Palm Beach County Transportation Disadvantaged (TD)
Local Coordinating Board (LCB) Agenda

DATE: Wednesday, August 14, 2019
TIME: 2:00 p.m.
PLACE: Vista Center 1st Floor Hearing Chambers
2300 North Jog Road
West Palm Beach, FL 33411

Palm Tran Bus Service is available to Vista Center via Routes 43 or 44

1. REGULAR ITEMS
   A. Pledge of Allegiance
   B. Roll Call
   C. MOTION TO ADOPT Agenda for August 14, 2019
   D. MOTION TO APPROVE Minutes for May 29, 2019
   E. Comments from the Chair
   F. LCB Liaison Report
   G. New Member Introductions
   H. General Public Comments
      Any members from the public wishing to speak at this meeting must complete a Comment Card that 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 ADOPT the FY 20 LCB By-laws
      The Florida Commission for Transportation Disadvantaged (CTD) requires that the LCB By-laws be updated and presented annually for approval. The draft By-laws are attached.
   B. MOTION TO ADOPT the FY 20 LCB Grievance Procedures
      The Florida CTD requires that the LCB Grievance Procedures be updated and adopted annually and with a minimum commitment of 3 LCB voting members to serve on the LCB Grievance Subcommittee. The draft Grievance Procedures are attached.
C. MOTION TO ADOPT the FY 19 Annual Operating Report
   Annually the LCB must review and approve the Annual Operating Report (AOR), and forward comments to the CTD. Palm Tran Connection staff will present the attached AOR.

3. INFORMATION ITEMS
   A. LCB Member Training
      TPA staff will provide an overview of LCB member roles and responsibilities.
   B. Community Transportation Coordinator (CTC) Update
      Palm Tran staff will provide an update.
   C. LCB Member Presentation
      LCB member representative for Agency for Persons with Disabilities will present on her roles and responsibilities related to the transportation disadvantaged.
   D. Partner Agency Updates
      Staff from South Florida Regional Transportation Authority, Florida Department of Transportation, and/or Palm Beach County may provide brief updates on items relevant to the LCB.

4. ADMINISTRATIVE ITEMS
   A. Member Comments
   B. Next Meeting - Wednesday, October 30, 2019
   C. Adjournment

Purpose of TD LCB: 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, otherwise known as Palm Tran Connection, on the coordination of service 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. Palm Tran’s provision of TD service is funded with state dollars. This service is not mandated by Federal Law.

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@PalmBeachTPA.org at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.
TD LCB MEMBERS

**CHAIR**
Steven Grant, Mayor
City of Boynton Beach

Milory Senat
Agency for Persons with Disabilities
*Alternate: Mary Edwards*

Tessie Wayys
Area Agency on Aging

Tomas Boiton
Citizen Advocate

Tekesha Saffold
Citizen Advocate/User

Elisa Cramer
Department of Children and Family Services

Maria Hernandez
Florida Agency for Health Care Administration
*Alternate: Marielisa Amador*

Marie Dorismond
Florida Department of Transportation
*Alternate: Wibet Hay*

Angela Choice
Florida Department of Veterans Affairs

**VICE CHAIR**
David Rafaidus
Palm Beach County Community Action
Department of Community Services

Jeanie Chrisman
Private Transportation Industry

Robyn Manuel
Florida Division of Vocational Rehabilitation

Merlene Ramnon
Local Medical Community

Laura Schultze
Public Education
School District of Palm Beach County

Robert Goodman
Representative for the Disabled

Angie Morlok
Representative for the Elderly

Elisa DeGoias
Workforce Development Board

Clinton Forbes
Mass/Public Transit Industry
Palm Tran
*Alternate: Chad Hockman*
COMMUNITY TRANSPORTATION COORDINATOR
MINUTES OF THE
PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD)
LOCAL COORDINATING BOARD (LCB)
Wednesday, August 14, 2019 at 2:00 p.m.

Vista Center 1st Floor Hearing Chambers
2300 North Jog Road
West Palm Beach, Florida 33411

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

1. REGULAR ITEMS

VICE CHAIR RAFAIDUS called the meeting to order at 2:00 p.m.

