



PALM BEACH METROPOLITAN PLANNING ORGANIZATION

2300 N. Jog Rd., 4th 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: **THURSDAY, DECEMBER 8, 2016**
TIME: **10:00 AM (or as soon thereafter as possible from
the Public Hearing)**
PLACE: **Conference Room 2N-123
50 South Military Trail
West Palm Beach, FL 33415**

1. REGULAR ITEMS

- A. Roll Call
- B. MOTION TO ADOPT Agenda for December 8, 2016
- C. MOTION TO APPROVE Minutes for September 29, 2016
- 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 17 Local Coordinating Board By-Laws

MPO staff will review an update to the attached Local Coordinating Board By-laws that include the terms of appointment for members and the Chair.
- B. 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. Community Transportation Coordinator (CTC) Designation Timeline
The CTC Re-designation timeline for FY 17 is attached.
- B. Staff Update
- C. Transportation Disadvantaged Service Plan (TDSP) and CTC Evaluation Working Groups Sign-Up
Annually the LCB should review, make recommendations and approve the TDSP, as well as review the CTC's performance and complete the Evaluation Workbook. Interested members are encouraged to sign up for either working group. A description of the working groups is attached.
- D. CTC Evaluation Status Report
Palm Tran Connection staff will discuss the attached Status Report in response to the FY16 CTC Evaluation Review Report.
- E. Gulfstream Goodwill
Gulfstream Goodwill staff will present on the mobility facilitation services available in Palm Beach County.

4. ADMINISTRATIVE ITEMS

- A. Member Comments
- B. Next Meeting – **March 8, 2017**
- 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 at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.



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MINUTES OF THE PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD Wednesday, September 29, 2016 9:30 A.M.

Conference Room 2N-123
50 South Military Trail
West Palm Beach, Florida 33415

PDF versions of the agenda, backup material and presentations as well as audio recordings are available for review at www.PalmBeachMPO.org/LCB

1. REGULAR ITEMS

VICE CHAIR BOITON in absence of Commissioner McKinlay called the meeting to order at 9:35 a.m.

1.A. Roll Call

The Recording Secretary called the roll. A quorum was present as depicted on Exhibit A of these Minutes.

1.B. ADOPTED: Agenda for September 29, 2016

MOTION to adopt the Agenda. Motion by Mr. Myron Nagelberg, seconded by Ms. Bobbi Valentine, and carried unanimously.

1.C. APPROVED: Minutes of June 27, 2016 and Summary of Meeting held on June 8, 2016

MOTION to approve the Minutes of June 27, 2016 and Summary of Meeting held on June 8, 2016. Motion by Ms. Bobbi Valentine, seconded by Mr. Myron Nagelberg, and carried unanimously.

1.D. Comments from the Chair

There were no comments from the Chair.

1.E. General Public Comments

MR. CHARLIE BOETTIGER with Palm Tran introduced Mr. Chad Hockman as the new Senior Manager for Palm Tran Connection. Mr. Hockman briefly introduced himself to the Board.

MS. ANIE DELGADO introduced the MPO's new Secretary, Alexa Sanabria.

1.F. Special Presentation

MS. DELGADO provided an overview of the Transportation Disadvantaged (TD) Program organizational chart and membership makeup. She noted the MPO is seeking membership for

a few agencies, including private transportation, agency for persons with disabilities, area agency on aging and vocational rehabilitation. She highlighted the Board's roles and responsibilities, which include annually adopting By-Laws, grievance procedures and appointing a new Vice Chairperson.

MS. DELGADO also explained the LCB duties regarding the Transportation Disadvantaged Service Plan (TDSP) update and Community Transportation Coordinator (CTC) Evaluation. She highlighted the upcoming FY 2017 Grant activities with special emphasis on the upcoming LCB Board meetings. VICE CHAIR BOITON inquired on the current status of the MPO and Palm Tran coordinator contractor contract which is required for many grants.

