



**Local Coordinating Board (LCB)
MEETING AGENDA**

November 28, 2017 – 9:15 A.M.
310 Court Street, 1st Floor Conf. Room
Clearwater, FL 33756

THE PLANNING COUNCIL AND METROPOLITAN PLANNING ORGANIZATION FOR PINELLAS COUNTY

- 1. CALL TO ORDER AND INTRODUCTIONS**
- 2. PUBLIC COMMENT PERTAINING TO ITEMS NOT ON THE AGENDA**
- 3. APPROVAL OF MINUTES – September 19, 2017**
- 4. BOARD ACTIONS CONCERNING THE TD PROGRAM**
- 5. VETERANS ADMINISTRATION PRESENTATION**
- 6. COMMUNITY TRANSPORTATION COORDINATOR EVALUATION**
- 7. TD LATE SHIFT PROGRAM UPDATE**
- 8. 2018 MEETING SCHEDULE**
- 9. OTHER BUSINESS**
 - A. Tri-County Transportation Disadvantaged Subcommittee
 - B. Federal Transit Administration Section 5310 Grant Update
 - C. CTC Update
 - D. CTD Update
 - E. Other
- 10. INFORMATIONAL ITEMS**
 - A. Trip/Expenditure Reports
 - B. LCB Membership
 - C. Complaints and Commendations
- 11. PUBLIC COMMENT**
- 12. ADJOURNMENT**

NEXT REGULARLY SCHEDULED LCB MEETING – February 20, 2018

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 (free of charge) should contact the Office of Human Rights, 400 South Fort Harrison Avenue, Suite 300, Clearwater, Florida 33756; [(727) 464-4062 (V/TDD)] at least seven days prior to the meeting.

Appeals: Certain public meetings result in actions taken by the public board, commission or agency that may be appealed; in such case persons are advised that, if they decide to appeal any decision made at a public meeting/hearing, they will need a record of the proceedings, and, for such purposes, they 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.

Local Coordinating Board – November 28, 2017

2. Public Comment Pertaining to Items Not on the Agenda



SUMMARY

Anyone wishing to provide public comment on items not on the agenda may do so at this time. Each speaker will be given a maximum of five minutes.

ACTION: Information only

Local Coordinating Board – November 28, 2017

3. Approval of Minutes – September 19, 2017



SUMMARY

The minutes of the September 19, 2017 meeting are attached for the LCB's review and approval.

Form 8B, Memorandum of Voting Conflict for County, Municipal, and Other Local Public Officers, is attached in the event a member of the LCB believes they have a conflict of interest with respect to any item(s) on the current agenda. This form is being provided under this item as any completed forms must be attached to the minutes of the LCB meeting.

ATTACHMENT(S): Minutes – September 19, 2017
Form 8B

ACTION: Approve minutes

DRAFT
PINELLAS COUNTY LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED PROGRAM
MEETING MINUTES
SEPTEMBER 19, 2017

The Pinellas County Local Coordinating Board for the Transportation Disadvantaged met on Tuesday, September 19, 2017 at 9:15 a.m. in the Forward Pinellas Conference Room, Second floor, 310 Court Street, Clearwater, Florida.

MEMBERS PRESENT

Patricia Johnson, Chair	Elected Official
Penny Barnard	Agency for Health Care Administration
Michael Hill	Pinellas County Veterans Services
Rachel Jacobs	Department of Blind Services
Jason Martino	Florida Department of Elder Affairs
Priscilla McFadden	Juvenile Welfare Board
Dave Newell	FDOT
Vivian Peters	Over 60 Representative
Jennifer Brackney	CareerSource Pinellas
Ross Silvers (ex officio)	PSTA

MEMBERS ABSENT

Brian Scott, Vice Chair	Citizen Representative
Joe DiDomenico	Persons with Disabilities
Michelle Hodge	Public Education
Jane Walker	Daystar Life Center

OTHERS PRESENT

Jim Green	Care Ride, LLC
Deborah Lekenta	Neighborly Care Network
Sarah Caper	Forward Pinellas Staff
Sarah Ward	Forward Pinellas Staff
Maria Kelly	Forward Pinellas Staff

1. CALL TO ORDER

Chairperson Johnson called the meeting to order at 9:15 a.m. Those in attendance introduced themselves.

2. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

No comments were made under this item.

3. APPROVAL OF MINUTES – May 16, 2017

The meeting minutes for May 16, 2017 were approved with no corrections. Jason Martino motioned approval, seconded by Jennifer Brackney and passed unanimously.

4. BOARD ACTIONS CONCERNING THE TD PROGRAM

Ms. Sarah Ward, Forward Pinellas staff, updated the committee with the Board's actions. The Board approved the annual Transportation Disadvantaged agreement and associated resolution for the planning grant at their June 14, 2017 meeting. They also approved the appointment of Ann Silva at their July 12, 2017 meeting, however Ann resigned her position in September before the LCB meeting, due to a change in her position with the Department of Children and Families.

5. TRANSPORTATION DISADVANTAGED SERVICE PLAN

Sarah Caper, Forward Pinellas staff, addressed the committee on the Transportation Disadvantaged Service Plan (TDSP). The TDSP is a required plan by the Commission for the Transportation Disadvantaged. A new plan is developed every five years, with annual updates each year. The time frame for this cycle follows the designation of the Community Transportation Coordinator (CTC). Pinellas Suncoast Transit Authority (PTSA) became the CTC for another five years beginning July 1, 2017, initiating a new service plan to be adopted and transmitted by October 2017. Ms. Caper reviewed the new service plan with the committee, including the survey for public input, the rate model provided by the Commission for the TD and developed goals, objectives and strategies for 2017-2022. Components of the plan were previously reviewed by the LCB at meetings earlier this year and at a TDSP subcommittee meeting in August. There was discussion on the TDSP, questions were taken and answered appropriately. A motion was made by Jennifer Brackney to approve the TDSP, allowing for any minor changes including those discussed at the LCB meeting, seconded by Michael Hill. A roll call vote was conducted as follows:

Patricia Johnson, Chair	Yes
Vivian Peters	Yes
Rachel Jacobs	Yes
Pricilla McFadden	Yes
Dave Newell	Yes
Jason Martino	Yes
Penny Barnard	Yes
Jennifer Brackney	Yes
Michael Hill	Yes

The motion was approved unanimously.

6. ANNUAL OPERATING REPRORT

Ms. Caper and Ross Silvers, PSTA, reported on the annual operating report which is prepared by PSTA. As the Community Transportation Coordinator (CTC) for Pinellas County, PSTA receives funding for the TD Program and must report on how the funds are used and disbursed annually. Some of the major changes in the review with last year's report of 2015/16 reflected the October 2016 change to PSTA's paratransit contract. At that time, PSTA entered into a contract with one provider, Care Ride. Another notable change since the previous year was the addition of a 10 day pass program for the Pinellas County Human Services Health Care participants. In comparison to the previous year, passenger trips were up, while unduplicated passenger counts were down. A majority of passenger trips were for medical and employment purposes, while complaints were down and commendations were up. Question were taken and answered appropriately. Jason Martino made a motion to approve the annual operating report with edits made by the CTD. It was seconded by Dave Newell and passed unanimously.

7. TRANSPORTATION PROVIDER AND CONTRACTOR AGREEMENTS

Ms. Caper shared the recent findings that PSTA is not required to enter into contracts with transportation providers and contractor each year, but that multi-year contracts are allowed. The LCB is required to approve contracts and annually review them to determine if the arrangements continue to be both cost effective and efficient. PSTA, as the CTC, will be responsible for monitoring the terms of the contracts. Discussions followed and all questions were answered appropriately.

8. COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

Ms. Caper reviewed with the committee the annual evaluation of the CTC will begin and requested that at least three LCB members serve on a CTC evaluation subcommittee. The subcommittee will likely meet in October, with the final CTC evaluation to be presented at the November LCB meeting. LCB subcommittee members include Jennifer Brackney, Dave Newell, Joe DiDomenico and Michael Hill. Staff will contact subcommittee members with meeting date options in October.

9. OTHER BUSINESS**A. Tri-County Transportation Disadvantaged Subcommittee**

Ms. Perch provided an update that the Tri-County Transportation Disadvantaged Subcommittee meeting on July 12, 2017. The meeting included a discussion regarding Route Match now that all three CTC's have Route Match, which is software that can be utilized for passenger information, trip reservations and vehicle monitoring, etc. Pasco County volunteered to do more research on Route Match and bring the information back to the next meeting on October 26.