1.A. Pledge of Allegiance

1.B. Roll Call

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

1.C. ADOPTED: Agenda for August 14, 2019

MOTION to Approve the Agenda. Motion by Ms. Elisa Cramer, seconded by Ms. Angie Morlok, and carried unanimously 7-0.

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Y = Yes  N = No  A = Absent  ABST = Abstain

1.D. APPROVED: Minutes for May 29, 2019

MOTION to Approve the Minutes. Motion by Ms. Marie Dorismond, seconded by Ms. Angie Morlok, and carried unanimously 7-0.

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2300 North Jog Road 4th Floor, West Palm Beach, FL 33411  |  561.684.4170  |  PalmBeachTPA.org
1.E. Comments from the Chair
VICE CHAIR RAFAIDUS welcomed the meeting attendees and expressed his appreciation for being able to run the meeting in the Chair’s absence.

1.F. LCB Liaison Report
MS. ALYSSA FRANK, TPA Transportation Planner, reviewed the following from the Liaison’s Report:

- The Commission for the Transportation Disadvantaged (CTD) is holding their annual training workshop in Orlando, Florida from September 17-18, 2019. For more information visit: https://floridatransit.org/annual-conference.
- The TPA is seeking representation from the disabled community on its Bicycle Trailways Pedestrian Advisory Committee (BTPAC). For more information contact Ms. Valerie Neilson at VNeilson@PalmBeachTPA.org.
- LCB members are encouraged to provide a 5-10 minute presentation on how their agency and everyday work relates to the transportation disadvantaged. If interested in presenting at a future LCB meeting, contact Ms. Frank at: AFrank@PalmBeachTPA.org.
- The next TPA Governing Board meeting will be held on Thursday, September 9 at 9:00 a.m. at the Spanish River Library, 1501 Spanish River Boulevard, Boca Raton, FL 33431.

VICE CHAIR RAFAIDUS inquired if any additional information would be provided from the CTD following their workshop.

MR. LOU FERRI, Palm Tran Operations Manager, stated the CTD posts any presentations and handouts on their website following the workshop.

1.G. New Member Introductions
MS. JEANINE CHRISMAN introduced herself as the Representative for Private Transportation. She stated she is the General Manager of MV Transportation and provided a brief review of her credentials.

1.H. General Public Comments
There were no general public comments received.

2. ACTION ITEMS
2.A. ADOPTED: FY 20 LCB By-laws
MS. FRANK stated the provided LCB By-laws guide proper functioning of TD services coordination, provide procedures and policies for fulfilling state requirements, and sets the requirements for TD transportation services. She noted the only change was to reflect the current fiscal year of 2020.

VICE CHAIR RAFAIDUS noted Section G states “...the presence 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. The minimum of three (3) voting members must be present to hold a meeting.” He stated there are seventeen (17) members on the Board and inquired why there is a quorum of three (3).

Ms. Angela Choice joined the meeting at 2:09 p.m.

MR. FERRI stated the By-laws are at the Board’s discretion to determine the minimum for quorum and has been adjusted throughout the years based on membership levels.
MS. FRANK stated in Quarter 3 there was an update from the CTD that required additional members be added to the LCB, which were originally optional positions.

MS. ELISA CRAMER stated she understood that the minimum of three (3) members language was in order to hold a meeting and that one-third (1/3) was required to vote on a matter.

MS. DONNA RANEY, Palm Beach County Attorney, stated that in order to have a meeting at least one-third (1/3) of the members are required in order to have a quorum. She stated per Sunshine Laws, if two or more members of the same Board are present or have a discussion the meeting has to be held in the sunshine. She noted this may be reflective in the three (3) voting members language but it is unclear.

VICE CHAIR RAFAIDUS noted he was not contesting the language but wanted to ensure that all members are clear on the expectations and requirements.

MS. FRANK noted she would get clarification for the next meeting.

MOTION to Adopt the FY 20 LCB By-laws. Motion by Ms. Elisa Cramer, seconded by Ms. Angie Morlok, and carried unanimously 8-0.