MR. BOETTIGER stated currently there are no coordination contracts between Palm Beach County and the State.

2. ACTION ITEMS

2.A. APPROVED: Membership

VICE CHAIR BOITON highlighted the change in Board membership with Ms. Bobbi Valentine becoming the Representative for the Disabled, and Ms. Elizabeth Logiodice as the Citizen Advocate. A brief discussion ensued.

Motion to approve Membership. Motion by Mr. Myron Nagelberg, seconded by Mr. W. Clay Walker, and carried unanimously.

2.B. ADOPTED: FY17 Local Coordinating Board By-Laws

MS. VALENTINE voiced concerns on the proposed changes made to the By-Laws as the strikethroughs seemed excessive.

MS. DELGADO noted these changes were made to make the document more concise.

Motion to approve the FY17 Local Coordinating Board By-Laws. Motion by Mr. W. Clay Walker, seconded by Ms. Sharon Greene, and carried unanimously.

2.C. ADOPTED: FY17 Local Coordinating Board Grievance Procedures

There was no discussion on this item.

Motion to approve the FY17 Local Coordinating Board Grievance Procedures. Motion by Ms. Bobbi Valentine, seconded by Mr. Myron Nagelberg, and carried unanimously.

2.D. APPROVED: FY16 Annual Operating Report (AOR)

There was no discussion on this item. **Motion to approve the FY-16 Annual Operations Report. Motion by Mr. Myron Nagelberg, seconded by Mr. W. Clay Walker, and carried unanimously.**

3. INFORMATION ITEMS

3.A. DISCUSSED: Annual Expenditures Report (AER)

MS. ROSEANN VOILS with Palm Tran briefly explained what the AER is, and stated the report shows any direct and local funding received and how the funding is applied to any trips provided. She noted the two grants Palm Tran is currently receiving are the TD Grant and the Area Agency Older Americans Act (OAA) Grant.

3.B. DISCUSSED: CTC Evaluation Status Report

MR. BOETTIGER with MS. HEATHER PEKAR, Interim Director for Palm Tran Connection presented a summary of the MPO's findings and suggestions on the FY 15-16 CTC Evaluation.

MR. BOETTIGER noted the status of several findings and recommendations received during the CTC Evaluation, which include the current implementation of acknowledgment cards, a closeout survey currently in development, the creation of a Performance Management Office, and updates to vehicle signage. A discussion ensued regarding the acknowledgment cards and current complaint process.

MS. PEKAR reviewed the current status on recommendations made for the local standards, ADA compliance and findings from the rider survey.

A brief discussion ensued regarding driver's navigational options, vendor complaint ratio, proposed functional assessment and travel training, and use of other transportation networks.

4. ADMINISTRATIVE ITEMS

4.A. 2017 Palm Beach MPO Board and Committee Meeting Calendar

4.B. Member Comments

MR. HOCKMAN gave a short background of his experience and highlighted his knowledge of paratransit services.

4.C. Next Meeting – Thursday, December 15, 2016

4.D. Motion to Adjourn

There being no further business the meeting was adjourned at 10:38 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 29, 2016** meeting of the Palm Beach County Transportation Disadvantaged Local Coordinating Board dated this _____ day of _____, 2016.

Chairperson

AUDIO FILES OF LOCAL COORDINATING BOARD MEETINGS ARE AVAILABLE ON THE
PALM BEACH METROPOLITAN PLANNING ORGANIZATION WEBSITE:
www.PalmBeachMPO.org

EXHIBIT A

Palm Beach County
Transportation Disadvantaged Local Coordinating Board
Attendance Record – 2015-2016

