCB must follow include:

- Meetings of boards or commissions must be open to the public.
- Reasonable notice of such meetings must be given.
- Minutes of the meeting must be taken.

Probably the most frequently asked question covering the Sunshine law is: ***what constitutes a meeting?*** A meeting applies to all discussions or deliberations as well as the formal action taken by the LCB. The law, in essence, is applicable to any gathering, whether formal or casual, of two or more members of the LCB to discuss some matter on which foreseeable action will be taken by the LCB. There is no requirement that a quorum be present for a meeting to be covered under the law. Remember, the Sunshine Law considers telephone conversations, exchanges of memos, use of computer mail, and the use of an intermediary by board members as forms of meetings and therefore subject to public notice.

A key element of the Sunshine Law is the requirement that boards subject to the law provides "reasonable notice" of all meetings. A reasonable standard of public notice is that the type of notice at such time and in such a manner that should enable interested members of the public to attend the LCB meeting. Public information on meetings will be provided in the Palm Tran Connection Riders Guide, LCB Member mailing lists and on the Palm Tran web site (<http://www.co.palmbeach.fl.us/palmtran/meetings/committee.htm>). Specific meeting dates will be advertised in the Palm Beach Post, Palm Tran's web site and the LCB Member mailing list.

## **ARTICLE VII: BOARD DUTIES**

### **Section 1: LCB Duties**

The Board shall perform the following duties as specified in Rule 41-2(5) FAC:

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of the same to the Commission and the Chairperson of the DOPA.
2. Review and approve the Memorandum of Agreement and the Transportation Disadvantaged Service Plan.
3. On a continuing basis, evaluate services provided under the approved service plan. Annually, provide the DOPA with an evaluation of the CTC's performance in general and relative to Commission standards and the completion of the current service plan elements. Recommendations relative to performance and the renewal of the CTC's Memorandum of Agreement shall be included in the report.
4. In cooperation with the CTC, review and provide comments to the Commission and the DOPA, on all applications for local government, state, or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner.
5. Review coordination efforts and service provision strategies in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service available in an effort to increase system ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas if it is deemed appropriate and cost effective to do so.
6. Appoint a Grievance committee as required by law and rule.
7. Coordinate with the CTC, and if necessary, jointly develop applications for grant funds that may become available.
8. Prepare by January 1, an Annual Report to the DOPA which outlines the accomplishments, activities, or other areas of interest relative to the local TD program for the most recent operating year.
9. Consolidate the annual budget estimates of local, district state agency, and directly funded federal government transportation disadvantaged funds and forward to the Commission no later than June 30th for reporting purposes.
10. Review and approve the Transportation Disadvantaged Service Plan (TDSP) for consistency with approved Commission minimums. The CTC shall write, maintain and update the TDSP annually.

**ARTICLE VIII: COMMITTEES**

### **Section 1: Committees**

Rule 41-2, FAC, requires the LCB to, “appoint a Grievance Committee to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area.” The Chairperson shall appoint LCB voting members to this committee.

### **Section 2: Committees**

Committees shall be designated by the Chair as necessary to investigate and report on specific subject areas of interest to the LCB. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance. The Chair shall serve as an ex-officio member of all committees. Each committee shall elect a Chair from its membership.

## **ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

### **Section 1: General**

The LCB may communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.

## **ARTICLE X: AMENDMENTS**

### **Section 1: General**

The by-laws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

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**ARTICLE XI: CERTIFICATION**

The undersigned hereby certifies that he is the Chair of the Local Coordinating Board and that the foregoing is a full, true and correct copy of the by-laws of this LCB as adopted on the 9<sup>th</sup> day of August 2015.

Approved: \_\_\_\_\_  
Melissa McKinlay, Chair  
Palm Beach County Local Coordinating Board

Date: 09/09/2015

## **Palm Beach County Transportation Disadvantaged Local Coordinating Board**

### **FY2016 Grievance Procedures**

**Approved by the TDLCB  
September 9, 2015**

# **The Transportation Disadvantaged Local Coordinating Board of Palm Beach County**

## **FY 2016 LOCAL GRIEVANCE GUIDELINES**

### **I. INTRODUCTION**

The State of Florida Commission on the Transportation Disadvantaged oversees through contractual arrangements, a coordinated system of Community Transportation Coordinators (CTCs). At the local level, CTCs are responsible for the provision of transportation service.

Another key entity involved in the development, monitoring, support, and evaluation of the local service delivery system is the Local Coordinating Board (LCB). Each county or service area has a LCB to provide information, guidance and advice on the local coordinated system.

The purpose of these guidelines is to provide information and uniform guidance in regard to local grievance practices and procedures. It is to be applied by CTCs and LCBs in developing and implementing their local grievance procedures.

It is the intent of the Commission to encourage resolution of grievances at the local level and to educate the passengers, funding agencies, and any other interested parties about the grievance process.

### **II. FORMAL GRIEVANCE vs. SERVICE COMPLAINTS**

As you develop your Grievance process(es), it is very important to define and delineate the differences between what a formal grievance is, pursuant to Chapter 427 FS and Rule 41-2 FAC, and what daily service complaints are.

#### **A. SERVICE COMPLAINT**

Service complaints are routine incidents that occur on a daily basis. They are reported to the driver, dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period. Local service complaints are motivated by the inability of the CTC or transportation operators, not local service standards established by the CTC and LCB. Local standards should be developed regarding the reporting and parameters of service complaints. Example (Service complaints may include but are not limited to):

- Late trips (late pickup and/or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior

- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e. may not qualify, lack of TD funds, etc.

## B. FORMAL GRIEVANCE

A formal grievance is a written complaint by the grievant documenting any concerns or an unresolved service complaint regarding the operation or administration of TD services by a transportation operator, CTC, DOPA or LCB. The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Example (may include but are not limited to):

- Chronic or reoccurring or unresolved Service Complaints
- Violations of specific laws governing the provision of TD services i.e. Chapter 427, FS, Rule 41-2 FAC, and accompanying documents, Sunshine Law, or ADA
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

Again, these guidelines are to be used to focus on the minimum requirements in drafting and finalizing the formal grievances. This is a guide to assist in setting local standards for determining the process(es) to resolve formal grievances.

## III. HEARING AND DETERMINING A GRIEVANCE

There is a distinct difference between “hearing” a grievance, and “hearing and determining” a grievance. There is no restriction to a person, or an entity listening to or “hearing” a grievance. An entity may even investigate, from a purely fact-finding perspective, as long as it does not, in the course of its investigation, impose requirements on third parties that are not supported by statute or contractual agreement.

However, when an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance.

It should be noted that Chapter 427, FS permits no adjudicative powers to anyone.

However, Rule 41-2, FAC does provide for grievance processes at the local level.

## LOCAL COORDINATING BOARD GRIEVANCE PROCESS

Rule 41-2.012(5)(f), FAC, provides for the LCB to appoint a grievance committee to serve as a mediator to process and investigate complaints from the agencies, users, potential users of the system and the CTC in the designated service area and make recommendations to the LCB for improvement of service. Whereas the committee makes recommendations to the LCB and the LCB is also an advisory body, neither entity has the authority to “hear and determine” a grievance. They only have the authority to “hear” and “advise”. It should be noted that even though the LCB does not have determinative powers, the recognition of problems by the various members of the LCB is a very useful mechanism to resolve many issues. In addition, it should be noted that since the LCB is involved in the development and approval of the TDSP and the annual evaluation of the CTC, there is considerable avenue for the LCB to influence changes where needed.

This authority to “hear and advise” is the grievance procedure that is currently in place by all LCBs and is part of the Commission planning grant deliverables. This procedure should not imply “determinative” powers, nor should the Commission be included in the process as a final arbiter. However, the Commission could be the recipient of a recommendation by the LCB in matters pertaining to “the system” or matters within the contractual control of the Commission. Further, the Commission may choose to listen to a grievance, with the understanding that the Commission is limited in its authority to rule on the grievance.

Apart from these grievance processes, aggrieved parties with proper standing may also have recourse through Chapter 120, FS, administrative hearings process or the judicial court system.

41-2.006(f), FAC states that a local toll free phone number for complaints or grievances shall be posted inside the vehicles. The TD Helpline Information phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local TDSP including, advising the dissatisfied person about the Commission’s Ombudsman Program as a step within the process as approved by the LCB. All rider information/materials (brochures, user’s guides, etc.) will include the TD Helpline information. As a side note, all local complaint and/or grievance procedures shall include the Commission’s Ombudsman Program information and telephone number.

## IV. REQUIREMENTS FOR FORMAL GRIEVANCE PROCEDURES BY THE LOCAL COORDINATING BOARD

The following paragraphs contain minimum requirements for the development of grievance procedures by the LCB as authorized by the Commission pursuant to Chapter 427, FS and Rule 41-2, FAC.

Formal grievance processes by the LCB shall be open to addressing concerns by any person or agency including but not limited to:

- Purchasing agencies
- Users
- Potential users
- Private-for-profit operators
- Private nonprofit operators
- Community Transportation Coordinators
- Designated Official Planning Agencies
- Elected Officials
- Drivers

A. The minimum guidelines for the LCB formal grievance procedures are:

- The LCB formal grievance procedures should state that all grievances filed must be written and contain the following:
  - The Name and Address of the grievant.
  - A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
  - An explanation by the grievant of the improvements needed to address the complaint.
- LCB must make a written copy of their grievance procedures available known to anyone, upon request.
- LCB grievance procedures should make known to whom and where grievances are to be sent.
- The LCB grievance procedures must specify a maximum amount of days (not to exceed 60) that the LCB has to respond to Grievant.
- The LCB will render a response in writing providing explanation or recommendations regarding the grievance.
- The LCB grievance subcommittee must review all grievances and report accordingly to the full LCB.
- All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
- If the LCB receives a grievance pertaining to the operation of services under the CTC, that grievance should be passed onto the CTC for their response to be included in the LCB response.

Chapter 427, FS does not expressly confer the power or authority for the Commission to “hear and determine” a grievance between two third parties. The Commission can listen to a grievance and it can investigate it from a fact-finding perspective. It cannot

be the “judge” or “arbiter” of the grievance in the sense of determining that one party’s version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within “the system” that needs to be addressed. Similarly, if the grievance showed that one of the parties with whom the Commission contracts was acting to aberrantly as to not be in compliance with its contract, the Commission could exercise whatever contractual rights it has to correct the problem.

Accordingly, the Commission may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the information pertaining to the grievance. It may not rule on the grievance, where doing so would amount to an exercise of adjudicative powers.

Approved: \_\_\_\_\_

Date: 09/09/2015

Melissa McKinlay, Chair  
Palm Beach County Local Coordinating Board

**FLCTD**  
**Annual Operations Report**  
**Section I: Face Sheet**

County: <b>Palm Beach</b>	Fiscal Year: <b>July 1, 2014 - June 30, 2015</b>
<b>Status: Submitted to FLCTD</b>	
<b>Report Date:</b>	09/03/2015
<b>Period Covered:</b>	July 1, 2014 - June 30, 2015
<b>Coordinator's Name:</b>	Palm Beach County
<b>Address:</b>	50 S. Military Trail
	Suite - 101
<b>City:</b>	West Palm Beach, FL
<b>Zip Code:</b>	33415
<b>Service Area:</b>	Palm Beach
<b>Contact Person:</b>	Michael Bertelle
<b>Title:</b>	Financial Analyst II
<b>Phone:</b>	(561) 649 - 9848
<b>Fax:</b>	(561) 514 - 8365
<b>Email:</b>	mbertelle@pbcgov.com
<b>Network Type:</b>	Complete Brokerage
Validation Alert: Section I: Network Type=Complete Brokerage Section IV: CTC Vehicle Miles=0 and Section IV: CTC Revenue Miles=0	
<b>Organization Type:</b>	County
<b>CTC Certification:</b>	
I, Charles Frazier, , as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.	
<b>CTC Representative (signature)</b>	
_____	
<b>LCB Statement:</b>	
I, , as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.	

**LCB Signature**

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**FLCTD**  
**Annual Operations Report**  
**Section II: General Info**

County: **Palm Beach**

Fiscal Year: **July 1, 2014 - June 30, 2015**

Status: **Submitted to FLCTD**

**Section II: Coordinated System General Information**

**1. Provider Listing (include the CTC, if the CTC provides transportation services)**

Number of Private Non-Profits: 0

Number of Private For-Profits: 4

**Public Entities:**

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 0

**Total: 5**

**2. How many of the providers listed in 1 are coordination contractors?**

0

# FLCTD

## Annual Operations Report

### Section III: Passenger Trip Info

County: <b>Palm Beach</b>		Fiscal Year: <b>July 1, 2014 - June 30, 2015</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section III: Passenger Trip Information</b>			
<b>1a. One-Way Passenger Trips</b>			
<b>Type of Service</b>	<b>Service Area</b>		
<b>Fixed Route/Fixed Schedule</b>	<b>Within</b>	<b>Outside</b>	<b>Total</b>
Daily Trip Tickets	10177	0	10177
<p>This represents a -46.07% change in the value <b>Daily Trip Tickets Within</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Daily Trip Tickets Within</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Bus Pass to Trip Conversion based on 1 trip per One Day Pass Sold and 12 trips per 31 Day Pass Sold, whereas in the FY 2013/2014, a One Day Pass was converted to 2 trips and 31 Day Passes were converted to 40 trips.
Weekly Passes	0	0	0
Monthly Passes	418044	0	418044
<p>This represents a -74.94% change in the value <b>Monthly Passes Within</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Monthly Passes Within</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Bus Pass to Trip Conversion based on 1 trip per One Day Pass Sold and 12 trips per 31 Day Pass Sold, whereas in the FY 2013/2014, a One Day Pass was converted to 2 trips and 31 Day Passes were converted to 40 trips.
<b>Deviated Fixed Route Service</b>	0	0	0
<b>Paratransit</b>			
Ambulatory	691194	0	691194
Non-Ambulatory	162132	0	162132
Stretcher	0	0	0
<b>Other Services</b>			

School Board Trips	0	0	0																																
Total Trips	1281547	0	1281547																																
<b>1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?</b>																																			
			853326																																
<b>1c. How many of the total trips were provided by coordination contractors?</b>																																			
			0																																
<b>2. One-Way Trips by Funding Source</b>																																			
Agency for Health Care Administration			0																																
Agency for Persons with Disabilities			0																																
Agency for Workforce Innovation			0																																
Commission for the Transportation Disadvantaged			478304																																
<p>This represents a -72.44% change in the value <b>Commission for the Transportation Disadvantaged</b> from last year.</p> <p><b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>																																		
	CTC:	Other (requires short explanation)	- Bus Pass to Trip Conversion based on 1 trip per One Day Pass Sold and 12 trips per 31 Day Pass Sold, whereas in the FY 2013/2014, a One Day Pass was converted to 2 trips and 31 Day Passes were converted to 40 trips.	09/02/2015 9:06 AM																															
<table border="1"> <tr> <td>Department of Children and Families</td> <td colspan="2"></td> <td>0</td> </tr> <tr> <td>Department of Community Affairs</td> <td colspan="2"></td> <td>0</td> </tr> <tr> <td>Department of Education</td> <td colspan="2"></td> <td>0</td> </tr> <tr> <td>Department of Elder Affairs</td> <td colspan="2"></td> <td>47373</td> </tr> <tr> <td>Department of Health</td> <td colspan="2"></td> <td>0</td> </tr> <tr> <td>Department of Juvenile Justice</td> <td colspan="2"></td> <td>0</td> </tr> <tr> <td>Florida Department of Transportation</td> <td colspan="2"></td> <td>0</td> </tr> <tr> <td>Local Government</td> <td colspan="2"></td> <td>755870</td> </tr> </table>				Department of Children and Families			0	Department of Community Affairs			0	Department of Education			0	Department of Elder Affairs			47373	Department of Health			0	Department of Juvenile Justice			0	Florida Department of Transportation			0	Local Government			755870
Department of Children and Families			0																																
Department of Community Affairs			0																																
Department of Education			0																																
Department of Elder Affairs			47373																																
Department of Health			0																																
Department of Juvenile Justice			0																																
Florida Department of Transportation			0																																
Local Government			755870																																
<p>This represents a 100.00% change in the value <b>Local Government</b> from last year.</p> <p><b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.</p>	<b>Issue Resolved - Value: 0 changed to 755870</b>																																		
Local Non-Government			0																																
Other Federal Programs			0																																
<b>Total:</b>			1281547																																

<b>3. One-Way Trips by Passenger Type</b>				
Was this information obtained by sampling?	no			
<b>Elderly</b>				
Low Income:	129051			
Disabled:	401594			
Low Income and Disabled:	14349			
Other:	13142			
<b>Children</b>				
Low Income:	0			
Disabled:	17221			
Low Income and Disabled:	241			
Other:	254			
<b>Other</b>				
Low Income:	300123			
Disabled:	363872			
Low Income and Disabled:	35930			
Other:	5770			
<b>Total:</b>	1281547			
<b>4. One-Way Passenger Trips - by Purpose</b>				
Was this information obtained by sampling?	no			
Medical Purpose	193780			
<p>This represents a -63.26% change in the value <b>Medical Purpose</b> from last year.</p> <p><b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>			
	CTC:	Other (requires short explanation)	- Bus Pass by Passenger Trip Purpose was based on a survey of Bus Pass clients and the stated reason for purchase.	09/02/2015 9:07 AM
Employment Purpose	301473			
Education/Training/Daycare Purpose	420037			
<p>This represents a -44.30% change in the value <b>Education/Training/Daycare Purpose</b> from last year.</p> <p><b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>			
	CTC:	Other (requires short explanation)	- Bus Pass by Passenger Trip Purpose was based on a survey of Bus Pass clients and the stated reason for purchase.	09/02/2015 9:07 AM
Nutritional Purpose	81212			

This represents a -64.89% change in the value <b>Nutritional Purpose</b> from last year.  <b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Bus Pass by Passenger Trip Purpose was based on a survey of Bus Pass clients and the stated reason for purchase.

