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

DATE: WEDNESDAY, DECEMBER 9, 2015
TIME: Public Hearing - 9:30 AM
       LCB Meeting - 10:00 A.M.
PLACE: Conference Room 2N-123
       50 South Military Trail
       West Palm Beach, FL 33415

PUBLIC HEARING – 9:30 AM

1. REGULAR ITEMS
   A. Call to Order
   B. 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. Comments may be limited to three minutes.
   C. Adjournment

LCB MEETING – 10:00 AM (or as soon thereafter as possible)

1. REGULAR ITEMS
   A. Roll Call
   B. MOTION TO ADOPT Agenda for December 9, 2015
   C. MOTION TO APPROVE Minutes for September 9, 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.
2. **ACTION ITEMS**
   A. MOTION TO APPROVE amendment to the FY 2016 Local Coordinating Board By-Laws
      The By-Laws now reflect an alphanumeric outline in order to simplify navigating the document. The draft By-Laws are attached.

3. **INFORMATION ITEMS**
   A. Staff Update
   B. TDSP and CTC Evaluation Working Groups
      Annually, the LCB should review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP) as well as review the CTC’s performance and complete the Evaluation Workbook. Interested members can sign up for either working group.
   C. CTC Update (Ron Jones)
      1. Monthly Operating Report
      2. Monthly Bus Pass Update
   D. CILO Freedom Program (Lina Aragon)

4. **ADMINISTRATIVE ITEMS**
   A. Member Comments
   B. Next Meeting – **March 9, 2016 at 9:30 A.M.**
   C. **MOTION TO ADJOURN**

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**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 at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.
1. REGULAR ITEMS

A. Roll Call

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 September 9, 2015

COMMISSIONER MCKINLAY advised that Staff has requested that Information Item 3A be moved to Action Item as Item 2D. She inquired whether there were any other changes, additions or deletions. There were none.

A motion to adopt the September 9, 2015 Agenda was made by MR. RAFAIDUS; seconded by MS. WEIZMAN. The motion carried unanimously.

C. Motion to Approve Minutes for June 10, 2015.

COMMISSIONER MCKINLAY inquired whether there were any changes or corrections to Minutes for June 10, 2015. There were none.

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

D. Comments from the Chair

There were no comments from the Chair.

E. General Public Comments

Two general public comments were presented as follows:

- MR. STANLEY VOICE commented on the turnout of the public to the Transportation Disadvantaged Local Coordinating Board Meeting and commented that the meeting should be advertised in a manner that is obvious. MR. VOICE also commented that both Palm Tran and Connection services are still undesirable based on cost, complaints and lack of service. MS. VALENTINE responded that she is a user of the system and she believes the company is doing a great job. COMMISSIONER MCKINLAY requests that the advertisements for the meeting be placed on Channel 20 as well as any social media opportunities.
• MS. KATHY BOEHILEM commented that she also noted that there was no one present at the meeting from the public, which means there is no public input. She added that there are persons who are unaware that Palm Tran Connection services exist. She also noted from experience that Palm Tran Connection has been tardy in instances causing riders to be late for work. MS. BOEHILEM commented that Palm Beach has one of the worst public transportation systems in the country and that she noted that on the last holiday there was no public transportation available. COMMISSIONER MCKINLAY responded and promised to revert to her with information regarding public transportation on holidays at the next quarterly meeting.

COMMISSIONER MCKINLAY requested that the monthly operating report address any issues of complaints.

F. Special Presentation

MS. ANIE DELGADO presented an overview of the Local Coordinating Board (LCB) roles, responsibilities and timelines for FY 2016. MS. DELGADO advised on the parties involved in the process, namely the Commission for the Transportation Disadvantaged (CTD), who designates the Palm Beach Metropolitan Planning Organization (MPO) as the Designated Official Planning Agency (DOPA). She advised that the MPO’s role is to make recommendations, report any findings to the CTD and oversee the transportation coordinator (Palm Tran). MS. DELGADO also stated that the MPO is the DOPA who appoints membership to the LCB. She added that COMMISSIONER MCKINLAY is the current chair and the vice chair is elected by the LCB members. At this point she urged that agencies who have not yet appointed alternates to do so. She presented that there are currently five (5) vacancies to be filled within the LCB and recommendations to fill the seats are welcomed.