REPRESENTATIVE	Sep 9 2015	Dec. 9 2015	Mar. 9 2016	June 8 2016	June 27 2016	Sep 29 2016
Commissioner Melissa McKinlay CHAIRPERSON	P	E	E	E	P	E
Tomas Boiton VICE CHAIR/CITIZEN ADVOCATE	A	P	P	P	P	P
David Evans REPRESENTATIVE FOR ELDERLY	P	P	P	A	P	A
Sharon Greene LOCAL MEDICAL COMMUNITY	P	P	E	A	E	P
VACANT/Wibet Hay FL DEPARTMENT OF TRANSPORTATION	P	A	Alt	A	A	A
Maria Hernandez/Marielisa Amador MEDICAID PROGRAM	--	*P	E	A	A	A
Dina Hill WORKFORCE DEVELOPMENT BOARD	--	*P	P	P	E	A
Elizabeth Logiodice CITIZEN ADVOCATE	--	--	--	--	--	*P
Mike Nagelberg FL DEPARTMENT OF VETERANS AFFAIRS	A	A	P	A	P	P
David Rafaidus DEPARTMENT OF COMMUNITY SERVICES	P	P	P	P	P	A
Shane Searchwell/Carl Boucard SCHOOL DISTRICT OF PALM BEACH COUNTY	A	E	A	A	Alt	A
Bobbi Valentine REPRESENTATIVE for DISABLED	P	P	P	E	P	P
W. Clay Walker FL DEPARTMENT OF CHILDREN & FAMILIES	--	*P	P	P	P	P
Vacant AREA AGENCY on AGING	A	--	--	--	--	--
Vacant AGENCY for PERSONS with DISABILITIES	--	--	--	--	--	--
Vacant PRIVATE TRANSPORTATION	A	--	--	--	--	--
Vacant VOCATIONAL REHABILITATION	--	--	--	--	--	--

P = Member Present
* = New Representative

A= Member Absent
E = Excused Absence

Alt = Alternate
-- = Vacant

EXHIBIT A (Cont'd)

OTHERS PRESENT

John Coons
Rick Gonzalez
Clinton Forbes
Jeff McGregor
Charlie Boettiger
RoseAnn Voils
Mona Comia
Eric Dupard
Felix Collazo
Alexa Sanabria
Anielle Delgado
Margarita Cortez

REPRESENTING

First Transit
First Transit
Palm Tran
Palm Tran
Palm Tran
Palm Tran
Maruti Fleet & Management, LLC
Citizen
MV Transportation
Metropolitan Planning Organization
Metropolitan Planning Organization
Metropolitan Planning Organization

Palm Beach County
Transportation Disadvantaged
Local Coordinating Board

FY 2017 By-Laws

Approved by the TDLCB
~~September 29~~December 8, 2016

FY 2017 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 427.0157, 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. Two provisions of the Code of Ethics apply to LCB members: Standards of Conduct and Voting Conflicts.

1. **Standards of Conduct** 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

2. **Voting Conflicts** 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 (Section 112.3143, FS).

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 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, 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-p):

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 over sixty representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. 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. A local representative representing children at risk;
11. 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;
12. A local representative of the Florida Department of Elder Affairs;
13. 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;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Chapter 445, FS; and
16. 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.

Section B: Alternate Members

Alternates are to be appointed in writing to the DOPA 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 Chairperson, 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 Chairperson shall serve for a two-year term, 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 an 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 an 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 Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson.

ARTICLE 4: OFFICERS AND DUTIES

Section A: Number

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

Section B: Chairperson

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 until the elected term of office has expired. The DOPA shall replace, if necessary, or reappoint the Chairperson at the end of his/her term.

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Section C: Vice-Chairperson

The LCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson 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-Chairperson shall serve a term of one year starting with the next meeting. The Vice-Chairperson shall assume the powers and duties of the Chairperson in his/her absence. The Vice-Chairperson may serve more than one term.

ARTICLE 5: LCB MEETINGS

Section A: Access to Meetings

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.

Section 286.26, FS, directly addresses accessibility to public meetings for the physically disabled.