Life-Sustaining/Other Purpose	285045
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This represents a -63.64% change in the value <b>Life-Sustaining/Other Purpose</b> from last year.  <b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Bus Pass by Passenger Trip Purpose was based on a survey of Bus Pass clients and the stated reason for purchase.

<b>Total:</b>	1281547
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**5. Unduplicated Passenger Head Count**

5a. Paratransit/Deviated Fixed Route/ School Brd	11175
5b. Fixed Route	16708
<b>Total:</b>	27883

**6. Number of Unmet Trip Requests**

<b>Unmet Trip Requests by Type of Trip</b>	
Unmet Medical	0
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0

**Reason Trip was Denied (Optional)**

Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0

**7.) Number of Passenger No-shows**

	21282
This represents a 100.00% change in the <b>Issue Resolved - Value: 0 changed to 21282</b>	

value 7.) **Number of Passenger**

**No-shows** from last year.

**Possible resolution:** correct entered trips or add a comment to explain why this change is reasonable.

**Passenger No-Shows by Funding Source (optional)**

CTD:	2825
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	1181
DOEA:	0
Other:	17276

**8. Complaints**

Complaints by Service

665

This represents a -68.15% change in the value **Complaints by Service** from last year.

**Possible resolution:** correct entered trips or add a comment to explain why this change is reasonable.

**Comments**

CTC:	Other (requires short explanation)	- Complaints/Commendations positively impacted by New Provider Contract (MV, First Transit and Maruti).	09/02/2015 9:21 AM
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Complaints by Policy

0

This represents a 100.00% change in the value **Complaints by Policy** from last year.

**Possible resolution:** correct entered trips or add a comment to explain why this change is reasonable.

**Comments**

CTC:	Other (requires short explanation)	- Complaints/Commendations positively impacted by the New Provider Contract (MV, First Transit and Maruti Fleet and Mgmt).	09/02/2015 9:43 AM
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Complaints by Vehicle

0

This represents a 100.00% change in the value **Complaints by Vehicle** from last year.

**Possible resolution:** correct entered trips or add a comment to explain why this change is reasonable.

**Comments**

CTC:	Other (requires short explanation)	- Complaints/Commendations positively impacted by the New Provider Contract (MV, First Transit and Maruti Fleet and Mgmt).	09/02/2015 9:43 AM
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Complaints by Other	0			
<b>Complaint Total:</b>	665			
<b>9. Commendations</b>				
Commendations by CTC	0			
<p>This represents a 100.00% change in the value <b>Commendations by CTC</b> from last year.</p> <p><b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>			
	<table border="1"> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>- Complaints/Commendations positively impacted by the New Provider Contract (MV. First Transit and Maruti Fleet and Mgmt).</td> <td>09/02/2015 9:43 AM</td> </tr> </table>	CTC:	Other (requires short explanation)	- Complaints/Commendations positively impacted by the New Provider Contract (MV. First Transit and Maruti Fleet and Mgmt).
CTC:	Other (requires short explanation)	- Complaints/Commendations positively impacted by the New Provider Contract (MV. First Transit and Maruti Fleet and Mgmt).	09/02/2015 9:43 AM	
Commendations by Transportation Providers	808			
<p>This represents a 100.00% change in the value <b>Commendations by Transportation Providers</b> from last year.</p> <p><b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.</p>	<b>Issue Resolved - Value: 0 changed to 808</b>			
Commendations by Coordination Contractors	490			
<p>This represents a 100.00% change in the value <b>Commendations by Coordination Contractors</b> from last year.</p> <p><b>Possible resolution:</b> correct entered trips or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>			
	<table border="1"> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>- Complaints/Commendations positively impacted by the New Provider Contract (MV. First Transit and Maruti Fleet and Mgmt).</td> <td>09/02/2015 9:43 AM</td> </tr> </table>	CTC:	Other (requires short explanation)	- Complaints/Commendations positively impacted by the New Provider Contract (MV. First Transit and Maruti Fleet and Mgmt).
CTC:	Other (requires short explanation)	- Complaints/Commendations positively impacted by the New Provider Contract (MV. First Transit and Maruti Fleet and Mgmt).	09/02/2015 9:43 AM	
<b>Total Commendations:</b>	1298			

# FLCTD

## Annual Operations Report

### Section IV: Vehicle Info

County: <b>Palm Beach</b>		Fiscal Year: <b>July 1, 2014 - June 30, 2015</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section IV: Vehicle Information</b>			
<b>1. Mileage Information</b>			
	<b>Vehicle Miles</b>		<b>Revenue Miles</b>
CTC:	0		0
Validation Alert: Section IV: CTC Vehicle Miles=0 and Section IV: CTC Revenue Miles=0 Section I: Network Type=Complete Brokerage			
Transportation Providers:	9319518		8730527
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
<b>Total:</b>	<b>9319518</b>		<b>8730527</b>
<b>2. Roadcalls</b>			
	177		
<b>3. Accidents</b>			
	<b>Chargeable</b>		<b>Non-Chargeable</b>
Total Accidents Person Only:	21		26
<p>This represents a 40.00% change in the value <b>Total Accidents Person Only Chargeable</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Total Accidents Person Only Chargeable</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Accident data includes both MMMG and MV Transportation, First Transit & Maruti Fleet & Management.
<p>This represents a -21.21% change in the value <b>Total Accidents Person Only Non-Chargeable</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Total Accidents Person Only Non-Chargeable</b> or add a comment to explain why this change is</p>	<b>Comments</b>		
	CTC:	Other (requires	- Reduction in accidents attributed to New Provider Contract (MV.

<p>add a comment to explain why this change is reasonable.</p>	SHORT explanation)	First Transit and Maruti Fleet and Mgmt).	9:52 AM
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Total Accidents Vehicle Only: 187	119
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<p>This represents a 27.21% change in the value <b>Total Accidents Vehicle Only Chargeable</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Total Accidents Vehicle Only Chargeable</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC: Other (requires short explanation)	- Reduction in accidents attributed to New Provider Contract (MV. First Transit and Maruti Fleet and Mgmt).	09/02/2015 9:52 AM

<p>This represents a 20.20% change in the value <b>Total Accidents Vehicle Only Non-Chargeable</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Total Accidents Vehicle Only Non-Chargeable</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC: Other (requires short explanation)	- Reduction in accidents attributed to New Provider Contract (MV. First Transit and Maruti Fleet and Mgmt).	09/02/2015 9:53 AM

Total Accidents Person & Vehicle: 3	8
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<p>This represents a 100.00% change in the value <b>Total Accidents Person &amp; Vehicle Chargeable</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Total Accidents Person &amp; Vehicle Chargeable</b> or add a comment to explain why this change is reasonable.</p>	<b>Issue Resolved - Value: 0 changed to 3</b>		
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<p>This represents a -62.50% change in the value <b>Total Accidents Person &amp; Vehicle Non-Chargeable</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Total Accidents Person &amp; Vehicle Non-Chargeable</b> or add a comment to explain why this change is reasonable.</p>			
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<b>Total Accidents:</b>	211		153
<b>Grand Total:</b>	364		
<b>4. Total Number of Vehicles</b>	416		
<p>This represents a 124.86% change in the value  <b>4. Total Number of Vehicles</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>4. Total Number of Vehicles</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Increased Vehicle count attributed to the inclusion of MMMG and New Provider Vehicles (MV, First Transit and Maruti's).
	<b>Count</b>	<b>Percentage</b>	
a. Total vehicles that are wheelchair accessible:	416	100.00%	
b. Total vehicles that are stretcher equipped:	0	0.00%	

# FLCTD

## Annual Operations Report

### Section V: Employee Info

County: <b>Palm Beach</b>		Fiscal Year: <b>July 1, 2014 - June 30, 2015</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section V: Employee Information</b>			
<b>1. CTC and Transportation Provider Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	534		
<p>This represents a 119.75% change in the value <b>Full-Time Drivers</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Full-Time Drivers</b> or add a comment to explain why this change is reasonable.</p>		<b>Comments</b>	
		CTC:	Other (requires short explanation)
Part-Time Drivers	91		
<p>This represents a 100.00% change in the value <b>Part-Time Drivers</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Part-Time</b></p>		<b>Comments</b>	
		CTC:	Other (requires short explanation)

<p><b>Drivers</b> or add a comment to explain why this change is reasonable.</p>				
<p>This represents a 100.00% change in the value <b>Part-Time Drivers Hours</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Part-Time Drivers Hours</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>			
	CTC:	Other (requires short explanation)	- Full Time / Part Time Drivers include MMMG and MV Transportation, First Transit & Maruti Fleet & Management.	09/02/2015 10:24 AM
<b>Total Hours:</b> 593033				
Volunteer Drivers	0			0
<b>Total Hours:</b> 593033				
Maintenance Employees	41			
<p>This represents a 173.33% change in the value <b>Maintenance Employees</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Maintenance Employees</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>			
	CTC:	Other (requires short explanation)	- Employee data includes MMMG and MV Transportation, First Transit & Maruti Fleet & Management.	09/02/2015 10:06 AM

Dispatchers		33		
<p>This represents a 43.48% change in the value <b>Dispatchers</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Dispatchers</b> or add a comment to explain why this change is reasonable.</p>		<b>Comments</b>		
		CTC:	Other (requires short explanation)	- Dispatch function brought in house.
Schedulers		1		
<p>This represents a -85.71% change in the value <b>Schedulers</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Schedulers</b> or add a comment to explain why this change is reasonable.</p>		<b>Comments</b>		
		CTC:	Other (requires short explanation)	- Schedulers reduced as a result of the New Provider Contract.
Call Intake/Reserv./Cust. Serv.		1		
<p>This represents a -96.00% change in the value <b>Call Intake/Reserv./Cust. Serv.</b> from last year.</p> <p><b>Possible</b></p>		<b>Comments</b>		
		CTC:	Other (requires short explanation)	- Call Intake/Res/ Customer Svc - reduced as a result of the New Provider Contract.

<b>resolution:</b> correct the value <b>Call Intake/Reserv./Cust. Serv.</b> or add a comment to explain why this change is reasonable.			
Other Operations Employees	16		
		<b>Hours</b>	
Other Volunteers	0	0	
Administrative Support	16		
<p>This represents a 77.78% change in the value <b>Administrative Support</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Administrative Support</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Administration Staff increased as a result of the New Provider Contract.
Management Employees	25		
<p>This represents a 92.31% change in the value <b>Management Employees</b> from last year.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Management includes MMMG and MV, First Transit and Maruti.

**Possible resolution:**correct the value **Management Employees** or add a comment to explain why this change is reasonable.

**Total** 758

**2. Coordination Contractors Employee Information**

			<b>Hours</b>
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
			<b>Total Hours:</b> 0

Maintenance Employees	0
Dispatchers	14

This represents a 100.00% change in the value **Dispatchers** from last year.

**Possible resolution:**correct the value **Dispatchers** or add a comment to explain why this change is reasonable.

<b>Comments</b>			
CTC:	Other (requires short explanation)	- Dispatch function brought in house.	09/02/2015 10:22 AM

Schedulers 7

This represents a

**Comments**

<p>100.00% change in the value <b>Schedulers</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Schedulers</b> or add a comment to explain why this change is reasonable.</p>	CTC:	Other (requires short explanation)	- CTC Scheduler are seven for FY 2014/2015.	09/02/2015 10:31 AM
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<p>Call Intake/Reserv./Cust. Serv. 28</p>	28											
<p>This represents a 100.00% change in the value <b>Call Intake/Reserv./Cust. Serv.</b> from last year.</p> <p><b>Possible resolution:</b> correct the value <b>Call Intake/Reserv./Cust. Serv.</b> or add a comment to explain why this change is reasonable.</p>	<table border="1"> <thead> <tr> <th colspan="4" data-bbox="573 766 1539 829">Comments</th> </tr> </thead> <tbody> <tr> <td data-bbox="573 833 691 1039">CTC:</td> <td data-bbox="695 833 919 1039">Other (requires short explanation)</td> <td data-bbox="922 833 1325 1039">- CTC Call Intake/Res./Customer Svc;s are 28 for FY 2014/2015.</td> <td data-bbox="1328 833 1539 1039">09/02/2015 10:32 AM</td> </tr> </tbody> </table>				Comments				CTC:	Other (requires short explanation)	- CTC Call Intake/Res./Customer Svc;s are 28 for FY 2014/2015.	09/02/2015 10:32 AM
Comments												
CTC:	Other (requires short explanation)	- CTC Call Intake/Res./Customer Svc;s are 28 for FY 2014/2015.	09/02/2015 10:32 AM									

<p>Other Operations Employees 14</p>	14											
<p>This represents a 100.00% change in the value <b>Other Operations Employees</b> from last year.</p>	<table border="1"> <thead> <tr> <th colspan="4" data-bbox="573 1602 1539 1665">Comments</th> </tr> </thead> <tbody> <tr> <td data-bbox="573 1669 691 1873">CTC:</td> <td data-bbox="695 1669 964 1873">Other (requires short explanation)</td> <td data-bbox="967 1669 1325 1873">- Other Operations Staff increased as a result of the New Provider Contract.</td> <td data-bbox="1328 1669 1539 1873">09/02/2015 10:29 AM</td> </tr> </tbody> </table>				Comments				CTC:	Other (requires short explanation)	- Other Operations Staff increased as a result of the New Provider Contract.	09/02/2015 10:29 AM
Comments												
CTC:	Other (requires short explanation)	- Other Operations Staff increased as a result of the New Provider Contract.	09/02/2015 10:29 AM									

<p><b>Possible resolution:</b>correct the value <b>Other Operations Employees</b> or add a comment to explain why this change is reasonable.</p>			
		<b>Hours</b>	
Other Volunteers	0		
Administrative Support	2		
<p>This represents a 100.00% change in the value <b>Administrative Support</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Administrative Support</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Administration Staff now includes Operation Mgmt Secretary.
Management Employees	14		
<p>This represents a 100.00% change in the value <b>Management Employees</b> from last year.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Management includes MMMG and MV, First Transit and Maruti.

**Possible resolution:** correct the value **Management Employees** or add a comment to explain why this change is reasonable.