B. Federal Transit Administration Section 5310 Grant Update

Dave Newell updated the committee on the 5310 Grant. The grant awards were reduced by 5% this year. The applications were reviewed earlier this year and those that scored the highest will go onto FTA for approval. The new 5310 cycle is about to begin. FDOT will be holding an application workshop on October 5 for anyone interested in applying.

C. CTC Update

Mr. Silvers updated the committee new state invoicing procedures that were discussed at the Commission for the Transportation Disadvantaged training workshop. These procedures will be particularly challenging for the agency operators. PSTA will lend assistance when necessary. Mr. Silvers also mentioned that Direct Connect is the service open to anyone, with PSTA paying the first five dollars of the trip to any one of eight designated bus stops. PSTA is looking to expand the program in early 2018. The Sandbox on Demand program is still on target to start up in January. With regards to Hurricane Irma, communications and coordination was very important, to ensure transportation ran smoothly. Mr. Silvers suggested a round table discussion or speaker on the topic of Coordination of Transportation for the TD Population during Hazardous/Emergency Events at a future LCB meeting. PSTA provided transportation to the shelters for all people during this evacuation time as well as normal transportation operations. Jason Martino sent kudos to Deborah Lekenta and her team at Neighborly Care Network for providing transportation for those smaller areas that the PSTA and school buses could not get into during the hurricane to get TD people to shelters. Ms. Lekenta shared that they were able to get 3,000 meals out to people in need as well.

D. CTD Update

Both Mr. Silvers and Ms. Caper attended the August CTD training workshop. Ms. Caper updated the committee on her takeaways, including discussion on the relationship between the LCB and the CTC, the TDSP five year plan and annual updates, and audits of the community transportation coordinators. In addition, a common theme was the future of mobility, discussing how we provide value, how do we adapt or provide services in the future and what does transportation look like in 10 years.

E. November Meeting

Ms. Caper received a request to move the November 21 meeting to another date, as this meeting falls on the week of Thanksgiving. A poll survey will be created and the committee members can suggest an alternative date or accept the current date. Ms. Caper will review and share the date of the November meeting with the committee.

F. Other**12. INFORMATIONAL ITEMS****A. Trip Expenditure Reports**

The information is in the agenda packet.

B. LCB Membership

The information is in the agenda packet.

C. Complaints and Commendations

The information is in the agenda packet.

13. PUBLIC COMMENT

Ross Silver announced his participation on a Transportation Task Force for people with developmental disabilities and how APD funds transportation and asked for anyone with experience or feedback in this subject to please reach out to him.

14. ADJOURNMENT

The meeting was adjourned at 11:07 a.m. The next LCB meeting is November 21, 2017 (a change being discussed).

FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE
MAILING ADDRESS	THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF:
CITY COUNTY	<input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input type="checkbox"/> OTHER LOCAL AGENCY NAME OF POLITICAL SUBDIVISION:
DATE ON WHICH VOTE OCCURRED	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTIVE

WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. It applies equally to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing the reverse side and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

A person holding elective or appointive county, municipal, or other local public office **MUST ABSTAIN** from voting on a measure which inures to his or her special private gain or loss. Each elected or appointed local officer also is prohibited from knowingly voting on a measure which inures to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent organization or subsidiary of a corporate principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies under Sec. 163.356 or 163.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a “relative” includes only the officer’s father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A “business associate” means any person or entity engaged in or carrying on a business enterprise with the officer as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

* * * * *

ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting; *and*

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

* * * * *

APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you otherwise may participate in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes. (Continued on other side)

APPOINTED OFFICERS (continued)

- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

DISCLOSURE OF LOCAL OFFICER'S INTEREST

I, _____, hereby disclose that on _____, 20 _____:

(a) A measure came or will come before my agency which (check one)

- ___ inured to my special private gain or loss;
- ___ inured to the special gain or loss of my business associate, _____;
- ___ inured to the special gain or loss of my relative, _____;
- ___ inured to the special gain or loss of _____, by whom I am retained; or
- ___ inured to the special gain or loss of _____, which is the parent organization or subsidiary of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

Date Filed

Signature

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.