Section B: Americans with Disabilities Act

The LCB must adhere to the Americans with Disabilities Act (ADA) that prohibits the discrimination of disabled citizens in employment, public services, transportation, public accommodations and telecommunications.

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. The LCB must ensure that communications with participants and members of the public with disabilities are as effective as communications with others.

Section C: Government in the Sunshine

LCB's must follow the Government-In-The-Sunshine Law (Chapter 286, FS). The law provides a right of access to governmental proceedings at both the state and local levels. It applies to elected and *appointed* boards and 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.

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

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

Section D: 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 E: Emergency/Special Meetings

The Chairperson 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 DOPA 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 Beach MPO's web site (www.PalmBeachMPO.org/LCB). Specific meeting dates will be advertised in *The Palm Beach Post*, *El Latino Semanal*, 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. Meeting notices will 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 DOPA 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.

Section G: Quorum

At all meetings of the Board, the presence in person of at least one-third (1/3) of the voting members, or their alternates, shall be necessary and sufficient to constitute a quorum for the transaction of business. A minimum of three (3) voting members must be present to hold a meeting. Positions on the Board, as specified in Article 3, Section A, 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 Chairperson or Vice-Chairperson may, without notice other than by announcement at the meeting, recess the meeting 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

The MPO shall provide the LCB with sufficient staff support and resources to manage and oversee the responsibilities of the LCB as set forth in Chapter 427, FS, Rule 41-2, FAC, Commission policies, and the *Program Manual for Transportation Disadvantaged Planning Related Services* as revised April, 2014. This includes, but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost effectiveness; reviewing the local Transportation Disadvantaged Service Plan; preparing, duplicating and distributing meeting packets; and, other necessary administrative duties as required by the Board within the limits of available resources.

ARTICLE 7: BOARD DUTIES

Section A: LCB Duties

The Board shall perform the following duties as specified in the Local Coordinating Board and Planning Agency Operating Guidelines (April, 2014):

1. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the Commission;
2. Annually review, make recommendations and approve the TDSP, ensuring that the TDSP has been developed by involving all appropriate parties in the process;
3. Annually, provide the MPO/planning agency with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC);

4. In cooperation with the CTC, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged;
5. Assist the CTC in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys;
6. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS);
7. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTC in the designated service area, and make recommendations to the LCB or to the Commission, when local resolution cannot be found, for improvement of service;
8. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3), FAC);
9. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services;
10. Comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d), FAC);
11. Work cooperatively with regional workforce boards to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS); and
12. Evaluate multi-county or regional transportation opportunities (427.0157(6), FS).

ARTICLE 8: COMMITTEES

Section A: Grievance Committee

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 Chairperson 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 Chairperson shall serve as an ex-officio member of all committees. Each committee shall elect a Chairperson 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 majority 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 Chairperson 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 298th day of ~~September~~December, 2016.

Approved: _____
Melissa McKinlay, Chairperson
Palm Beach County Local Coordinating Board

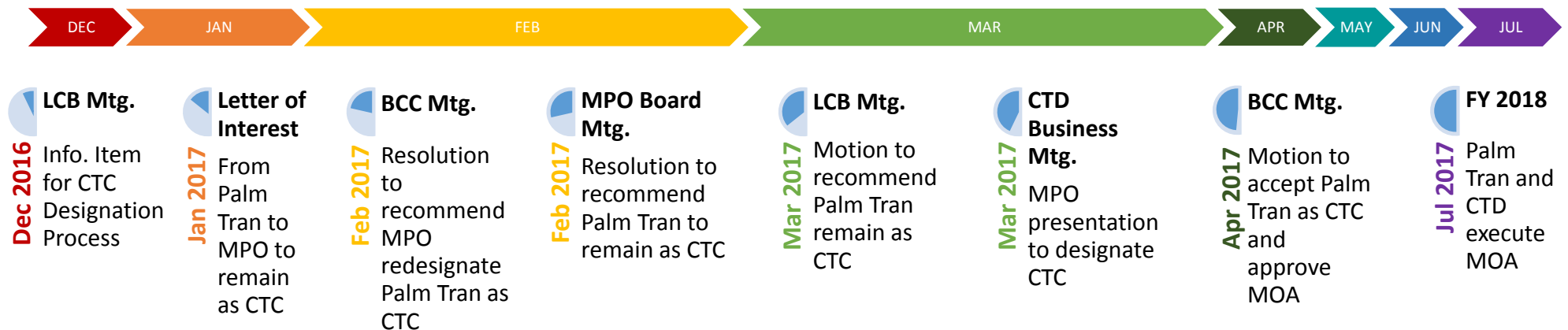
FY 2017 Community Transportation Coordinator (CTC) Designation Process