**Total** 79

**TOTAL HOURS:** 593033

# FLCTD

## Annual Operations Report

### Section VI: Revenue Sources

County: <b>Palm Beach</b>		Fiscal Year: <b>July 1, 2014 - June 30, 2015</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section VI: Financial Data</b>			
<b>1. Detailed Revenue and Trips Provided by Funding Source</b>			
<b>Revenue Source</b>	<b>CTC and Transportation Providers</b>	<b>Coordination Contractors</b>	<b>TOTAL REVENUES</b>
<b>Agency for Health Care Administration</b>			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
<b>Agency for Persons with Disabilities</b>			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$0.00	\$0.00
Other (specify):	\$0.00	\$0.00	\$0.00
<b>Agency for Workforce Innovation</b>			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify):	\$0.00	\$0.00	\$0.00
<b>Commission for the Transportation Disadvantaged</b>			
Non-Sponsored Trip Program	\$2,733,521.00	\$0.00	\$2,733,521.00

Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify):	\$0.00	\$0.00	\$0.00
<b>Department of Children and Families</b>			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify):	\$0.00	\$0.00	\$0.00
<b>Department of Community Affairs</b>			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify):	\$0.00	\$0.00	\$0.00
<b>Department of Education</b>			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify):	\$0.00	\$0.00	\$0.00
<b>Department of Elder Affairs</b>			
Older Americans Act	\$350,319.00	\$0.00	\$350,319.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify):	\$0.00	\$0.00	\$0.00
<b>Department of Health</b>			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00

County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify):	\$0.00	\$0.00	\$0.00
<b>Department of Juvenile Justice</b>			
(specify):	\$0.00	\$0.00	\$0.00
<b>Department of Transportation</b>			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$0.00	\$0.00	\$0.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify):	\$0.00	\$0.00	\$0.00
<b>Local Government</b>			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$18,160,915.00	\$0.00	\$18,160,915.00
County Cash	\$7,216,086.00	\$0.00	\$7,216,086.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$40,000.00	\$0.00	\$40,000.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify):	\$0.00	\$0.00	\$0.00
Other In-Kind (specify):	\$0.00	\$0.00	\$0.00
<b>Local Non-Government</b>			

Farebox	\$2,370,311.00	\$0.00	\$2,370,311.00
<p>This represents a 23.57% change in the value <b>Farebox CTC and Transportation Providers</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Farebox CTC and Transportation Providers</b> or add a comment to explain why this change is reasonable.</p>	<b>Comments</b>		
	CTC:	Other (requires short explanation)	- Fare box revenue positively impacted by Co-pay increase.
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$0.00	\$0.00	\$0.00
<b>Other Federal or State Programs</b>			
(specify):	\$0.00	\$0.00	\$0.00
(specify):	\$0.00	\$0.00	\$0.00
(specify):	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>	\$30,871,152.00	\$0.00	\$30,871,152.00

**FLCTD**  
**Annual Operations Report**  
**Section VII: Expense Sources**

County: <b>Palm Beach</b>		Fiscal Year: <b>July 1, 2014 - June 30, 2015</b>									
<b>Status: Submitted to FLCTD</b>											
<b>Section VII: Financial Data</b>											
<b>2. Expense Sources</b>											
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES								
Labor (501):	\$2,764,304.00	\$0.00	\$2,764,304.00								
<p>This represents a 21.89% change in the value <b>Labor (501) Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Labor (501) Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>		<table border="1" style="width: 100%;"> <thead> <tr> <th colspan="4" style="text-align: center;">Comments</th> </tr> </thead> <tbody> <tr> <td style="width: 10%; text-align: center;">CTC:</td> <td style="width: 20%;">Other (requires short explanation)</td> <td style="width: 50%;">- Increased Labor &amp; Fringe Costs - attributed to the Dispatch function being brought in house.</td> <td style="width: 20%; text-align: center;">09/02/2015 10:36 AM</td> </tr> </tbody> </table>		Comments				CTC:	Other (requires short explanation)	- Increased Labor & Fringe Costs - attributed to the Dispatch function being brought in house.	09/02/2015 10:36 AM
Comments											
CTC:	Other (requires short explanation)	- Increased Labor & Fringe Costs - attributed to the Dispatch function being brought in house.	09/02/2015 10:36 AM								
Fringe Benefits (502):	\$1,761,638.00	\$0.00	\$1,761,638.00								
<p>This represents a 29.10% change in the value <b>Fringe Benefits (502) Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Fringe Benefits (502) Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>		<table border="1" style="width: 100%;"> <thead> <tr> <th colspan="4" style="text-align: center;">Comments</th> </tr> </thead> <tbody> <tr> <td style="width: 10%; text-align: center;">CTC:</td> <td style="width: 20%;">Other (requires short explanation)</td> <td style="width: 50%;">- Increased Labor &amp; Fringe Costs - attributed to the Dispatch function being brought in house.</td> <td style="width: 20%; text-align: center;">09/02/2015 10:37 AM</td> </tr> </tbody> </table>		Comments				CTC:	Other (requires short explanation)	- Increased Labor & Fringe Costs - attributed to the Dispatch function being brought in house.	09/02/2015 10:37 AM
Comments											
CTC:	Other (requires short explanation)	- Increased Labor & Fringe Costs - attributed to the Dispatch function being brought in house.	09/02/2015 10:37 AM								
Services (503):	\$733,079.00	\$0.00	\$733,079.00								
<p>This represents a 261.27% change in the value <b>Services (503) Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Services (503) Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>		<table border="1" style="width: 100%;"> <thead> <tr> <th colspan="4" style="text-align: center;">Comments</th> </tr> </thead> <tbody> <tr> <td style="width: 10%; text-align: center;">CTC:</td> <td style="width: 20%;">Other (requires short explanation)</td> <td style="width: 50%;">- Relocated to a County owned and operated facility.</td> <td style="width: 20%; text-align: center;">09/02/2015 10:47 AM</td> </tr> </tbody> </table>		Comments				CTC:	Other (requires short explanation)	- Relocated to a County owned and operated facility.	09/02/2015 10:47 AM
Comments											
CTC:	Other (requires short explanation)	- Relocated to a County owned and operated facility.	09/02/2015 10:47 AM								

Materials and Supplies Cons. (504):	\$29,649.00	\$0.00	\$29,649.00								
<p>This represents a -44.13% change in the value <b>Materials and Supplies Cons. (504) Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Materials and Supplies Cons. (504) Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>			<table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>- Relocated to a County owned and operated facility.</td> <td>09/02/2015 10:44 AM</td> </tr> </tbody> </table>	Comments				CTC:	Other (requires short explanation)	- Relocated to a County owned and operated facility.	09/02/2015 10:44 AM
Comments											
CTC:	Other (requires short explanation)	- Relocated to a County owned and operated facility.	09/02/2015 10:44 AM								
Utilities (505):	\$98,713.00	\$0.00	\$98,713.00								
<p>This represents a 236.06% change in the value <b>Utilities (505) Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Utilities (505) Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>			<table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>- Relocated to a County owned and operated facility.</td> <td>09/02/2015 10:44 AM</td> </tr> </tbody> </table>	Comments				CTC:	Other (requires short explanation)	- Relocated to a County owned and operated facility.	09/02/2015 10:44 AM
Comments											
CTC:	Other (requires short explanation)	- Relocated to a County owned and operated facility.	09/02/2015 10:44 AM								
Casualty and Liability (506):	\$0.00	\$0.00	\$0.00								
Taxes (507):	\$0.00	\$0.00	\$0.00								
Purchased Transportation Services (508)											
Bus Pass Expenses:	\$1,501,800.00	\$0.00	\$1,501,800.00								
<p>This represents a -59.62% change in the value <b>Bus Pass Expenses Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Bus Pass Expenses Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>			<table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>- FY 2014/2015 Bus Pass Costs only include the \$ as highlighted on the submitted TD invoices for the same time perio</td> <td>09/02/2015 10:52 AM</td> </tr> </tbody> </table>	Comments				CTC:	Other (requires short explanation)	- FY 2014/2015 Bus Pass Costs only include the \$ as highlighted on the submitted TD invoices for the same time perio	09/02/2015 10:52 AM
Comments											
CTC:	Other (requires short explanation)	- FY 2014/2015 Bus Pass Costs only include the \$ as highlighted on the submitted TD invoices for the same time perio	09/02/2015 10:52 AM								
School Bus Expenses:	\$0.00	\$0.00	\$0.00								
Other:	\$23,945,279.00	\$0.00	\$23,945,279.00								
Miscellaneous (509):	\$14,413.00	\$0.00	\$14,413.00								
<p>This represents a -22.42% change in the value <b>Miscellaneous (509) Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Miscellaneous (509) Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>			<table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>- Higher Provider Costs - impacted by</td> <td></td> </tr> </tbody> </table>	Comments						- Higher Provider Costs - impacted by	
Comments											
		- Higher Provider Costs - impacted by									

				CTC:	Other (requires short explanation)	the New Provider Contract three new Vendors (MV, First Transit and Maruti Fleet & Mgmt).	09/02/2015 10:48 AM
Interest (511):	\$0.00	\$0.00	\$0.00				
Leases and Rentals (512):	\$22,277.00	\$0.00	\$22,277.00				
<p>This represents a 56.88% change in the value <b>Leases and Rentals (512) Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Leases and Rentals (512) Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>				<p align="center"><b>Comments</b></p>			
				CTC:	Other (requires short explanation)	- Relocated to a County owned and operated facility	09/02/2015 10:48 AM
Annual Depreciation (513):	\$0.00	\$0.00	\$0.00				
Contributed Services (530):	\$0.00	\$0.00	\$0.00				
<p>This represents a 100.00% change in the value <b>Contributed Services (530) Community Transportation Coordinator</b> from last year.</p> <p><b>Possible resolution:</b>correct the value <b>Contributed Services (530) Community Transportation Coordinator</b> or add a comment to explain why this change is reasonable.</p>				<p align="center"><b>Comments</b></p>			
				CTC:	Other (requires short explanation)	- Contributed Service Expense - impacted by timing of agreement and posting of expenses.	09/02/2015 10:42 AM
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00				
<b>GRAND TOTAL:</b>	\$30,871,152.00	\$0.00	\$30,871,152.00				

## ACTUAL EXPENDITURE REPORT

(One form for each county. Do not report funds from state agency sources)

**COUNTY:** Palm Beach County

**DUE** September 15, 2015

### Coordinated Transportation

**Actual Prior Year - (July 1, 2014 thru June 30, 2015)**

<u>Local Funding</u>		<u>Direct Federal Funding</u>	
Expenditures	# of Way One Trips	Expenditures	# of Way One Trips
\$30,520,833	1,271,864	\$350,319	9,683

### Transportation Alternatives

**Actual Prior Year - (July 1, 2014 thru June 30, 2015)**

<u>Local Funding</u>		<u>Direct Federal Funding</u>	
Expenditures	# of Way One Trips	Expenditures	# of Way One Trips
N/A	N/A	N/A	N/A

### Other

**Actual Prior Year - (July 1, 2014 thru June 30, 2015)**

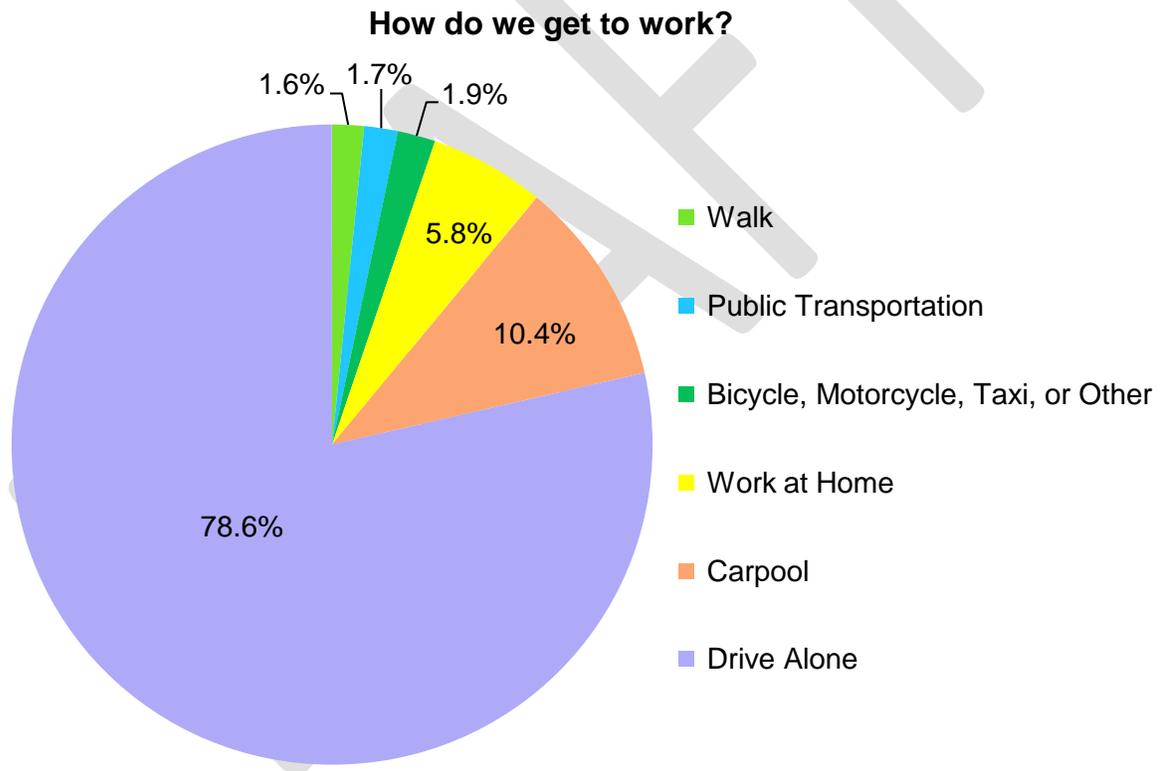
<u>Local Funding</u>		<u>Direct Federal Funding</u>	
Expenditures	# of Way One Trips	Expenditures	# of Way One Trips
N/A	N/A	N/A	N/A



## Palm Beach MPO Complete Streets Policy

### I. Background

Palm Beach County has a land area of approximately 1,970 square miles and an estimated population of 1,397,710, making it the second largest and third most populous county in Florida. As displayed below, the majority of Palm Beach County residents drive alone as a means of transportation to work. The Florida Department of Highway Safety and Motor Vehicles *2013 Traffic Crash Facts Annual Report* ranked Palm Beach County third highest in the State of Florida for the total number of pedestrians (593) and bicyclists (519) injured. Furthermore, 35 pedestrians and 6 bicyclists were killed. It is important to reduce these numbers while promoting active transportation and community health.

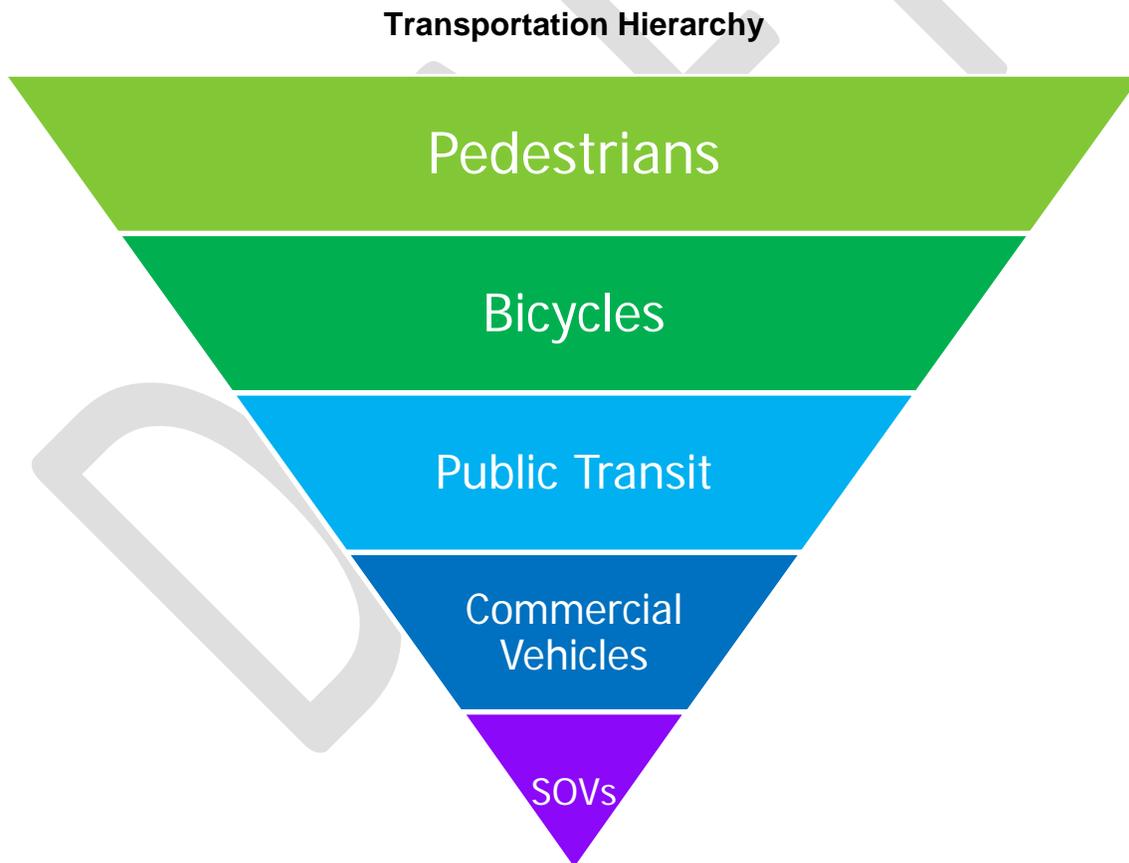


Source: American Community Survey 5-year estimates, 2009-2013

## II. Purpose

The purpose of this Complete Streets Policy is to accommodate the safety and convenience of all surface transportation system users into the planning, design, and construction of state and federally funded transportation projects programmed through the Palm Beach Metropolitan Planning Organization (MPO)'s Transportation Improvement Program (TIP). Transportation system users are people of all ages and abilities including pedestrians, bicyclists, public transit users, children, older individuals, motorists, freight vehicles, and individuals with disabilities.