Local Coordinating Board – November 28, 2017

4. Board Actions Concerning the TD Program



SUMMARY

The Forward Pinellas Board approved the Transportation Disadvantaged Service Plan (TDSP) at their October 11, 2017 meeting. At the same meeting, the board also approved the appointment of Quinn Lundquist as the local medical representative. At the November 8, 2017 meeting, the Forward Pinellas Board approved the appointment of Ivonne Carmona as the Department of Children and Families representative on the LCB.

ATTACHMENT: Executive Summary October 11, 2017
Executive Summary November 8, 2017

ACTION: Information only



Executive Summary, 10.11.17 Board Meeting

The full agenda for the meeting, the meeting video, and a short list of actions that the board took this month are all on [our website](#).

Florida Department of Transportation Updates

- District 7 Secretary David Gwynn attended the meeting to introduce himself to the board
 - He spoke about the district's priorities, the highest one of which is safety, as two percent of all bicycle/pedestrian fatalities in the country last year occurred within the district
 - He also cited the need for FDOT to be a member and partner within the community
 - Board members commended the district's recent work and general sense of collaboration and transparency
- District 7 Director of Transportation Development Bill Jones presented an update on the [Howard Frankland Bridge plan](#)
 - The new plan for the southbound bridge construction includes four general use lanes, four express lanes (two in each direction), and a separated bike path
 - The express lane area can accommodate light rail or other premium transit - if light rail were to happen, two of the express lanes would move to the northbound bridge, which would expand to accommodate those lanes
 - Two additional through lanes on I-275 in the Westshore interchange area to alleviate the bottleneck at Kennedy/SR60 will be built prior to bridge construction
 - When the new bridge is built (around 2020-2024), the two northbound express lanes will also end at the Westshore interchange, which board members had questions about in terms of recreating the bottleneck
 - Jones said the design of the lanes would take that into account, with one lane exiting sooner than the other to eliminate weaving for those getting off at the SR60 exit
 - This plan eliminates a need for a third bridge in the case of light rail or similar fixed guideway technology

Transportation Technology Forum

- Board members discussed the Transportation Technology Forum held September 28
 - Board members commented positively on the attendance at the forum and said that after attending, they felt many of these technologies, such as gondolas, were proven and feasible

- Vice Chair Doreen Caudell said that Tampa Bay needs to be vocal as a region to ensure these new technologies do not only go to metros such as Miami, Orlando and Jacksonville
- Chairman John Morroni asked for an update in the spring of 2018 on the progress of discussions surrounding these technologies and their future in Pinellas County

Planning & Place-Making Grant Pilot Program

- The board approved a new grant program to incentivize planning that creates great places and reinforces the principles in the Countywide Plan
 - The program will award \$50,000 (either one \$50,000 award or multiple smaller awards) to local governments in order to incentivize development principles outlined in Pinellas by Design
 - Applications are due by 5 p.m. December 16, 2017
- Board Member Darden Rice recommended that “health in all policies, sustainability, and resiliency” be included as criteria, which was subsequently approved by the full board

Updates from Board Legislative Subcommittee

- The Legislative Committee of the Forward Pinellas Board was recently formed to discuss issues of state-level legislation related to the agency’s mission
- The board approved two recommendations from the subcommittee:
 - Support of making texting while driving a primary offense
 - Filing again to seek funding for a waterborne transportation grant program, which was vetoed in last year’s budget by the governor

SPOTlight Update

- The Gateway/Mid-County Area Master Plan is going forward
 - Forward Pinellas staff are meeting with the consultant to discuss scoping based on stakeholder comments
 - The interlocal agreement has been sent to the local government study partners
- Forward Pinellas is working with the City of St. Petersburg on a US 19 (34th Street South) lane elimination study in the area of the Skyway Marina District

Federal Highway Administration 2017 Certification Report

- Teresa Parker from FHWA gave a brief presentation on the certification report, which included seven notable practices and six minor recommendations
 - Broadly, the notable practices related to public participation, bicycle/pedestrian activities, serving underserved groups, multimodal priorities, and regional coordination