Current CTC Memorandum of Agreement (MOA) expires on June 30, 2017 and a CTC must be designated by July 1, 2017.

Two methods to designate a CTC:

- A. MPO Board re-designation of Palm Tran
- B. Solicitation of a new CTC

MPO Board re-designation Timeline



FY 2017

Community Transportation Coordinator (CTC) Evaluation and

Transportation Disadvantaged Service Plan (TDSP)

Working Groups

CTC Evaluation

- Place at least 20 calls to random TD riders
 - Complete the Rider Beneficiary Survey (<5 min.)
 - Compile complete surveys and return to MPO
- Complete one on-site observation ride
 - Complete the on-site observation ride sheets and take notes of the experience
 - Compile notes and return to MPO
- Review Workbook for errors
- Provide general feedback

TDSP Update – Final minor update before major update in FY18

- Update components of Development, Service, Quality Assurance sections of the document, as needed
- Review TDSP for errors
- Provide general feedback



Palm Tran

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Palm Tran Connection

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**Palm Beach County
Board of County
Commissioners**

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Melissa McKinlay, Vice Mayor

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Mary Lou Berger

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*"An Equal Opportunity
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Official Electronic Letterhead

Date: November 28, 2016
To: Palm Beach MPO
From: Chad Hockman, Senior Manager of Paratransit
Re: CTC, Status Report _ V2

The following is provided in response to the CTC Evaluation Overview given at the TD-LCB meeting June 8, 2016.

Below you will find the Palm Tran Connection response to the Key Findings and Recommendations given by the Palm Beach MPO.

While Palm Tran Connection has done a lot to improve our paratransit service over the years, Palm Tran Connection strives to continuously improve our customer satisfaction and overall experience.

Sincerely,

Chad Hockman
Senior Manager of Paratransit



PALM BEACH METROPOLITAN PLANNING ORGANIZATION

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

Phone 561.684.4170 Fax 561.242-7165 www.PalmBeachMPO.org

FY 2016 CTC Evaluation Review Report August 9, 2016

In Palm Beach County, the Palm Beach Metropolitan Planning Organization (MPO) serves as the Designated Official Planning Agency (DOPA), which facilitates an annual evaluation of Palm Tran Connection, the Community Transportation Coordinator (CTC) with the Palm Beach Transportation Disadvantaged (TD) Local Coordinating Board (LCB). The CTC evaluation process is dictated by the Florida Commission for the Transportation Disadvantaged (CTD) and includes the following:

- General Questions
- Chapter 427.0155, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- Americans with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

During the month of May 2016, the MPO and LCB conducted the FY 2016 CTC Evaluation. The LCB approved the Evaluation Workbook at the June 27th LCB meeting.

The evaluation process requires that a Review Report be issued to the CTC within thirty working days after the review has concluded (August 9, 2016). Thirty days after the receipt of the Review Report (September 21, 2016), the CTC must provide a Status Report to the LCB documenting actions taken or how the CTC plans to address the LCB's recommendations. The CTC should provide a completion date or anticipated date of completion for each follow-up item. The following pages list the findings and recommendations in the corresponding section of the FY 2016 CTC Evaluation Workbook.