This Complete Streets Policy will follow the Transportation Hierarchy shown below, where pedestrians are considered first followed by bicycles, public transit, commercial vehicles, and finally single occupancy vehicles (SOVs). The objective of this approach is to create a connected network of facilities that accommodates each mode of travel in a manner consistent with and supportive of each local community. This policy recognizes that every trip begins and ends as a pedestrian and that all streets and users are different.



### III. Policy Statement

*The Palm Beach MPO aims to achieve a safe and convenient transportation network by implementing Complete Streets within the context of our county's diverse communities. The Palm Beach MPO will seek to promote Complete Streets by prioritizing the funding of Complete Street infrastructure projects, providing educational opportunities; and encouraging local jurisdictions to adopt and implement local Complete Streets policies.*

This Complete Streets Policy is consistent with the Palm Beach MPO's adopted Long Range Transportation Plan (LRTP) goals, objectives, and values. Specifically, the LRTP seeks to:

- Improve the safety and security of the transportation system for all users.
- Maximize the efficiency of the existing system before expanding.
- Provide multimodal access to areas with low income and/or traditionally underserved populations.
- Support context-sensitive implementation of complete street principles in or near identified redevelopment areas or urban centers.
- Support economic growth and development through projects consistent with local comprehensive plans and with minimal environmental impacts.
- Prioritize non-motorized facilities at all transit hubs, interchanges, bridges, and railroad crossings.
- Invest in an efficient, convenient and attractive mass transit system.

To evaluate the effective implementation of the policy, the following measurable objectives will be monitored:

Objective	Current Value	2025 Target	2040 Target
Reduce the number <sup>1</sup> of...			
Pedestrian injuries	593	400	200
Pedestrian fatalities	35	17	10
Bicyclist injuries	519	350	250
Bicyclist fatalities	6	3	2
Increase the commuter mode choice <sup>2</sup> for...			
Pedestrians	1.6%	3.5%	5%
Bicycle, Motorcycle, Taxi, or Other	1.9%	4%	6%
Transit	1.7%	3%	5%
Increase the number of local jurisdictions that have an adopted Complete Streets Policy	0	13	??
Provide annual workshops and events to promote Complete Streets and raise awareness of bicycle and pedestrian safety	0	2	4

Notes: 1. Current values obtained from Florida Dept. of Hwy Safety and Motor Vehicles, 2013 Annual Report  
 2. Current values obtained from American Community Survey 5-year estimates, 2009-2013

## **IV. Implementation**

### **Applicability**

The Palm Beach MPO Complete Streets Policy shall apply to all state and federally funded transportation projects that are included in the Palm Beach MPO's TIP. Projects that are exempt from the policy include:

- Intelligent Transportation System (ITS)
- Safety and Educational Programs
- Planning Studies
- Projects located on a facility that prohibits bicyclists or pedestrians AND transit does not operate on, nor is planned to, for the next 15 years.

Locally funded projects are encouraged to comply with this policy or a similar locally adopted Complete Streets Policy.

### **Process**

Projects seeking inclusion on the MPO Priority Project List, which are not exempt as defined above, will be required to document how the needs of all users are accommodated by the project. Applications will be scored and prioritized for inclusion in the TIP based on their ability to demonstrate how the project will improve the transportation network's safety and convenience for all users, following the Transportation Hierarchy illustrated above and the goals, objectives, and values in the adopted LRTP. In addition, the MPO will encourage local jurisdictions to adopt a local Complete Streets policy and actively seek to provide Complete Streets educational opportunities.