Ms. Mary Edwards joined the meeting at 2:13 p.m.

2.B. ADOPTED: FY 20 LCB Grievance Procedures

MS. FRANK stated the Grievance Procedures, which are updated annually, are used to process and investigate Community Transportation Coordinator (CTC) complaints from agencies, users and potential users of the system. She noted the only change was to reflect the current fiscal year of 2020. She stated there must also be a Grievance Committee appointed with a minimum of three (3) LCB voting members and requested for volunteers.

Vice Chair David Rafaidus, Ms. Elsa DeGoias and Ms. Marie Dorismond volunteered to serve.

MOTION to Adopt the FY 20 LCB Grievance Procedures. Motion by Ms. Marie Dorismond, seconded by Ms. Robyn Manuel, and carried unanimously 9-0.
2.C. **ADOPTED:** FY 19 Annual Operating Report (AOR)

MR. JEREMY BAKER, Palm Tran Interim Fiscal Manager, stated the AOR is a statute required document that provides a financial and operational overview of the TD program. He stated the information reported is collected and compiled from each County based on the State fiscal year of July through June. He noted the information is collected to generate a statewide operation profile of the Florida Coordinated Transportation System, evaluate certain performance aspects individually and as a whole, and to create a summary of performance trends statewide. He noted the AOR is completed by the CTD annually on January 1 and delivered to the Governor, legislature and commission to substantiate the need for additional funds.

VICE CHAIR RAFAIDUS inquired if all the information in the agenda backup are hard numbers from data collection.

MR. BAKER confirmed they were.

MS. CRAMER inquired why there is zero listed under the selected reporting period for the passenger type of Children at Risk when the previous reporting period had data provided.

MR. BAKER stated this year the TD revised their instructions, which changed several categories and caused conflicts for Palm Tran on reporting. He stated a direction given was to report based on the characteristics of the individual but to only choose one characteristic.

MR. CHAD HOCKMAN, Palm Tran Senior Manager of Paratransit, stated in the previous reporting period there were low totals reported in the Other field compared to the selected reporting period and this was specific to the reporting requirement. He noted Palm Tran chose to report these as Other versus selecting just one characteristic.

MS. CRAMER inquired what the Other category included besides Children at Risk.

MR. BAKER answered other individuals that could not be classified or met multiple classifications. He stated on the online reporting system additional information is notated as required.

MS. MORLOK inquired if the customer feedback portion of the report includes grievances, as she thought these were separate from complaints in reporting.

MR. FERRI stated there has not be an official grievance received since 2003. He noted there has not been a complaint made that has not been addressed and resolved to the satisfaction of the customer.

MS. MORLOK observed on the vehicles and drivers reported there has been an increase by 10% and road calls seem to be higher than previously reported.

MR. HOCKMAN stated all the vehicles were purchased at once in 2015 and are aging. He stated Palm Tran will be requesting funding from the Board of County Commissioners (BCC) in the next budget cycle for replacement vehicles annually. He stated additional funding may be needed in FY 20-21 as there are about 92 vehicles that will be due for replacement. He noted fleet expansion is also on the horizon as they are at capacity. He briefly reviewed the vehicle replacement schedule. He noted there was also a separation agreement with a driver, only MV and First Transit.

MS. MORLOK inquired if the vehicle maintenance was completed by Palm Beach County or the providers.

MR. HOCKMAN stated the providers complete the vehicle maintenance.

VICE CHAIR RAFAIDUS commended Palm Tran staff on the report and decrease in road hazards.
MOTION to Adopt the FY 19 AOR. Motion by Ms. Angie Morlok, seconded by Ms. Angela Choice, and carried unanimously 9-0.

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3. INFORMATION ITEMS
3.A. DISCUSSED: LCB Member Training

MS. FRANK reviewed the TD program organizational tree, LCB membership makeup, and LCB member attendance requirements. She noted LCB duties include appointing a Vice Chair, reviewing and adopting by-laws and grievance procedures, appointing a grievance committee and performing CTC evaluations. She reviewed the Transportation Disadvantaged Service Plan (TDSP), which outline the TD services and service partners in Palm Beach County. She stated the LCB is responsible for reviewing and approving the TDSP annual minor update as well as the major update that occurs every five (5) years. She briefly reviewed the FY 20 grant activities timeline and noted a copy was provided to all members present.