2. ACTION ITEMS

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

MS. ANIE DELGADO presented that the By-Laws are developed and reviewed annually. She advised that they are approved and submitted to The Florida Commission for Transportation Disadvantaged. She added that the LCB By-Laws includes Robert’s Rules of Order and went through items in the By-Laws.

A motion was made by MR. EVANS to adopt the 2016 Local Coordinating Board By-Laws; seconded by MS. VALENTINE. The motion carried unanimously.

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

MS. ANIE DELGADO presented for adoption the LCB Grievance as mandated by the Florida Commission for Transportation Disadvantaged. The guidelines state that the LCB Grievance Procedures must be updated and implemented annually. She briefly described the difference between a complaint and grievance.

A motion was made by MR. RAFAIDUS to adopt the 2016 Local Coordinating Board Grievance Procedures; seconded by MS. GREENE. The motion carried unanimously.

C. ELECTION OF VICE CHAIR

COMMISSIONER MCKINLAY inquired whether there were any nominations for the vice chair position.

MS. VALENTINE nominated TOMAS BOITON; seconded by MS. GREENE. The motion carried unanimously.
D. **MOTION TO APPROVE FY 15 Annual Operating Report (AOR)**

MR. MIKE BERTELLE of Palm Tran Connection presented the FY15 Annual Operating Report (AOR). He advised that this is a transition period for Palm Tran Connection as they transitioned from Metro to the new providers and asked that this is borne in mind as the report is reviewed. MR. BERTELLE presented the summary of the report. A discussion ensued.

A motion was made by MS. VALENTINE to approve the FY15 Annual Operating Report (AOR); seconded by MS. GREENE. The motion carried unanimously.

3. **INFORMATION ITEMS**

A. **Annual Expenditures Report (AER)**

MR. BERTELLE presented the Annual Expenditures Report (AER). He advised that the TD commission is only concerned with whether any federal funding is being received and how much of that funding is apportioned to trips.

B. **Complete Streets Draft Policy and Proposed Process**

MS. DELGADO provided a presentation on the draft Complete Streets Policy for the Palm Beach MPO. MS. DELGADO highlighted the components of the draft policy and outlined the proposed process to solicit input and establish an adopted policy for the MPO. She advised that the intention is to form a working group and asked for volunteers in this regard. A discussion ensued.

C. **CTC Update (Items 1 and 2)**

MR. JONES presented 3C (1) and (2) together. MR. JONES advised that the reports are done weekly but grouped together for the purposes of presenting a quarterly report. He gave updates on average weekday ridership, total monthly ridership, trips by program, productivity, on-time performance and the intervals at which they arrive late, accidents (not safety related), volume of service for each provider, accident by vendor, road calls and complaint ratio. A discussion ensued. MS. ROSEANN VOILS, Snr. Public Relations Specialist of Palm Tran gave the bus pass update.

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

MR. JONES gave a brief overview advising that consumer affairs recently started doing level II background check for cab drivers. Additionally, in light of the intention to introduce level II background checks for UBER drivers, it was thought of as a good idea for Palm Tran drivers as well. MR. CHARLIE BOETTIGER, Service Supervisor of Palm Tran Connections gave a brief presentation as to how this would work. He gave the definition of what a level II background is and on what basis it would be required. A discussion ensued.

D. **Refugee Services Program**

MS. MIRIAM ROSARIO, Community Liaison for the Florida Department of Children and Families (DCF) Refugee Services Program. MS. ROSARIO advised that this program is 100% fully funded and the primary function is to assist the newly arrived refugees to become self sufficient in the shortest possible time. A discussion ensued.

E. **Public Hearing – December 9, 2015 at 9:30 a.m.**
4. ADMINISTRATIVE ITEMS
   A. Member Comments

   MS. VALENTINE commented that if persons have questions/concerns regarding transportation,
      information is available at the libraries. She also advised that there is an information number for
      the County.

   MS. WEIZMAN advised that the 2016 Section 5310 Grant Workshop will be held on Friday,
      November 13, 2015 in Fort Lauderdale. She further advised that she will send the details out to
      the MPO for dissemination once they are in hand.

   COMMISSIONER MCKINLAY invited MR. VOICE to make a further comment. MR. VOICE
      commented that only 1500 persons ride on Palm Tran Connection per day and 15,000 uses the
      entire Palm Tran Bus service. He further commented that there still exists the lack of TD
      Transportation for those in need and he hopes that this can be improved in the future.
      COMMISSIONER MCKINLAY responded as it relates to marketing the service.