Other Activity and Updates

- Staff members Chelsea Favero and Alicia Parinello were recognized - Favero for her promotion to planning manager and Parinello for passing the AICP exam earlier this year
- The new Forward Pinellas Strategic Business Plan was approved for distribution, outlining a vision and measurable objectives for the agency’s activities over the next four years
- The board approved three land use cases

- Board Member Bill Jonson announced that PSTA recently received a \$1 million grant to continue its electric vehicle pilot
- The regional best practices study supervised by TBARTA is going forward, formally kicking off on October 13th after the TBARTA board having approved the staff recommendation for consultant, Stantec
- Forward Pinellas is recognizing both Community Planning Month (October) and Pedestrian Safety Awareness Week (October 29 - November 5)

Upcoming Dates

- [Oct. 17: Forward Pinellas Community Conversation - St. Petersburg](#)
- Oct. 23: Alternate US 19 Project Advisory Group Meeting
- [Oct. 24: Tampa Bay Next Community Working Group](#)
- [Nov. 1: Forward Pinellas Community Conversation - Safety Harbor](#)
- [Nov. 14 & 15: Florida Automated Vehicles Summit](#)
- [Nov. 14 & 16: Howard Frankland Bridge public hearings](#)



Executive Summary, 11.8.17 Board Meeting

The full agenda for the meeting, the meeting video, and a short list of actions that the board took this month are all on [our website](#).

Florida Department of Transportation representatives presented FDOT's draft tentative Five-Year Work Program with highlights relating to Pinellas County

- The Five-Year Work Program advances projects on the Forward Pinellas priority list for funding through 2023
 - Pinellas County projects funded in this work program include:
 - \$500,000 to the Gateway/Mid-County Master Plan in 2019
 - Construction funding for the Courtney Campbell Causeway bike/ped trail overpass in 2023
 - PD&E funds for the Gandy overpass at Brighton Bay Boulevard and the Gandy Bridge Trail in 2020
 - Design funding for lane continuity improvements on I-275 in St. Petersburg in 2023
 - \$12 million for right of way land purchase related to the US 19 project that includes the interchange at Klosterman
- The board approved three requests to be sent to FDOT to complete projects faster in the work program schedule:
 - Construction of the Harn Boulevard Overpass (from the Forward Pinellas Board)
 - Construction of the Courtney Campbell Causeway Trail Overpass (from the Bicycle Pedestrian Advisory Committee)
 - The I-275 Lane Continuity Design and Construction in St. Petersburg (from the Citizens Advisory Committee and the Forward Pinellas Board)
 - There was some discussion among board members of whether this request should be postponed until after the Regional Transit Feasibility Plan recommendations to ensure transit/light rail would be accommodated in some way, but the need for the continuity improvements were deemed more pressing
- The work program will be adopted July 1 after comments are incorporated and the program is reviewed by the legislature.

Scott Pringle, the project consultant from Jacobs Engineering, presented an update on the Regional Transit Feasibility Plan

- The plan is moving from the Phase 1 technical planning phase into Phase 2, developing a draft implementation plan for an extensive public input period starting at the end of January

- The goal of the plan is to propose a project that is competitive for federal funding and can gain public buy-in for state and local matches
- The top six projects that the plan will be choosing from were three projects each among two corridors:
 - Corridor 1: I-275, connecting Wesley Chapel, USF, Westshore, Downtown Tampa, Gateway, St. Petersburg
 - Light Rail (ranked No. 1)
 - Rubber Tire in Exclusive Lane (ranked No. 2)
 - Commuter Rail (ranked at a tie for No. 5)
 - Corridor 2: CSX North, connecting Downtown Tampa to USF
 - Light Rail (ranked No. 3)
 - Rubber Tire in Exclusive Lane (ranked No. 4)
 - Commuter Rail (ranked at a tie for No. 5)
- St. Petersburg Councilmember Jim Kennedy asked that the Forward Pinellas Executive Director meet with the Pinellas County Administrator, along with Hillsborough County’s administrator and MPO executive director, to discuss possible funding strategies for transit
 - The board tabled that action until the next meeting, noting that it would take time to set up the meeting with the administrators
 - Board members also suggested that Pasco County representatives be invited to any meeting that might occur