General Questions

Finding	Recommendation	Status	Completion Date
CTC clients can submit complaints via telephone, social media, or mail.	Consider an online form available on the CTC website for submitting complaints.		
Clients can also communicate concerns directly to CTC if still not satisfied.	Follow-up on all complaints via phone, email, or letter where applicable.		
A summary of complaints is currently provided to the LCB in a bar chart format.	Provide a brief written summary and clear complementary graphics of the complaints to the LCB.		<hr style="border: 1px solid red;"/>
Signage on vehicles that contains communication information (including complaint process) is small and difficult to read from afar.	Increase font size on vehicle signage to improve its visibility to all riders.		
CTC is interested in coordinating with Palm Tran fixed route and Tri-Rail to transfer riders from paratransit service.	Meet with transit agencies to find ways to better coordinate transfers of eligible riders from paratransit to fixed transit.		
Paratransit riders are often unsure of how to use fixed-route service.	Develop an educational program that includes videos to better inform riders how to use fixed route bus service.		<hr style="border: 1px solid red;"/>
	Promote — educational program via social media, CTC website, and on display in the CTC waiting room.		<hr style="border: 1px solid red;"/>

Finding	Recommendation	Status	Completion Date
FDOT Section 5310 recipients are not adequately regulated for compliance and contractual language is not updated to hold recipients accountable for key safety measures.	The Florida CTD should work closely with FDOT and the CTC to enforce responsiveness and compliance of Operators to facilitate a better coordinated system.		
	The CTD should encourage FDOT to update Section 5310 language so that it matches the Palm Beach County contract which includes standards for HIPPA, drug/alcohol testing, or USCIS E-Verify language.		
The Voluntary Dollar donation program is currently only marketed in printed CTC materials.	Reference the Voluntary Dollar program on the website and via email.		

Rule 41-2.011, F.C.

The CTC is in compliance with this section.

Finding	Recommendation	Status	Completion Date
Some drivers have physical examinations nearing expiration.	Remind drivers with physicals expiring soon of the approaching date and deadline in order for them to remain in compliance.		

Commission Standards

The CTC is in compliance with this section.

Finding	Recommendation	Status	Completion Date
Local toll-free number is posted in vehicles; however the font size is small and difficult to read from a distance.	Increase font size and notice size of the local toll-free number on signage in vehicles to improve visibility.		

Local Standards

Finding		
The CTC is currently <u>meeting</u> the following goals:		
<ul style="list-style-type: none"> - Passenger no-show goal of $\leq 4\%$. - At-fault accident goal of ≤ 1 per 100,000 miles traveled. - Road call goal of ≤ 1 per 10,000 miles traveled. - Call-hold time of ≤ 3 minutes per call. 		
The CTC is currently <u>not meeting</u> the following goals:		
<ul style="list-style-type: none"> - Increasing public transit ridership goal of 25%. Goal is to increase ridership on Fixed Route - On-time performance goal of $\geq 95\%$ Goal is high for industry standard and is currently under review - Complaint ratio goal of ≤ 3 per 10,000 trips performed. 		
Recommendation	Status	Completion Date
Evaluate current goals and ascertain whether or not they are attainable measures.		<hr style="border: 1px solid red;"/>
Inform contractors of which goals they are not meeting and work towards achieving them.		
Provide educational opportunities to contractors and appropriate staff to improve knowledge of measurable goals and help improve achievement.		

ADA Compliance

Finding	Recommendation	Status	Completion Date
The TTY/Florida Relay System numbers are not listed with the office phone number.	List the TTY/Florida Relay System numbers in the Rider's Guide, on the website, and in other publications.		

Rider Survey

During the month of May 2016, staff from the LCB and the MPO made 140 random telephone calls to riders who used Palm Tran Connection services since the month of February 2016. A total of 50 survey responses were recorded.