   B. Next Meeting – December 9, 2015 at 10:00 a.m.

   C. Motion to Adjourn

   There being no further business a motion was made by MS. VALENTINE to adjourn the
   meeting; seconded by MS. GREENE. The meeting adjourned at 11:05 a.m.

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 September 9, 2015 meeting
of the Palm Beach County Transportation Disadvantaged Local Coordinating Board dated this
________ day of ________________________, 2015.

____________________________________
Chair

Audio recordings of Local Coordinating Board meetings are posted online at
www.palmbeachmpo.org
# Exhibit A

## Palm Beach County

### Transportation Disadvantaged Local Coordinating Board

#### Attendance Record – 2014-2015

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

### OTHERS PRESENT

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Palm Beach County
Transportation Disadvantaged
Local Coordinating Board

FY2016 By-Laws

Amendment Approved by the TDLCB
December 9, 2015
FY 2016 TDLCB By-Laws

ARTICLE 1: PREAMBLE

Section A: 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 2: DEFINITIONS, NAME, LEGAL STATUS, PURPOSE, AND ETHICAL OBLIGATIONS

Section A: 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 “TDTF”): 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 B: Name

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

Section C: 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 D: 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 E: 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 know 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 3: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE, AND TERMINATION OF MEMBERSHIP

Section A: 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.
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 B: 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 C: 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 D: 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 E: 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.

Section F: 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 4: OFFICERS AND DUTIES

Section A: Number

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

Section B: 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 C: 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 5: LCB MEETINGS

Section A: 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 B: 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 C: 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 D: 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 E: 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 F: 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 G: 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 H: 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 I: Parliamentary Procedures

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

ARTICLE 6: STAFF

Section A: 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 B: 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 C: 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 which will foreseeably come before that board for action. 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 7: BOARD DUTIES**

Section A: 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 8: COMMITTEES

Section A: 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 B: 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 9: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

Section A: 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 10: AMENDMENTS

Section A: 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.

ARTICLE 11: 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 9th day of August 2015.

Approved: ____________________________    Date: 12/09/2015
Melissa McKinlay, Chair
Palm Beach County Local Coordinating Board
Staff Update
Anie Delgado - Palm Beach MPO
TDLCB Meeting - December 9, 2015
Welcome new LCB Members
Palm Beach County Health and Crash Data Overview
CTD Training Workshop Overview
Commuter Challenge Update
Complete Streets Workshop Update
TD Legislative Awareness Day
WELCOME NEW TDLCB MEMBERS!

AHCA | Agency for Health Care Administration

Maria Hernandez, Operations and Management Consultant

Marielisa Amador (Alternate), Medical/Health Care Program Analyst

DCF | Department of Children and Families

Clay Walker, Community Development Administrator
<table>
<thead>
<tr>
<th>Measure</th>
<th>Year</th>
<th>PB County</th>
<th>Florida</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults who are obese</td>
<td>2010</td>
<td>19.4%</td>
<td>27.2%</td>
</tr>
<tr>
<td>Adults who classify their health as “fair” or “poor”</td>
<td>2010</td>
<td>16%</td>
<td>17.1%</td>
</tr>
<tr>
<td>Population that live within a ten minute walk (½ mile) of a park</td>
<td>2010</td>
<td>52.1%</td>
<td>44.8%</td>
</tr>
<tr>
<td>Population that lives within a ten minute walk (½ mile) of an off-street trail system</td>
<td>2013</td>
<td>5.4%</td>
<td>10.6%</td>
</tr>
<tr>
<td>Population that lives with a ½ mile of a fast food restaurant</td>
<td>2013</td>
<td>36.27%</td>
<td>33.54%</td>
</tr>
<tr>
<td>Population that lives within ½ mile of a healthy food source</td>
<td>2013</td>
<td>36.27%</td>
<td>31.81%</td>
</tr>
</tbody>
</table>

Source: Florida CHARTS (Community Health Assessment Resource Tool Set)

http://www.floridacharts.com
2010-2014 BICYCLIST CRASH DATA

Source: Florida Injury Surveillance Data System
2010-2014 PEDESTRIAN CRASH DATA

Source: Florida Injury Surveillance Data System

CTD TRAINING WORKSHOP OVERVIEW

- October 26-28, 2015 | Daytona Beach, FL
- Joint conference with FPTA (Florida Public Transportation Association)
- Commission Business Meeting
- Statewide Planners Meeting
$ 3,036,861
Palm Beach County Allocation