Forward Pinellas staff presented the *Countywide Trends and Conditions Report*

- The *Countywide Trends and Conditions Report* combines the former *Traffic Crash Trends and Conditions Report* and *State of the System Report*, and now incorporates land use planning indicators and outcomes
 - New elements of this report include land use indicators, employment numbers, waterborne transportation, emerging technology, and a five-year comparison
 - The report identifies areas of success and improvement for transportation-land use integration
- The performance measures will be reported annually, and the summary trends report will be produced every two years

Joshua Frank, a Tampa architect and former USF graduate student, presented his concept for a boulevard alternative to the Tampa Bay Next plan for I-275 in Tampa

- The concept, which proposes converting I-275 in Tampa from an elevated highway to an at-grade boulevard, was developed as a USF thesis project and is being evaluated by FDOT as part of the Tampa Bay Next program
 - The plan’s proposed benefits include eliminating the “malfunction junction” interchange in Tampa (connecting I-275 straight to I-4) and allowing more connected neighborhoods and economic development
 - The plan has gained support in several Tampa neighborhoods, most notably Seminole Heights, and FDOT agreed to consider the boulevard alternative as a Tampa Bay Next concept

- Board members thanked Frank for his presentation and noted the comparisons to US19 and need for continued discussions about the necessity of elevated interchanges north of Tampa Road

The board approved three amendments to the Transportation Improvement Program:

- Additional funding for TBARTA from a Federal Transit Administration Grant
- A grant from the Federal Transit Administration that provides funding to Pasco County Public Transportation for transit capital and operating assistance, and for transportation-related planning
- A bridge replacement project on 4th Street North

The Forward Pinellas Executive Director presented an update on SPOTlight emphasis areas

- He noted that the interlocal agreement and scope for the Gateway/Mid-County Master Plan will be coming before the board at its next meeting

Forward Pinellas staff members were recognized for their tenure with Pinellas County

- Planner Sandra Knoebel was recognized for 30 years of service and Principal Planner Linda Fisher for 20. Congratulations!

Upcoming Dates

- [Florida Automated Vehicles Summit 2017](#), Tampa – November 14-15
- Howard Frankland Bridge [Pinellas Public Hearing](#) November 16, 2017

5. Veterans Administration Presentation

SUMMARY

Ms. Cora Omari oversees Bay Pines VAHCS Beneficiary Travel Department and is responsible for all VA transportation to include special mode transportation (SMT), SMT contract providers, and beneficiary travel reimbursement. Ms. Omari played a key role in the establishment of Bay Pines VA Healthcare System Veterans Transportation Service program which assist the Bay Pines VAHCS Veterans with transportation to their VA medical appointments and she participated on the TBARTA work group on the implementation of the One Click/ One Call center.

ATTACHMENT(S): Beneficiary Travel Handout

ACTION: Information only

Beneficiary Travel (BT)

The Beneficiary Travel program provides eligible Veterans and other beneficiaries mileage reimbursement, common carrier (plane, train, bus, taxi, light rail etc.), or when medically indicated, "special mode" (ambulance, wheelchair van) transport for travel to and from VA health care, or VA authorized non-VA health care for which the Veteran is eligible.

Beneficiary Travel Benefits

A Veteran may be eligible for Beneficiary travel services if the following criteria are met:

YOU QUALIFY IF:	YOU QUALIFY FOR SPECIAL MODE TRANSPORTATION (Ambulance, Wheelchair Van etc.) IF:
<ul style="list-style-type: none">• You have a service-connected (SC) rating of 30 percent or more, or• You are traveling for treatment of a SC condition, or• You receive a VA pension, or your income does not exceed the maximum annual VA pension rate, or• Your income does not exceed the maximum annual VA pension rate, or• You are traveling for a scheduled compensation or pension	<ul style="list-style-type: none">• You meet one of the eligibility criteria in the left column, and• Your medical condition requires an ambulance or a specially equipped van as determined by a VA clinician, and• The travel is pre-authorized (authorization is not required for emergencies if a delay would be hazardous to life or health)

How to Apply

Veterans may apply for travel reimbursement by completing [VA Form 10-3542](#) (Veteran/Beneficiary Claim for Reimbursement of Travel Expenses).

The travel reimbursement form replaces older versions and local forms and improves the process for Veterans applying for mileage reimbursement at more than one VA facility.