# Palm Tran Public Transportation System Monthly Performance Report July 2015



SERVICE-FOCUSED • AFFORDABLE • FRIENDLY • EFFICIENT





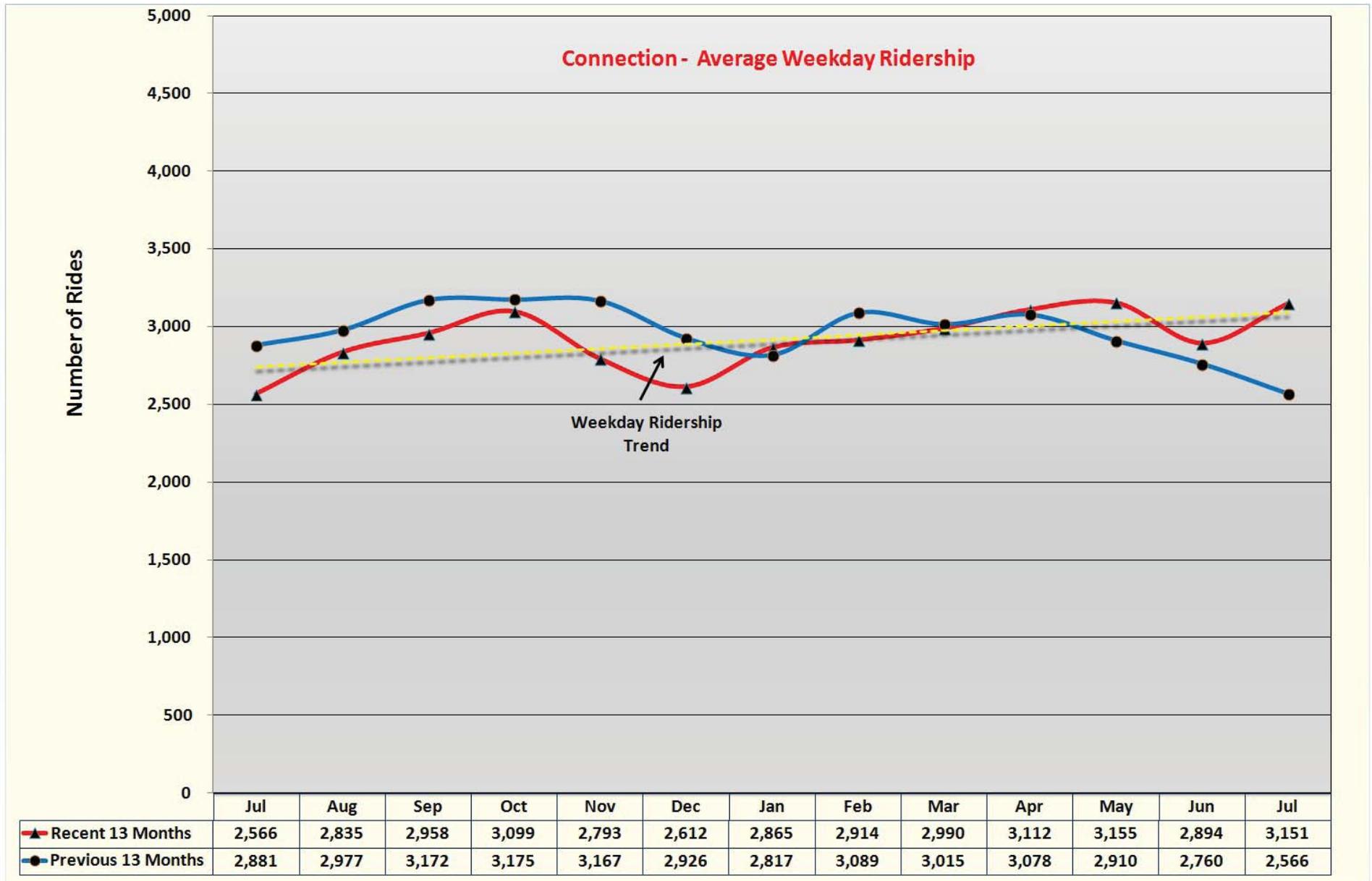
# Connection Division



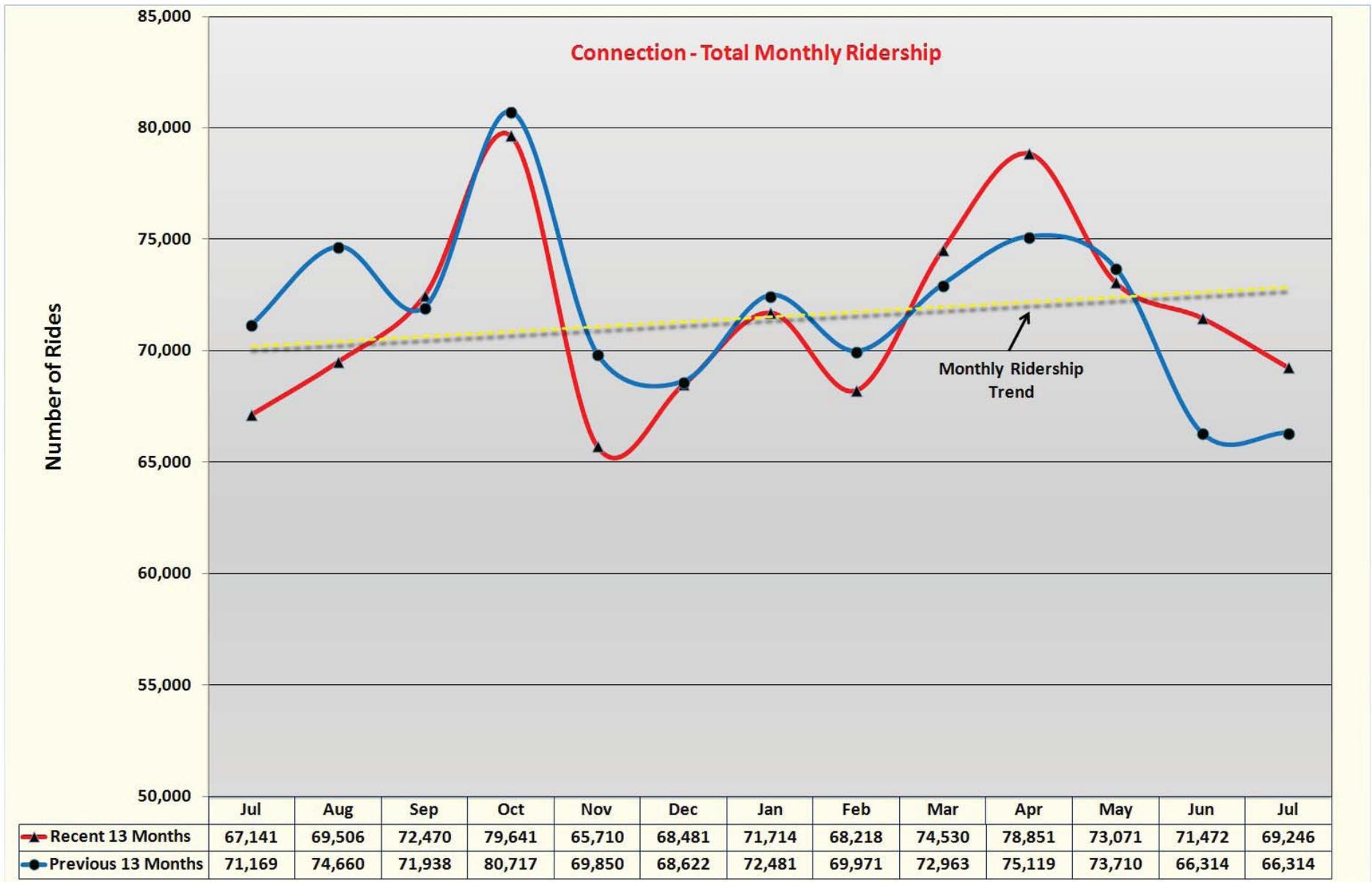
SERVICE-FOCUSED • AFFORDABLE • FRIENDLY • EFFICIENT



# Connection - Ridership

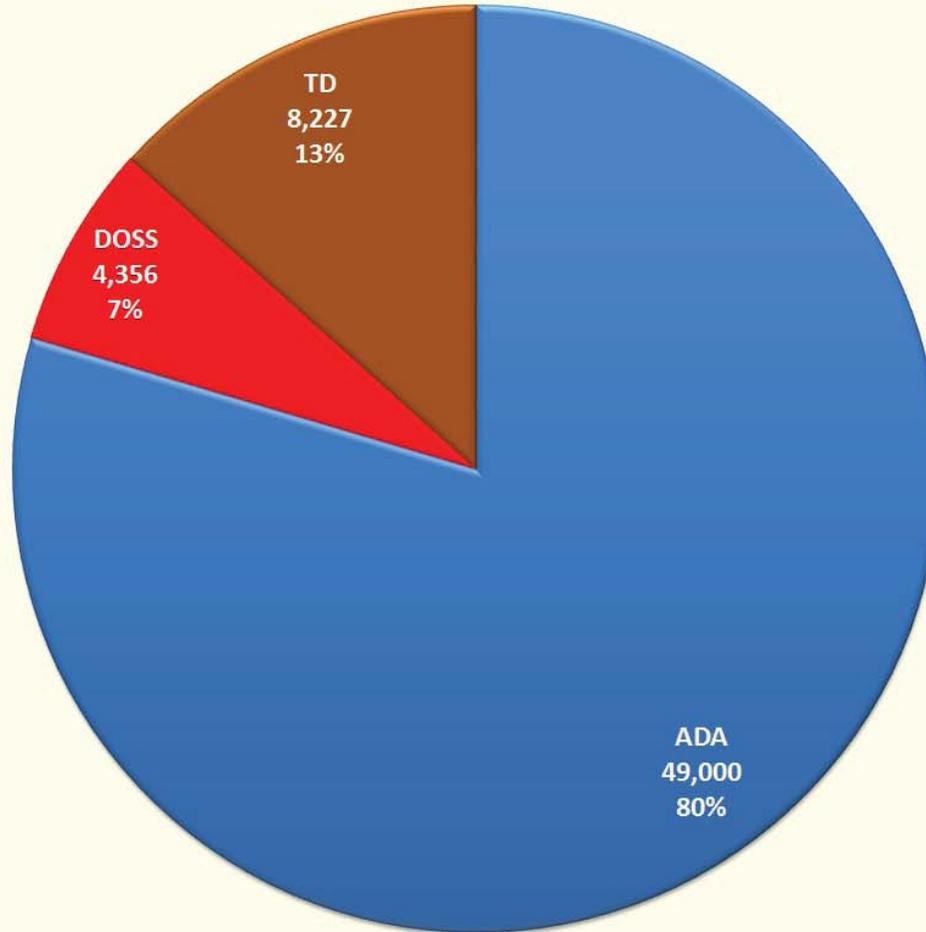


# Connection - Ridership

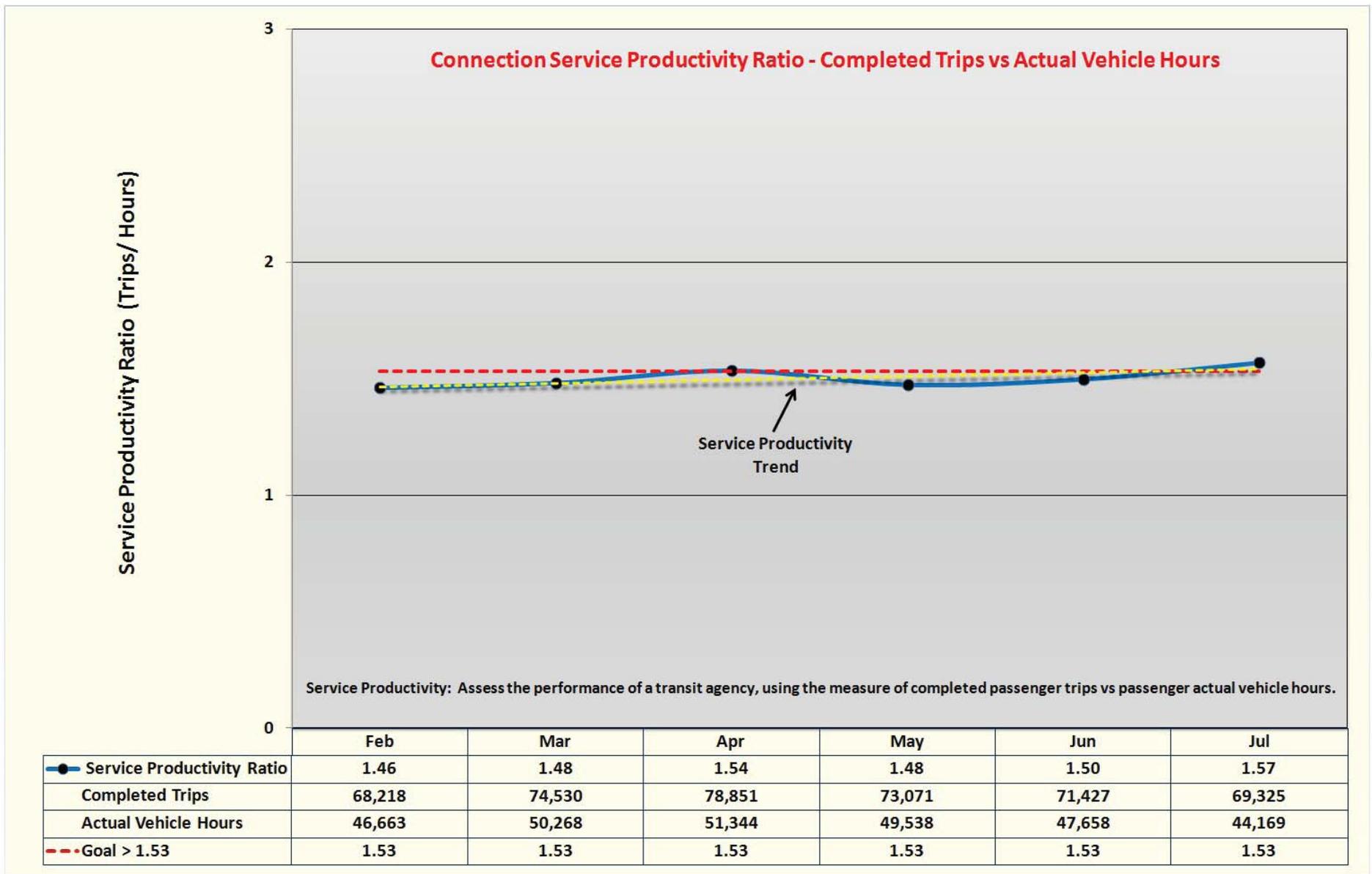


# Connection - Ridership

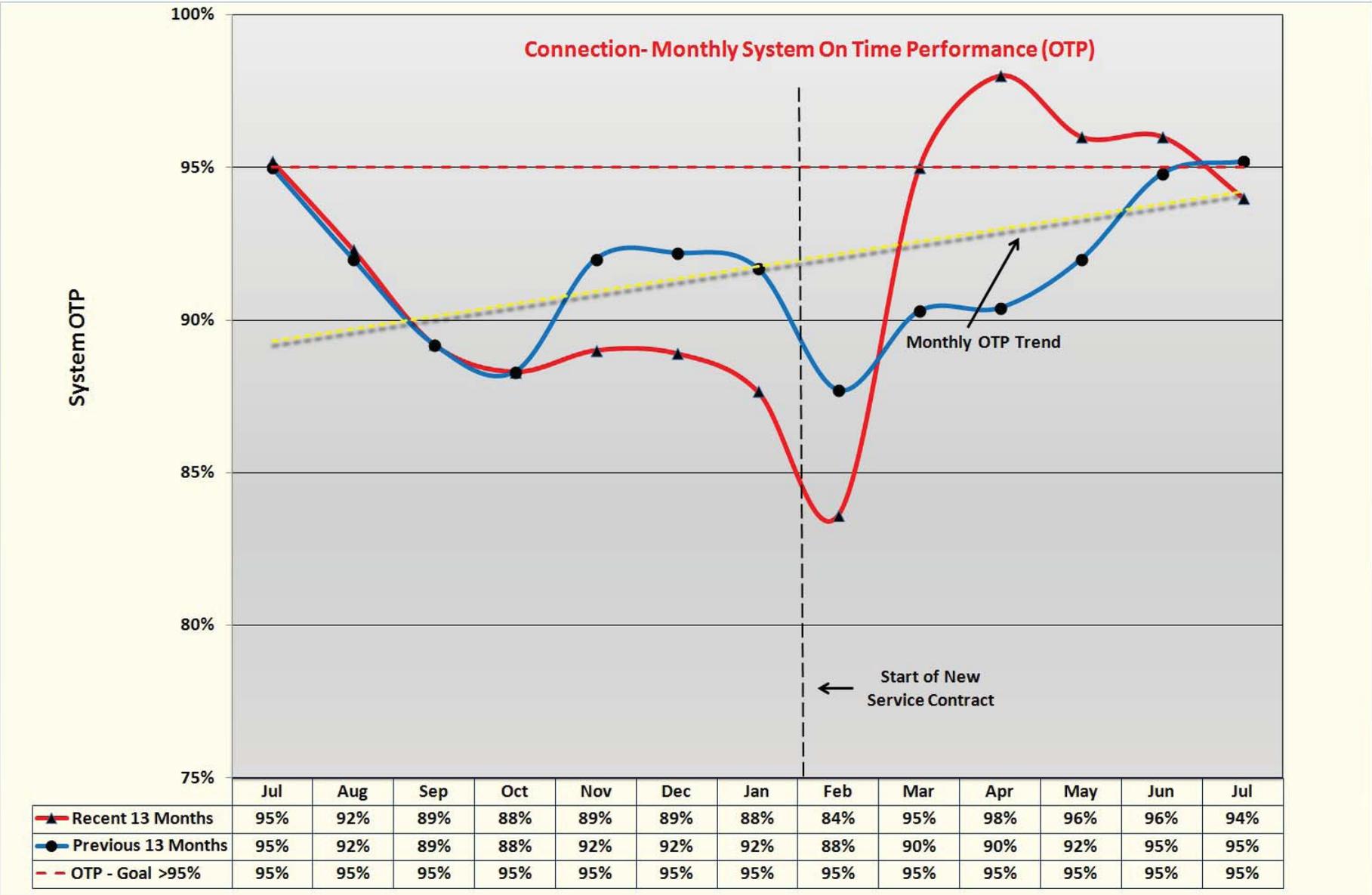
Connection - Trips By Type  
July - 2015