1,281,547
Trips Provided by CTC

ZERO
Unmet Trip Requests
PLANNERS MEETING TAKE-AWAYS

TDSP
Plan for service to serve the County’s TD population

CTC Evaluation
Evaluate service provided by Palm Tran Connection

Discuss
Discuss safety concerns, eligibility, and other pertinent issues

Review
Review price and service levels
COMPLETE STREETS WORKSHOP

◉ December 8, 2015 with key stakeholders from our County in attendance
◉ Ad-hoc working group will begin in January
COMMUTER CHALLENGE

- March 2016
- Employees in PBC will have the opportunity to compete against businesses of similar size
- Most commuting trips without driving alone
- Bus wrap and website in the works
- Working with partners
TD LEGISLATIVE DAY

◎ January 21, 2016
◎ Hosted by FACTS (Florida Association of Coordinated Transportation Systems)
◎ Attendees can meet with legislators and staff
◎ ph. 800.983.2435
◎ factassoc@gmail.com
THANK YOU!

Any questions?
ADelgado@PalmBeachMPO.org
561.478.5744
Connection, Palm Tran’s paratransit division, continues to provide a high quality door-to-door service for the County’s senior, disabled and transportation disadvantaged population.

Connection upgraded its phone system where callers can now access automated information about their trips 24 hours a day to confirm or cancel without speaking to a live agent. Automated phone calls and emails can list an individual’s trip information for the next day.

S.A.F.E. service extends to our paratransit division, Palm Tran Connection. Many new programs have been implemented and as a result all aspects of our service has seen incredible improvement.

We’ve introduced a new phone system, making it much more convenient and easy for our riders to use to confirm or cancel appointments. All of our service vehicles now come equipped with an on-board computer system, allowing our drivers to access the real-time daily manifest, and a GPS map with turn by turn directions.
Palm Tran Connection is a caring entity that believes that our first responsibility is to our customers. In doing so, we will deliver our services with compassion and respect.

Individuals who are unable to transport themselves or to purchase transportation are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities and seek Connection for a ride.

We understand that to provide high-quality service to our customers, we must continue to develop “innovative” ways of thinking that will allow us to respond to the dynamic, ever-increasing demands for service.
Paratransit Overview — Ridership

Connection travels in Palm Beach County – from Jupiter to Boca Raton and from Palm Beach to South Bay.

Connection schedules all trips, prepares vehicle manifests, handles customer complaints & commendations, determines eligibility, and monitors the performance of the transportation providers.

We will utilize our customers as a resource by providing opportunities for their input. We will create alliances with local agencies that service our customers.

Above all, Palm Tran Connection is committed to treating its customers, employees, and providers with honesty, dignity and respect.
Connection serves the residents of Palm Beach County through three programs:

- The Americans with Disabilities Act (ADA)
- Transportation Disadvantaged (TD)
- Department of Senior Services (DOSS)
Paratransit Overview — Ridership

Connection’s on time performance standard is 95%. As you can see, our standard has been trending up, due in large part to the centralization of our dispatch department and electronic navigation and scheduling available on every vehicle.

Since February 2015, Connection OTP has averaged 93%.
Along with the improved OTP, our vehicles are rarely more than 15 minutes late.
Paratransit Overview — *Productivity*

*Connection - Percentage of Service by Provider*

*Palm Tran Connection uses contractors to operate our paratransit vehicles:*

- MV Transportation
- First Transit
- Maruti Transit Group
The number of trips per revenue hour. Palm Tran’s goal is to consistently reach or exceed 1.53.
Paratransit Customer Complaints

A customer complaint is defined as correspondence expressing a concern with Palm Tran Connection service. Connection’s goal is to lower the total number of valid complaint calls to two per 1,000 trips. Staff reviews all complaint calls and determines which calls are valid, and which calls need a response.

The next two charts indicate the top 15 paratransit complaints and percentage of complaints per service contractor.