Methods to request travel pay:

- Visit the Beneficiary Travel Office after completing an appointment, or
- Call the Beneficiary Travel Office (this method will require an added step to complete and sign the travel reimbursement form), or
- Send the travel reimbursement form via either secure fax or mail to the local Beneficiary Travel Office.

Applications for payment must be submitted within 30 calendar days from the date the travel is completed or the date the applicant is notified he or she is eligible for travel payments if the request is based on a change in eligibility.

SUMMARY

The Local Coordinating Board is charged with annually evaluating the Community Transportation Coordinator (CTC), with assistance from the planning agency. At the September LCB meeting, a subcommittee was formed to assist with the evaluation. On November 1, Jennifer Brackney, Joe DiDomenico, Michael Hill, Dave Newell and Jane Walker met with Ross Silvers and Sarah Caper to review the initial report prepared by staff, discuss survey results and draft the CTC evaluation results.

The evaluation includes a review of the CTC's compliance with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, as well as on-site observations and surveys. At the November 1 meeting, the subcommittee discussed the initial results and asked for additional information that could be used to in the final evaluation materials.

Forward Pinellas staff with the CTC and CTC evaluation subcommittee will present the CTC review report and workbook.

ATTACHMENT(S): CTC Review Report and Workbook

ACTION: Approve CTC Review Report and Workbook

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: PINELLAS SUNCOAST TRANSIT AUTHORITY (PSTA)

COUNTY (IES): PINELLAS

ADDRESS: 3201 SCHERER DRIVE, ST. PETERSBURG, FL 33716

CONTACT: ROSS SILVERS PHONE: 727-540-1844

REVIEW PERIOD: FY2016/17 REVIEW DATES: OCTOBER/NOVEMBER 2017

PERSON CONDUCTING THE REVIEW: SARAH CAPER

**CONTACT INFORMATION: FORWARD PINELLAS, THE METROPOLITAN
PLANNING ORGANIZATION FOR PINELLAS COUNTY, 310 COURT STREET,
CLEARWATER, FL 33756, 727-464-5695**

LCB EVALUATION WORKBOOK

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LEVEL OF COST WORKSHEET # 1 _____	41
LEVEL OF COMPETITION WORKSHEET #2 _____	42
LEVEL OF AVAILABILITY WORKSHEET #3 _____	45

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:
 - Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - Following up on the Status Report from last year and calls received from the Ombudsman program.
 - Monitoring of contractors.
 - Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILER THIS INFORMATION:

1. OPERATING ENVIRONMENT: RURAL URBAN

2. ORGANIZATION TYPE: PRIVATE-FOR-PROFIT
 PRIVATE NON-PROFIT
 GOVERNMENT
 TRANSPORTATION AGENCY

3. NETWORK TYPE: SOLE PROVIDER
 PARTIAL BROKERAGE
 COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:
For Profit: Care Ride, LLC
Non-Profit: Lighthouse of Pinellas, Inc.; Neighborly Care Network; PARC, ARC Tampa Bay

For the Mobility Enhancement Grant, additional partners include Uber and United Taxi.

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Agency for Community Treatment Services (ACTS); Alpha House; Boley Centers for Behavioral Health; City of Gulfport; Garden of Grace Ministries; Girls, Inc.; Goodwill Industries; Homeless Emergency Project, Inc. (HEP); Louise Graham Regeneration Center; Operation PAR; Personal Enrichment through Mental Health Services (PEMHS); Suncoast Center, Inc.; Sunrise Community, Inc.; Van Gogh's Palette (Vincent House); Westcare Gulfcoast Florida

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?

Name of Agency	# of Trips	Name of Contact	Telephone Number/Email Address
Pinellas County School Board	932	Melissa Kegler	keglerm@pcsb.org

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: July 1, 2017

2. WHAT IS THE COMPLAINT PROCESS?
The complaint process begins after a call, letter or email is received. A standard form is used to document the complaint, which is then addressed immediately if possible or researched further. If the complaint is not able to be resolved to the satisfaction of the customer through PSTA or the CTD Ombudsman Program, the formal grievance process may be initiated.