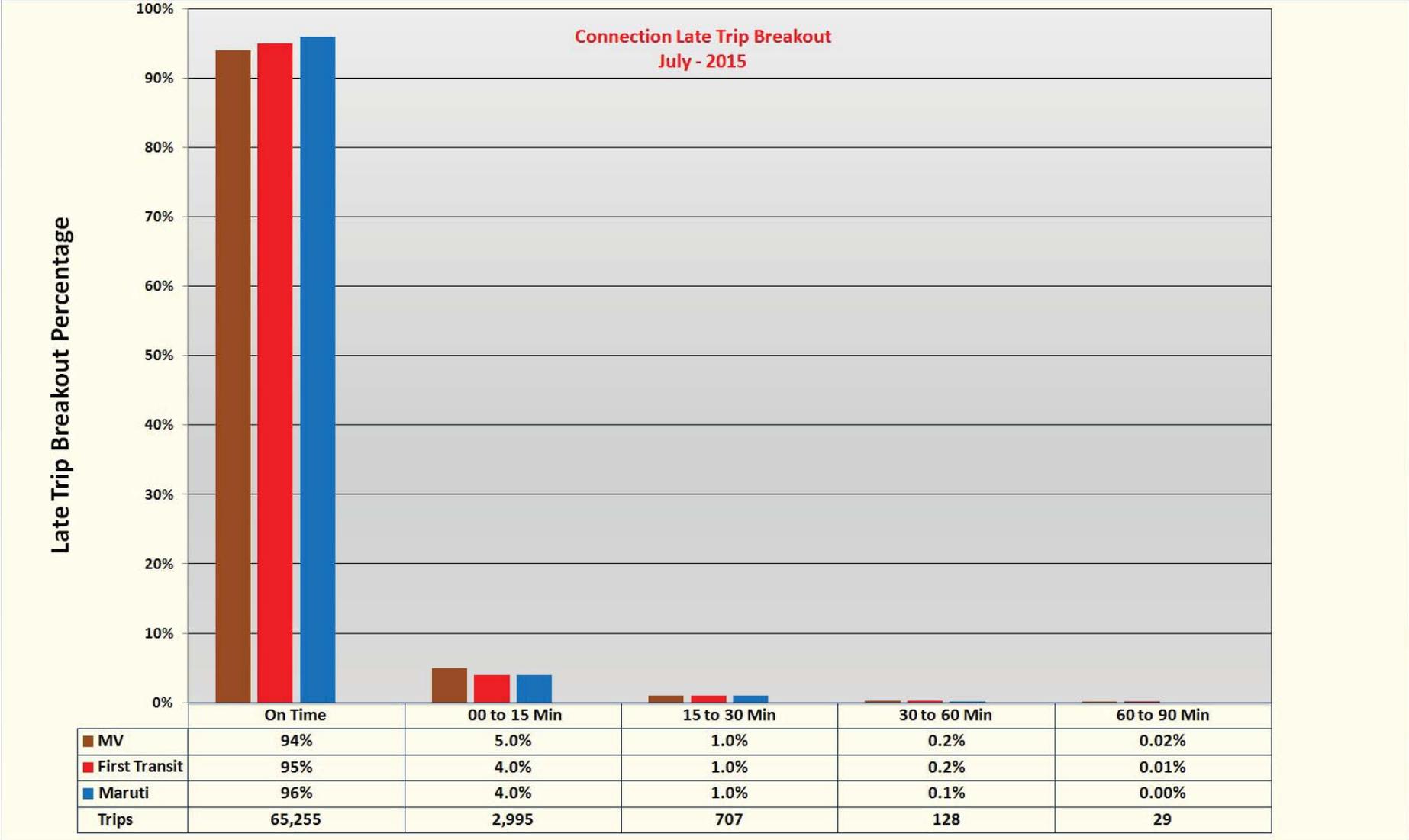
# Connection - Ridership



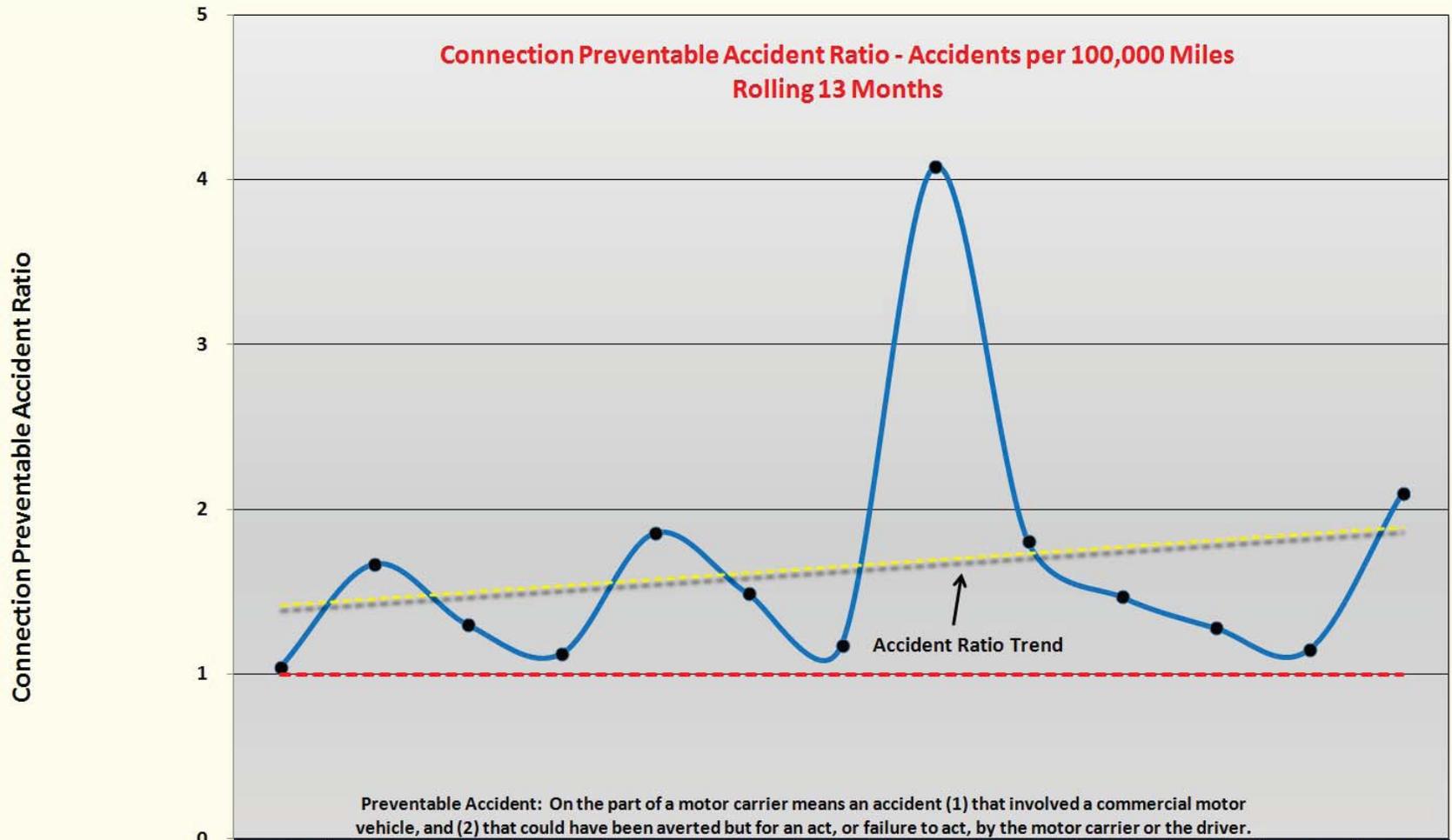
# Connection - On-Time Performance



# Connection - On-Time Performance



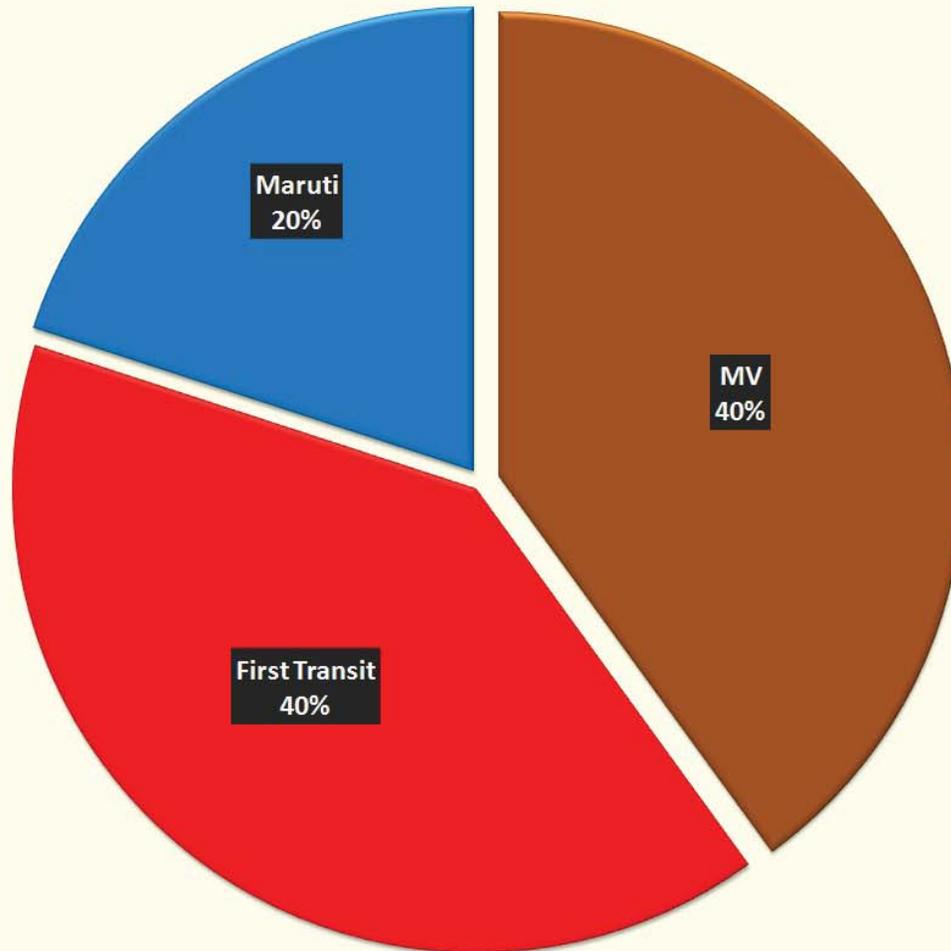
# Connection - Safety



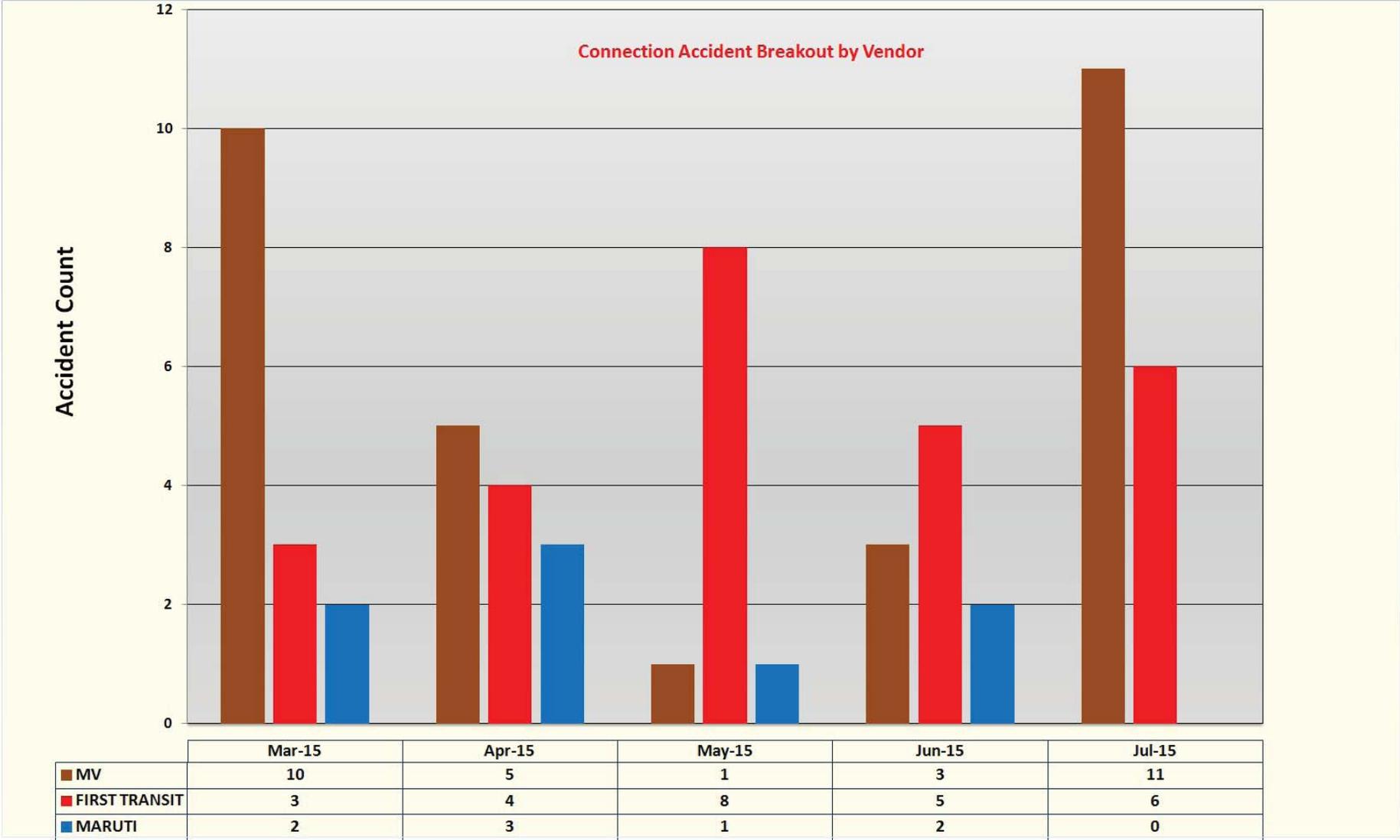
Preventable Accident: On the part of a motor carrier means an accident (1) that involved a commercial motor vehicle, and (2) that could have been averted but for an act, or failure to act, by the motor carrier or the driver.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
● Accident Ratio	1.0	1.7	1.3	1.1	1.9	1.5	1.2	4.1	1.8	1.5	1.3	1.1	2.1
At Fault Accidents	8	13	11	9	13	11	9	31	15	12	10	10	17
Miles	765,377	778,284	843,861	800,214	700,230	736,962	766,303	760,180	829,861	815,918	779,437	870,918	811,048
- - - Contract Threshold < 1.0	1	1	1	1	1	1	1	1	1	1	1	1	1

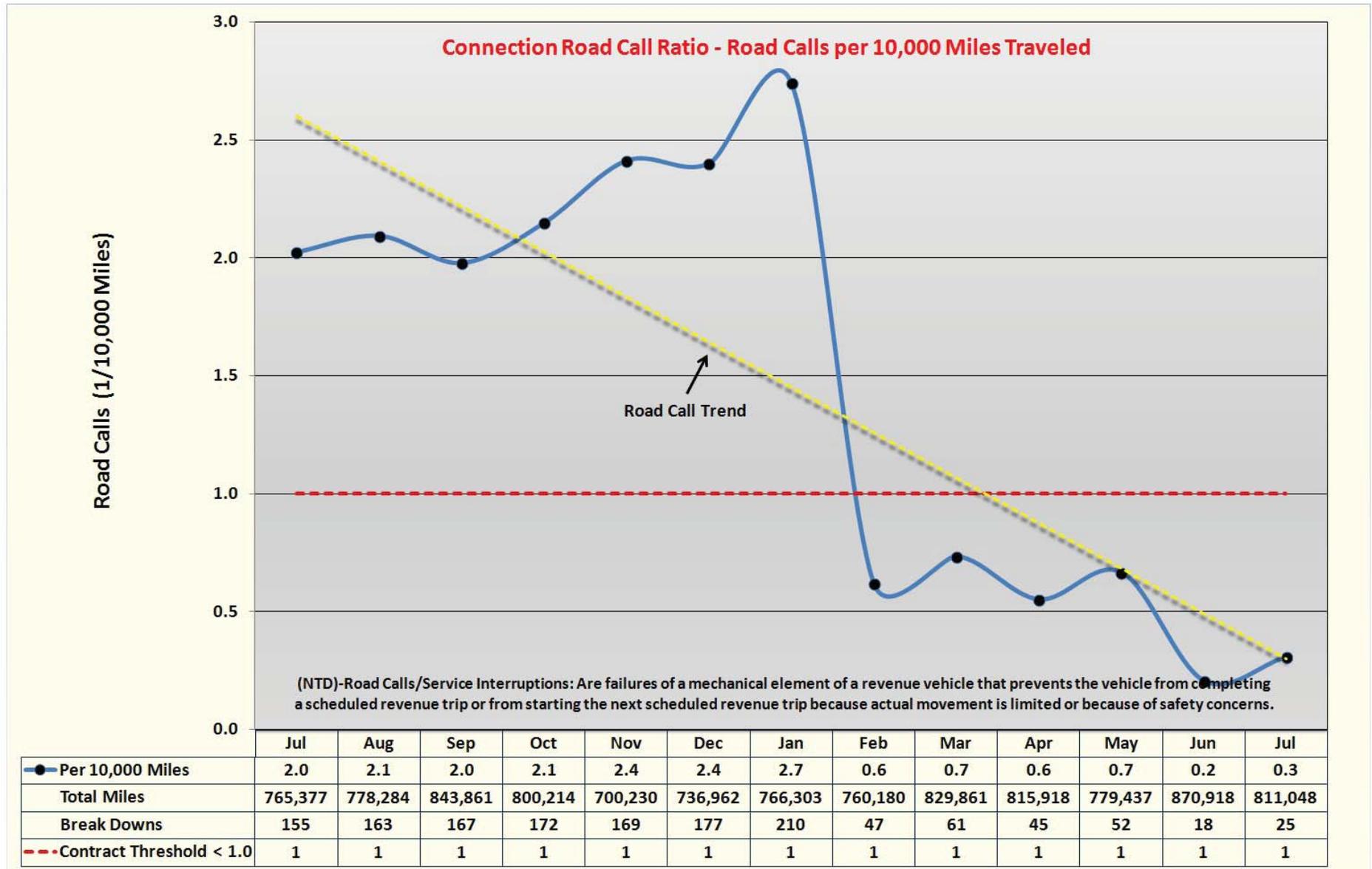
Connection - Percentage of Service by Provider  
July - 2015