VICE CHAIR RAFAIDUS reminded the Board members that they serve to enhance the lives of others and expressed the need for everyone to be outspoken to ensure that everything is operating appropriately.

3.B. DISCUSSED: CTC Update

MR. HOCKMAN provided an update on the Go Glades service that was reviewed at the previous LCB meeting. He noted the pilot project has been extended for an additional year at the request of the BCC. He stated the Palm Tran Connection Efficiencies Project (CEP) presentation to the BCC was delayed and staff is working to reschedule this on the next available workshop date.

MS. NIKASHA WELLS, Palm Tran Senior Manager of Governmental Affairs, provided an update on the 2019 Legislative Session Appropriation Request. She explained the request of $2M is to increase or improve economic activity as individuals who are dependent on public transportation and have limited incomes have their options for travel increased if there is no limit on the availability of trips to be completed; this can be achieved with the use of an unlimited bus pass. She stated Palm Tran did not receive the appropriation due to across the board pre-emption for Hurricane Michael funding needs. She noted this causes a TD funding dilemma as the reduction comes from a return to an old funding model because the new funding mechanism was not reauthorized by state legislation.

A discussion ensued on the impacts these cuts would have on client services and future impacts. Palm Tran staff explained that the BCC currently provides funding and client services would not be affected.

VICE CHAIR RAFAIDUS requested for Palm Tran staff to provide recommendations to the TD LCB on advocacy and what influence Board members can have within their communities on this matter.
3.C. **DISCUSSED:** LCB Member Presentation

MS. MARY EDWARDS, Representative from the Agency for Persons with Disabilities (APD), presented on her roles and responsibilities related to the transportation disadvantaged. She reviewed APD's referral/application process for services, the eligibility determination requirements, and the process to apply for crisis enrollment on the Medicaid waiver. She noted the APD application for services is available online at [http://apdcares.org/customers/application/](http://apdcares.org/customers/application/).

MS. ELSA DEGOIAS inquired if the wait list for those with autism was based on severity.

MS. EDWARDS confirmed with this specific category it was.

MR. FERRI clarified that the transportation through APD's waiver program does not go through Palm Tran.

MS. EDWARDS stated the waiver program transportation is exclusive to the adult day training programs.

3.D. Partner Agency Updates

There were no partner agency updates received.

4. **ADMINISTRATIVE ITEMS**

4.A. Member Comments

MS. DORISMOND introduced Ms. Danielle McGill and Ms. Karen Flowers from the Ann Storck Center as the new mobility managers working with the human services agencies and would report their findings to the Florida Department of Transportation (FDOT).

MS. MCGILL stated the Ann Storck Center has rebranded their Mobility Management Facilitation program to Mobility Connection. She noted the center is under new management and will become more active in Palm Beach County.

MS. FLOWERS noted if anyone needs assistances in Palm Beach County to reach out to the Ann Storck Center.

A brief discussion ensued on legislative updates as they relate to TD services.

MS. DEGOIAS expressed her appreciation on behalf of CareerSource to Palm Tran for returning the bus route that was removed under the Route Performance Maximization (RPM) initiative.

4.B. **Next Meeting - Wednesday, October 30, 2019**

4.C. **Adjournment**

There being no further business the meeting was adjourned at 3:16 p.m.

This signature is to attest that the undersigned is the Chair, or a designated nominee, of the Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the August meeting of the Transportation Disadvantaged Local Coordinating Board, dated this 30th day of October, 2019.

[Signature]

Chair
### EXHIBIT A
Palm Beach County Transportation Disadvantaged Local Coordinating Board
Attendance Record: 2018-2019

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<tr>
<td>Jeremy Baker</td>
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<tr>
<td>Nikasha Wells</td>
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<tr>
<td>Lou Ferri</td>
<td>Palm Tran Connection</td>
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<tr>
<td>Chad Hockman</td>
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