The average service rating by riders was 8.46 based on a scale of 1-10 (1 being the least satisfied and 10 being the most satisfied.) Riders consistently stated that the drivers offer excellent customer service.

Feedback recorded from the responses generated the following CTC recommendations:

Finding	Recommendation	Status	Completion Date
Drivers are unable to find destinations because the system cannot accurately locate an address. As a result, riders are often picked up late or arrive late to their destination.	Improve/update GPS systems in vehicles so that addresses are properly located.		<hr/>
Riders sit on the vehicles for hours, often times passing destinations en route to pick-up/drop-off other passengers.	Improve trip optimization so that multi-loaded passengers arrive to their destination in a timely manner.		
Riders follow the complaint procedure, but do not receive a follow-up response from the CTC.	Improve complaint department customer service and ensure clients receive a follow-up response as soon as possible.		

**For any service related compliments
or complaints, please call
(561)-649-9838 / (877)-870-9848
(option 3)
Or The Florida TD Commission at
1-800-983-2435**

**Si quiere dejarnos saber que le dimos
un buen servicio ó desea presentar una
queja, por favor llame al
(561)-649-9838 / (877)-870-9849
(seleccione la opción # 3)
O llame a: La Comisión TD de la Florida
al 1-800-983-2435**

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(561)-649-9838 / (877)-870-9849
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1-800-983-2435**

General Questions

Finding: CTC is interested in coordinating with Palm Tran fixed route and Tri-Rail to transfer riders from paratransit service.

Recommendation: Meet with transit agencies to find ways to better coordinate transfers of eligible riders from paratransit to fixed transit.

Status 1: In an effort to address ridership on our paratransit system is currently engaged in the beginning stages of adding a functional assessment component to our eligibility process. Palm Tran feels as though having this value added service compliment our eligibility process we will best serve the members of our community who truly need paratransit service. Through the functional assessment process, Palm Tran Connection can best employ the various types of eligibility for individuals seeking to use the paratransit system while shifting those riders who can safely access our larger buses to the larger more cost efficient fixed route system.

General Questions

- Finding: The Voluntary Dollar donation program is currently only marketed in printed CTC materials.
- Recommendation: Reference the Voluntary Dollar program on the website and via email.
- Status 2: The poster that appears on the CTD website has been added to Palm Tran's website. In addition, the poster has been printed (enlarged) and posted in each of our contractor's buildings as well as Connections office.

CHECK THE BOX

It Takes So Little To Help So Much!

You can easily help provide transportation
for children at risk, seniors, disabled and
low-income residents in YOUR community!

*"I rely on this service to
transport me to and from work
on a daily basis—I wouldn't be
employed without it."*

—Jason G.
Palm Beach County, FL

*"I have been in a nursing home
for three years and this is my
only means of transportation."*

—August E.
Baker County, FL

*"Going to the doctor's office, grocery
shopping, church and other activities
makes my quality of life worth living."*

—Bobbi V.
Palm Beach County, FL

*"It is critical that I have this
transportation assistance to my
dialysis three times a week."*

—Leroy M.
Nassau County, FL

*"We don't drive. We would not
be able to get anywhere."*

—Loretta B.
Flagler County, FL



CHECK THE BOX and
donate \$1 or MORE to the
Transportation Disadvantaged
Voluntary Trust Fund when you
register or renew the tag on
your car, truck or boat.

**100% of All
Donations Go To
Assist People In
YOUR Community.**

For additional information please contact:

Florida Commission for the
Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450
1-800-983-2435
www.dot.state.fl.us/ctd

Rule 44-2.001, F.C

Finding: Some drivers have physical examinations nearing expiration.

Recommendation: Remind drivers with physicals expiring soon of the approaching date and deadline in order for them to remain in compliance.

Status 3: The State of Florida requires that all drivers maintain their physical exam as required by FAC 14-90-0041. The CTC staff monitors this requirement weekly and advises the Contractors of any upcoming concerns.