Paratransit Customer Complaints

**Complaints**

**Top 15 Connection Customer Communications By Category**

<table>
<thead>
<tr>
<th>Category</th>
<th>Excused</th>
<th>Valid</th>
<th>Not Valid</th>
<th>Documented</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMMENDATIONS</td>
<td>54</td>
<td>51</td>
<td>33</td>
<td>19</td>
<td>159</td>
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<tr>
<td>DRIVER ERROR - LP</td>
<td>19</td>
<td>16</td>
<td>10</td>
<td>9</td>
<td>54</td>
</tr>
<tr>
<td>DRIVER ERROR - LD</td>
<td>16</td>
<td>10</td>
<td>9</td>
<td>7</td>
<td>51</td>
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<tr>
<td>DISCOURTEOUS EMPLOYEE</td>
<td>10</td>
<td>9</td>
<td>7</td>
<td>5</td>
<td>19</td>
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<tr>
<td>RESERVATIONS ERROR</td>
<td>9</td>
<td>7</td>
<td>5</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>UNSAFE - RECKLESS DR</td>
<td>7</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>VEHICLE NO SHOW</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>9</td>
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<tr>
<td>DISPATCHER ERROR</td>
<td>4</td>
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<td>5</td>
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<tr>
<td>DRIVER DID NOT WAIT</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>ON BOARD VIOLATION</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>UNSAFE - SPEEDING</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Others</td>
<td>8</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>8</td>
</tr>
</tbody>
</table>

**Communications Category**

- **Excused:** Complaint is excused. Example, bus having a mechanical issue.
- **Valid:** Deemed valid. Video viewed and confirmed.
- **Not Valid:** Video viewed. No incident.
- **Documented:** Cannot be verified as valid or not valid. However it is still documented.
- **Pending Outcome:** Complaint that has not yet been processed into the system.
Another way we’ve improved customer service is by upgrading our phone system. Callers can now access automated information about their trips 24 hours a day to confirm or cancel without speaking to a live agent. Automated phone calls and emails can list an individual’s trip information for the next day. These capabilities will reduce the number of no-shows, missed trips, and same-day cancellations for Connection vehicles. They will also reduce the number of incoming calls to Connection, in turn shortening on-hold wait times.

Since March 2015 the complaint ratio is 1.0 per 1,000 trips, 50% below the acceptable threshold.
A preventable accident is defined as an accident that occurred while in revenue service that could have been avoided due to an act, or failure to act by the driver. Connection has been working diligently to bring the totals down to the contract threshold of 1.0.
### Paratransit Overview — Safety

#### Connection Accident Breakout by Vendor

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<td>MV</td>
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<td>5</td>
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<td>3</td>
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<tr>
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<td>3</td>
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A road call is defined as any mechanical failure of a vehicle in revenue service that necessitates removing the vehicle from service until repairs are made. A road call is counted where the vehicle does not complete its next scheduled revenue trip due to a mechanical failure. As you can see in the chart below, Connection has not only met its goal of 1.0 per every 10,000 miles; the totals are steady between 0.6 - 0.7.
ADA Eligibility Program

The cost to transport using paratransit is much more expensive than using fixed route. So in an effort to help alleviate those costs, Palm Tran began a program offering free, fixed route rides to those who are pre-approved under the ADA program. As you can see from the chart below, the program has been successful. Fixed route ADA ridership has steadily risen, while paratransit ADA ridership has only slightly increased.
A month over month spike of 12,853 is attributed to an upswing in the purchases of One Day Reduced Passes by these Charters Schools:

Worthington High School - 4,122
Quantum High School - 3,904
Mavericks High School - 5,000
Welcome to Freedom
A program by CILO
Coalition for Independent Living Options

Once Dad got there... He took a taxi to go to the beach...
What is the Freedom program?

- Freedom is an agreement between the South Florida Regional Transportation Authority and CILO.

- CILO has received funds to provide taxi rides within Palm Beach County to people with disabilities that are enrolled in the program.
Program Conditions

- The service can be used only when public transportation is not available.
- The person with a disability can only ride with one personal care attendant.
- The ride must be schedule thru CILO.
What are the Conditions to Qualify?

- The person must have a disability.
- The person must reside in Palm Beach County.
- The person must enroll in the program prior to requesting any rides.
How to Enroll?

- Consumer will need to make an appointment with the Independent Living Specialist (Lina Aragon) at CILO (561) 9664288 ext. 125 and complete the application in person.

- Consumer must bring in the following documents: picture ID, proof of Palm Beach County residency, proof of disability.
What to do after enrollment?

- Once enrollment has been processed, the consumer can start requesting rides when needed.
- To schedule a ride the consumer needs to call CILO at least 3 days in advance.
- The rides are scheduled on a first come first serve basis.
Rides can be used for:

- Social events
- Cultural events
- Work functions
- School functions
- Non-emergency medical appointments
- Attend appointments
- Employment