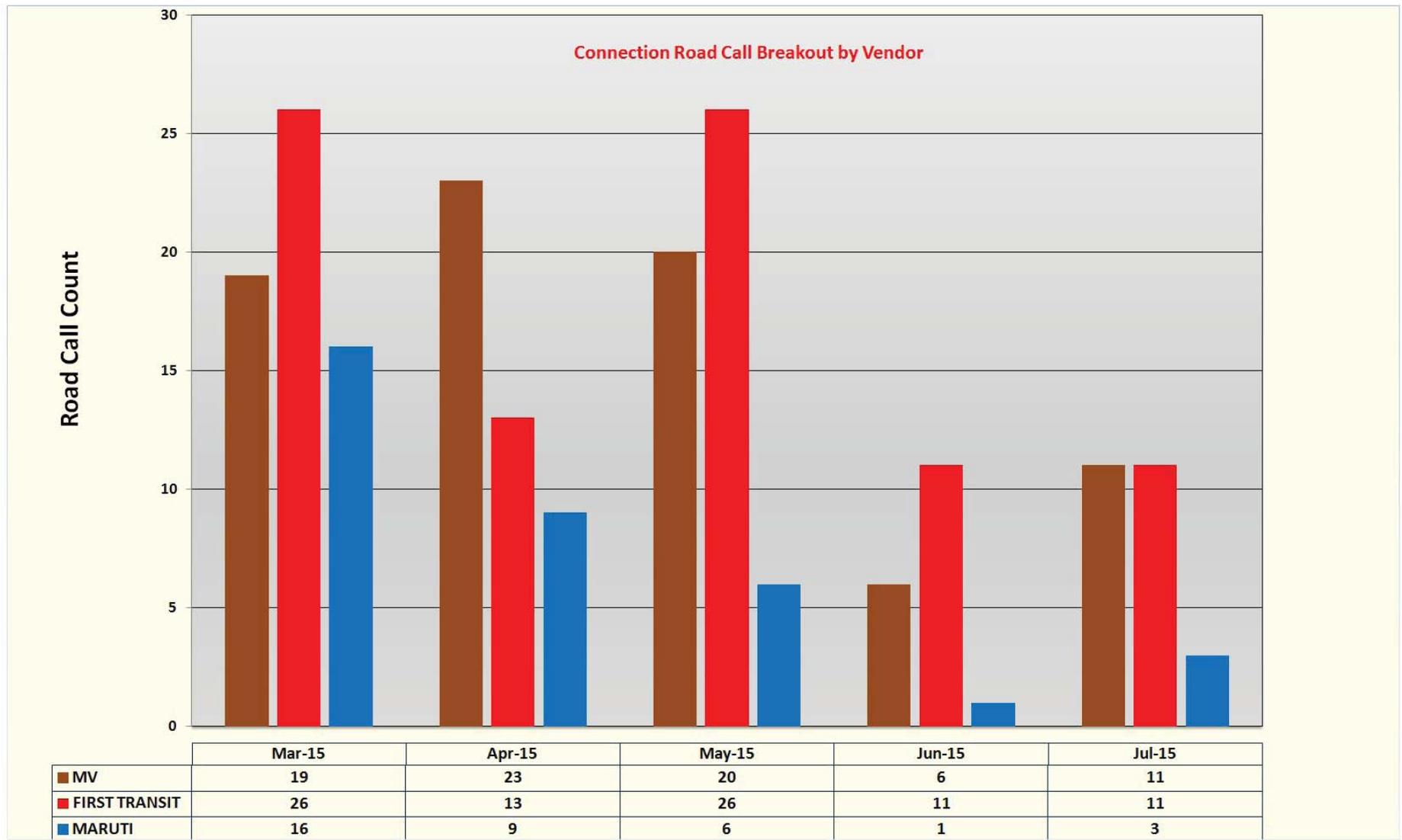
# Connection - Safety



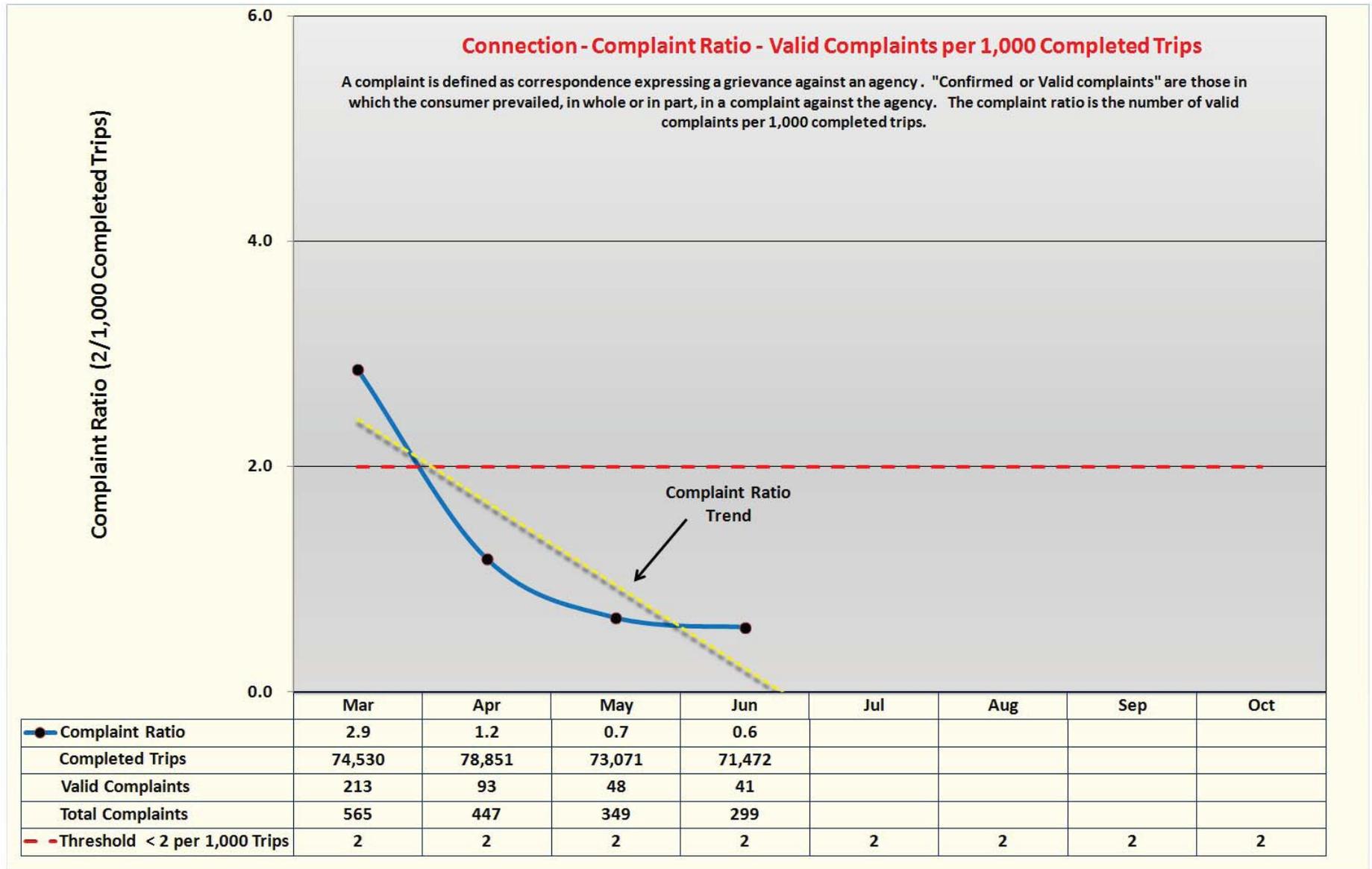
# Connection - Maintenance



# Connection - Maintenance

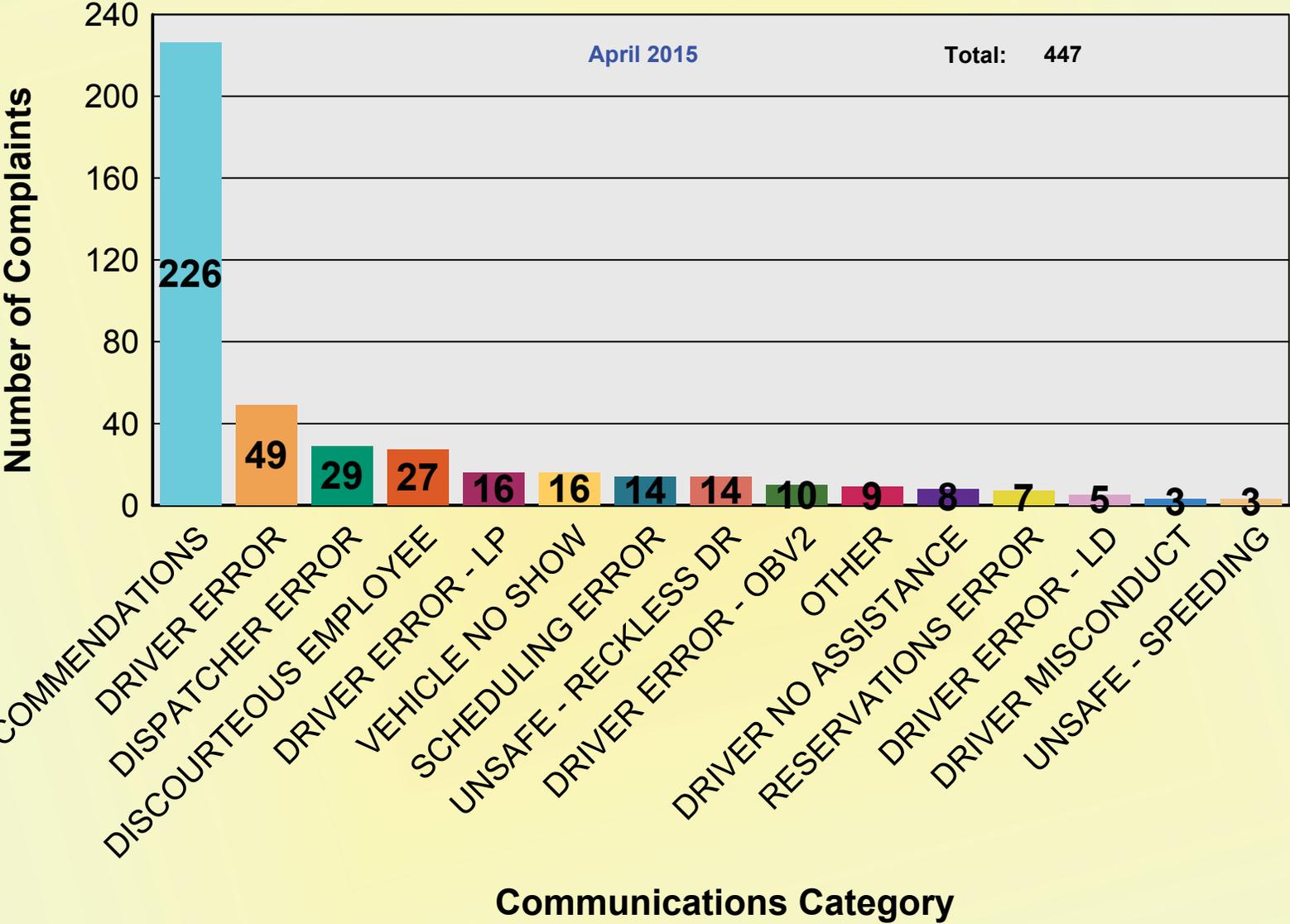


# Connection - Complaints

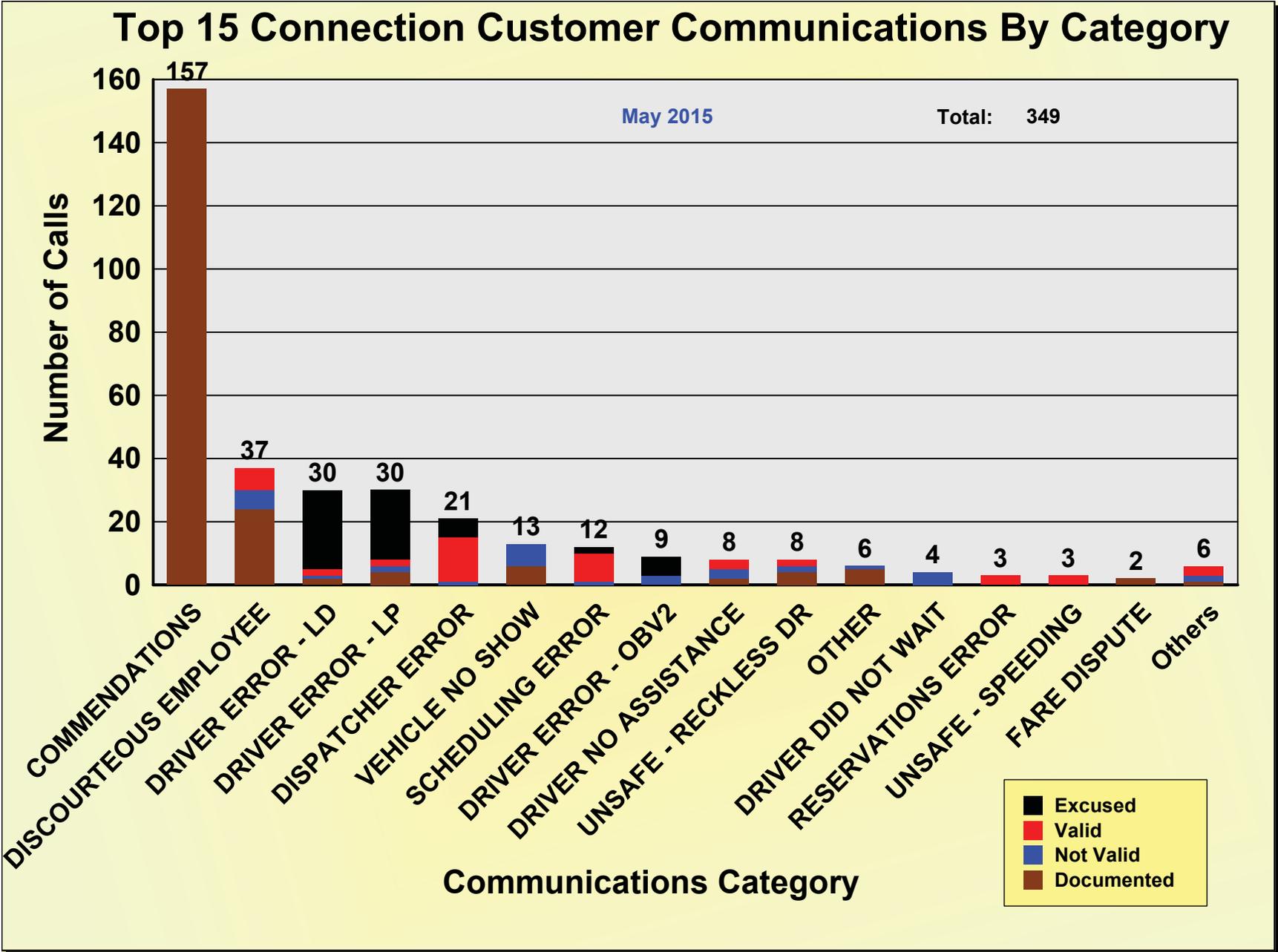


# Connection - Complaints

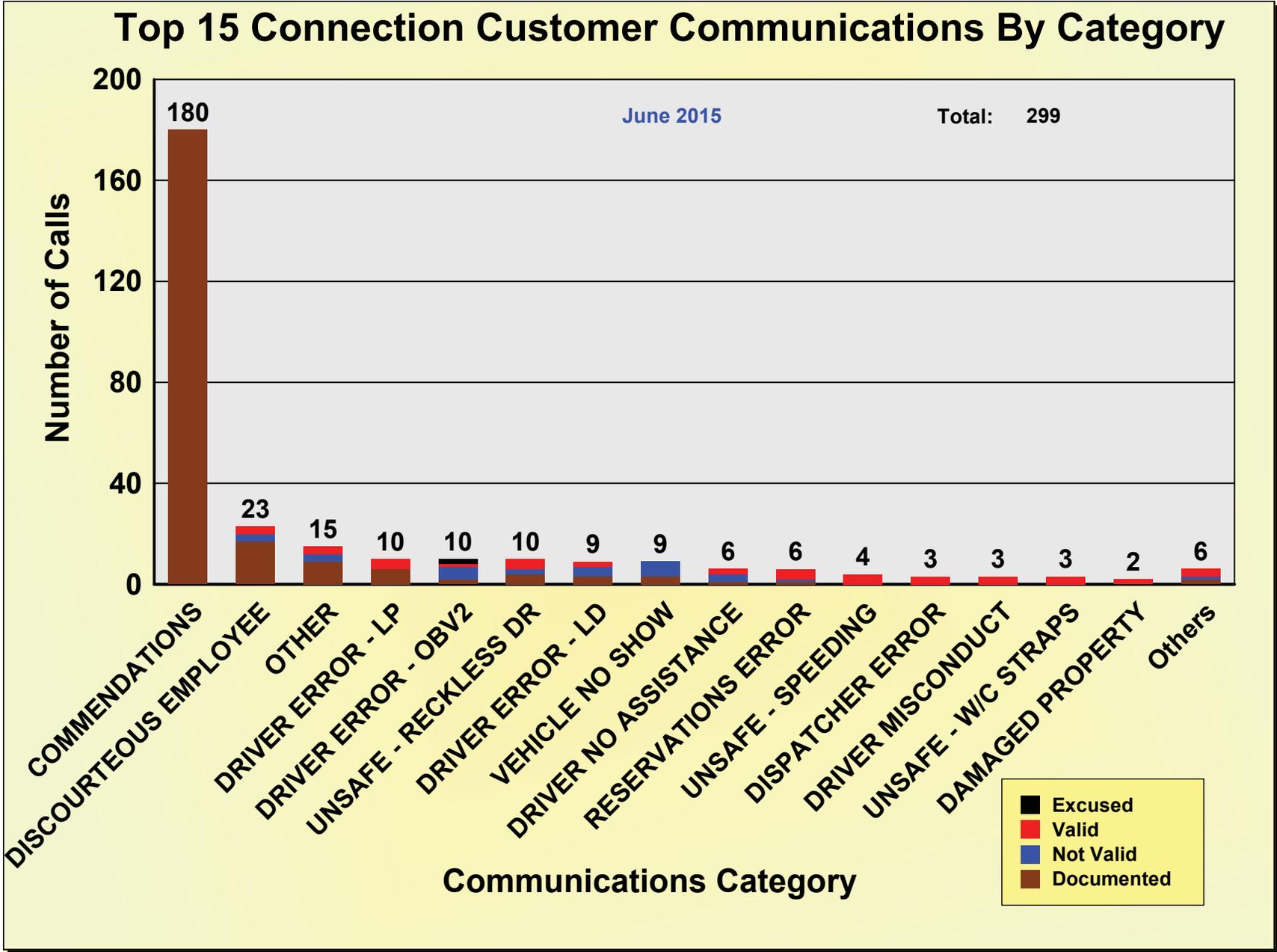
## Top 15 Connection Customer Communications By Category



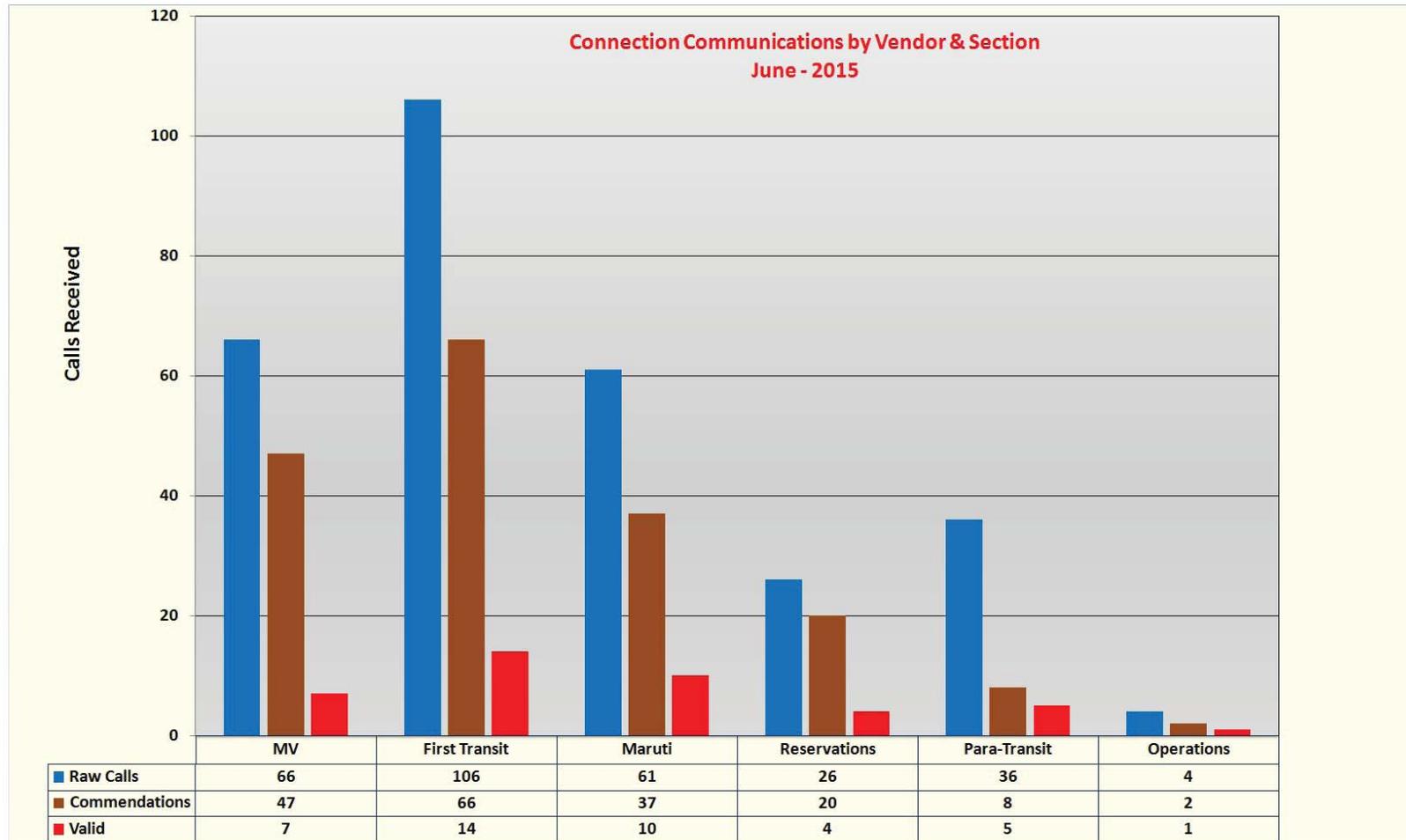
# Connection - Complaints



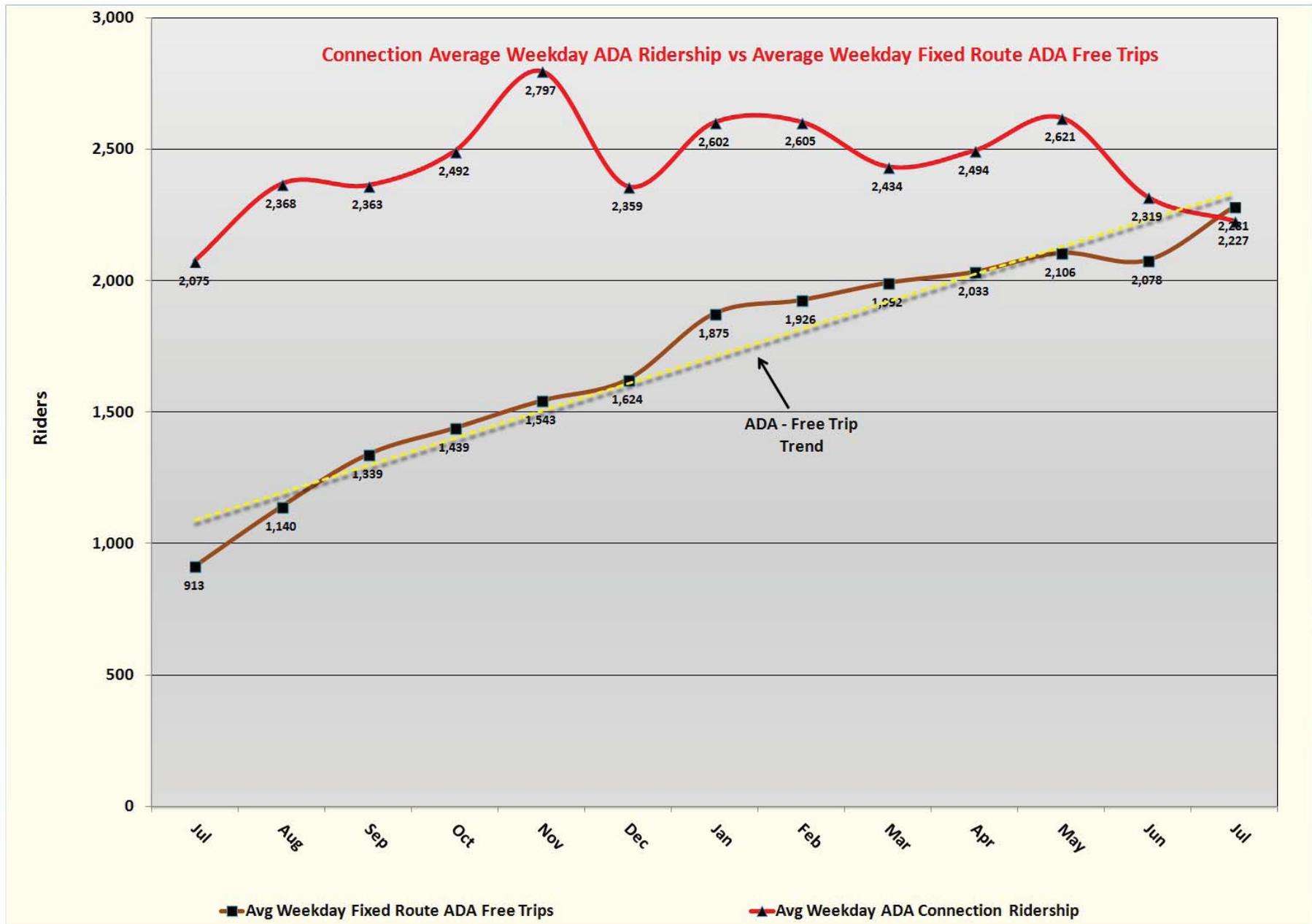
# Connection - Complaints



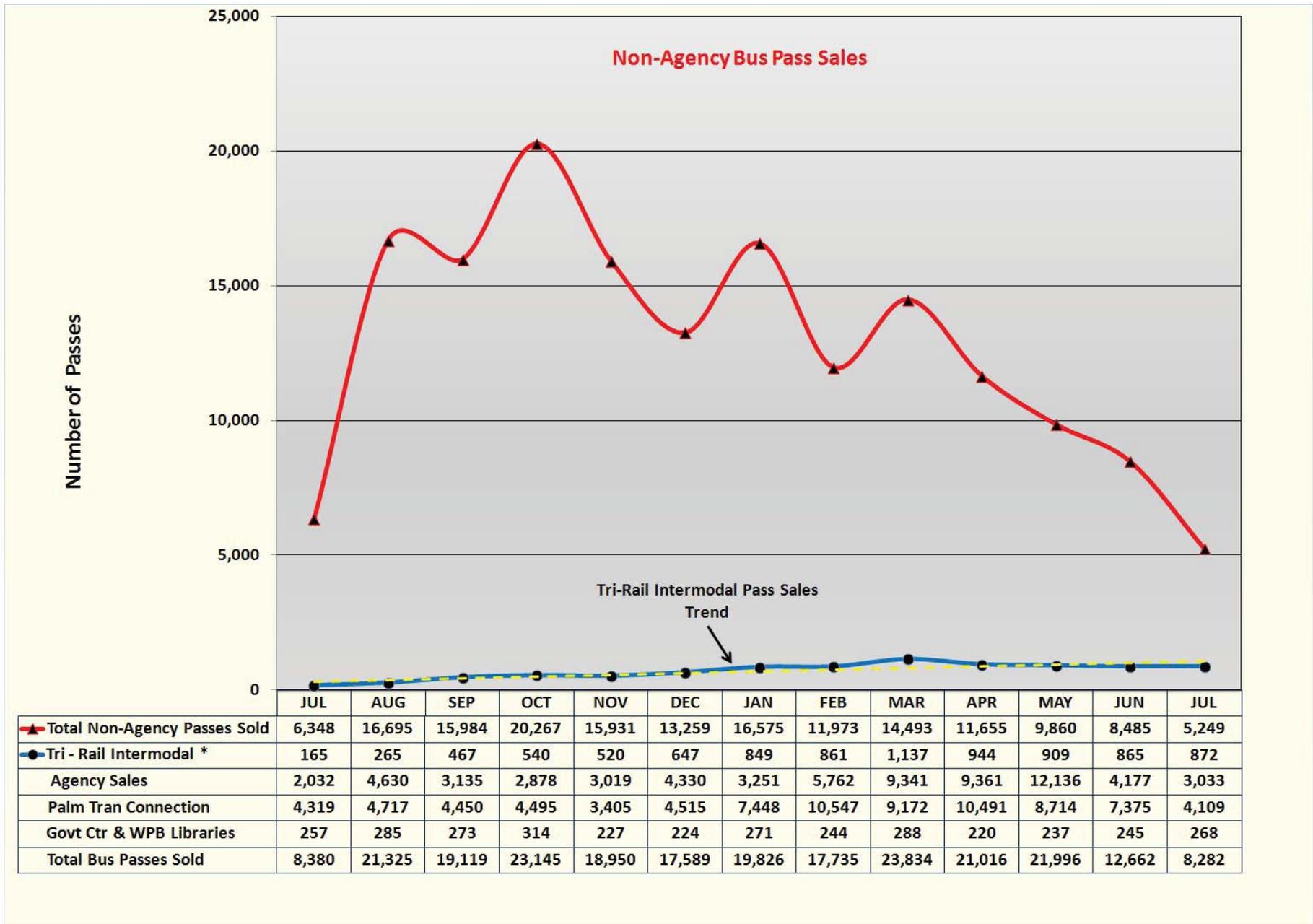
# Connection - Complaints



# Connection - Other



# Connection - Other





**Rick Scott, Governor**



# Refugee Services Program

**Patti Grogan, Director**

**Miriam I. Bracero Rosario  
Southeast Region  
Community Liaison**

**Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families,  
and Advance Personal and Family Recovery and Resiliency.**

# DCF's REFUGEE SERVICES PROGRAM

- The primary function of the Refugee Services Program is to assist newly arrived refugees become economically self-sufficient.
- Refugee Services promotes self-sufficiency by assisting newly arrived refugees and entrants obtain employment, learn English, acquire job skills, and overcome immigration status or medical difficulties.
- DCF'S Refugee Services Program is 100% Federally funded.



# REFUGEES WORLDWIDE

- Refugees fled their home country in fear of persecution for reasons of race, religion, nationality, membership in a social group or political opinion.
- Presently there are over 16 million refugees and 43 million internally displaced persons worldwide.
- The U.S. typically resettles 50,000 to 60,000 refugees each year.

***80% of the world's refugees are women and children***





# **FLORIDA'S REFUGEE SERVICES' CLIENT POPULATION**

**Refugee Services' clients include refugees, and other groups which the U.S. Government has made eligible for services, including:**

- Asylees**
- Cuban and Haitian Entrants and Parolees**
- Unaccompanied Refugee Minors**
- Victims of Human Trafficking**
- Special immigrants of Iraqi and Afghan Nationality**

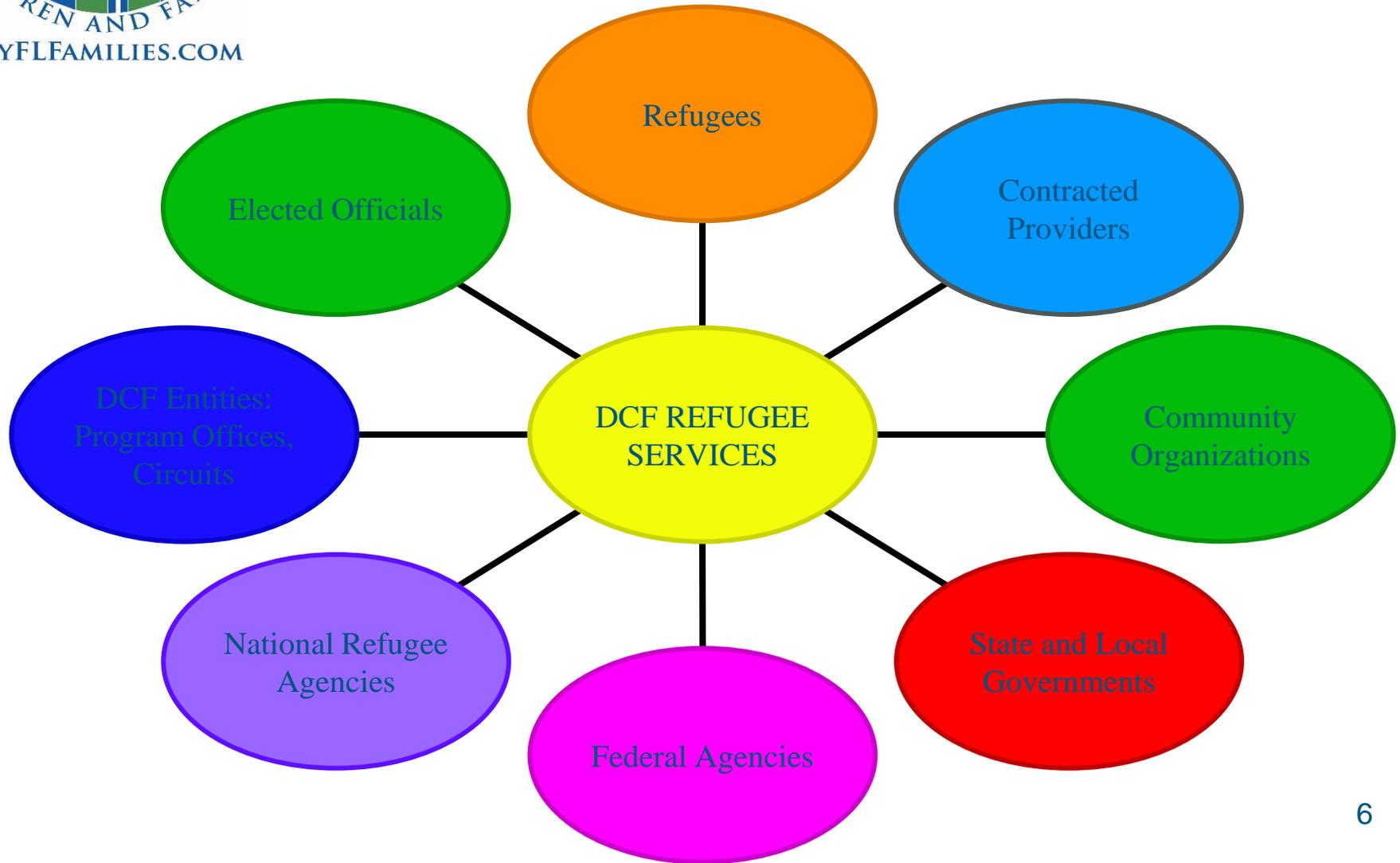


# REFUGEE SERVICES PROGRAM ELIGIBILITY

- **Refugee Services clients are eligible for Refugee Cash, and Refugee Medical assistance for up to 8 months. SNAP (Food Stamps) renewable every 6 months based on the income level.**
- **Other services may be available for 5 years or more.**
- **In FFY 2014, Florida received 32,717 new refugees, asylees, entrants, parolees, refugee minors, and victims of trafficking .**
- **In FFY 2014, Refugee Services served a total of 72,221 unduplicated clients.**
- **Florida's refugee resettlement program is the largest in the U.S.**



# Refugee Services Program Partners





# CONTRACTED PROVIDERS

- **All services are provided through contracts with local agencies.** (An exception is the establishment of eligibility for and delivery of temporary Refugee Cash and Medical Assistance, which is handled through the ESS Program.)
- **Contracted providers include local governments, voluntary agencies, and community based organizations.**
- **Contracts are awarded based on state and federal procurement requirements.**
- **In FFY 2013-14, Refugee Services had 61 contracts with 31 providers statewide, totaling more than \$88 million.**



# CONTRACTED SERVICES

- **Adult Education**
- **Child Care**
- **Crime Prevention**
- **Youth Services**
- **Employment**
- **Employability Status (Legal)**
- **Integration Assistance**
- **Unaccompanied Refugee Minor Program**
- **Interpretation/Translation**
- **Medical Services**
- **Mental Health**

# SOUTHEAST REGION

- **Refugee New Arrivals:**
  - FFY 2014: 2,613 (Broward 1,005 & PBC 1,535 & TC 73)
  - FFY 2013: 2,538 (Broward 1,224 & PBC 1,257 & TC 57)
  - FFY 2010 to 2014: 13,296 (Broward 5,950 & PBC 6,978 & TC 368)
- **Total Number of Clients Served unduplicated among services (RCA, RMA, TANF, DOH, RS/SP) in FFY 2013:**
  - 6,762 PB (DOH-665, RMA-1,427)
  - 5,489 Br (DOH-465, RMA-996)
- **Recent Refugee Countries of Origin:** Mostly from Cuba and Haiti





# SOUTHEAST REGION

## Services & Providers:

### Adult Education

Broward College, Project RENEW  
Palm Beach County Public Schools,  
Project Transition

### Employment

Youth Co-Op, Inc., available in  
Broward & PBC

### Child Care

Family Central, Inc., available in  
Broward & PBC





# SOUTHEAST REGION

## Services & Providers Continued:

- **[Employability Status Assistance/Legal](#)**  
Catholic Charities Legal Services-available in Broward  
Church World Service- available in PBC  
St. Thomas University- available in Broward & PBC
- **[Integration Assistance Services](#)**  
Church World Service- available in Broward & PBC
- **[Youth and Family](#)**  
Youth Co-Op, Inc. – available in Broward & PBC
- **[TANF](#)** – Clients receiving Temporary Assistance for Needy Families are served by the local Career Source (Workforce Board).
- **[Refugee Health Assessment](#)** (within 90 days of arrival in the U.S).  
County Health Departments–Available in Broward & PBC & St Lucie)

# THANK YOU

Mèsi

Merci

Shukriyaa

Nanni

Yekeniyeley

Ameseginalehu **спасибо** GRACIAS