IS THIS PROCESS IN WRITTEN FORM? **X** Yes No

Is the process being used? **X** Yes No

3. DOES THE CTC HAVE A COMPLAINT FORM? **X** Yes No

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?
X Yes No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
 Yes **X** No, Resolution typically described in comments section.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
X Yes No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
If the conflict cannot be resolved to the satisfaction of the customer, then the formal grievance process may begin. During the formal grievance process, if no common ground can be utilized to negotiate a resolution, the complainant can contact the TD helpline.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
X Yes No

If no, what is done with the complaint? N/A

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
X Yes No
If yes, what type? Information on website, printed and presented information at presentations and informational events

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Individuals seeking access to services can receive a TD Program application and eligibility information by contacting PSTA's InfoLine, through PSTA's website or in person at a local bus terminal. Instructions explaining the process are provided. Any incomplete applications are returned to the applicant with instructions on how to complete and resubmit the form. The entire eligibility process is detailed in the TDSP, on page 22.

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

PSTA was awarded an award for innovation from the Florida Public Transportation Association for the TD Late Shift Program. As part of that program, PSTA also developed a how-to video for the TD Late Shift Program to help customers learn how to sign up for Uber and developed a TD Late Shift survey that was distributed electronically and via paper to get feedback on how this innovative program is doing.

PSTA is continuing to receive positive feedback from previously implemented innovations, such as expediting TD bus passes by working with trained social service agencies. As discussed in the CTC evaluation subcommittee meeting, PSTA responds quickly to situations and explores ways to provide service to the community in an innovative manner.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

Coordination can continue to improve through conversations on the coordinated system and how to continue to find ways to improve transportation services. Regional TD paratransit trips continues to be an area where coordination can be improved.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

Funding is a significant barrier to the coordinated system – PSTA is currently spending additional dollars to continue to program without breaks in service. In addition, the increase in Commission for the Transportation Disadvantaged rules and procedures has been a barrier to the CTC and operators.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

The Commission may be able to assist in the event of emergencies by allowing resources to be used for supplies and equipment, such as food deliveries to the transportation disadvantaged.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

Pinellas County has increased communications with agencies that have not traditionally been part of the coordinated system, such as the American Cancer Society. However, there is still a need to work closely with other organizations and funding agencies, especially with all of the changes occurring with transportation.

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

The CTC does not market the voluntary dollar.

GENERAL QUESTIONS

Findings:

None

Recommendations:

Continue to pursue innovations and work to address barriers

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

The CTC monitors its operators annually. This process includes vehicle inspections, safety and insurance checks to ensure compliance with Chapter 427, F.S. The operator’s drivers are also monitored annually, including driver certifications, testing and background checks. Random field reviews of ride-scheduling services and vehicle inspections are conducted. The CTC ensures that federal, state and local regulations and accident procedures are addressed. Over the past year, the CTC has been working closely with FDOT to improve coordination of monitoring of FTA Section 5310 recipients, beginning a process that needs to strengthen and continue.

Is a written report issued to the operator? **X** Yes No

If NO, how are the contractors notified of the results of the monitoring? N/A

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

The CTC monitors its contractors annually. Like with operator monitoring, this process includes vehicle inspections, safety and insurance checks to ensure compliance with Chapter 427, F.S. The contractor’s drivers are monitored annually, including driver certifications, testing and background checks. Random field reviews of ride-scheduling services and vehicle inspections are conducted. The CTC ensures that federal, state and local regulations and accident procedures are addressed.

Is a written report issued? **X** Yes No

If NO, how are the contractors notified of the results of the monitoring? N/A

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

CTC staff works with the contractor to correct the problems identified in the report.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes No

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

The CTC does not currently use school buses in the coordinated system. The cost for the utilization of school buses is considerably higher than the traditional multi-load transportation services in Pinellas County. Furthermore, school bus availability is extremely limited.

COMPLIANCE WITH CHAPTER 427, F.S.

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

The CTC's goal is to for 100 percent of those who are able to access and use public transportation to be issued bus passes for their transportation needs. The CTC requires that all clients who are within three-quarters of a mile of a local bus route use the fixed-route system unless it is determined that they are unable to access or ride the bus due to a verifiable physical or mental impairment or other special circumstances, such as service hours. The CTC uses 10-day nonconsecutive and 31-day consecutive unlimited bus passes as a way of providing cost-effective transportation. TD Program customers submit a co-payment for the bus passes.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes No

If YES, what is the goal?

The CTC's goal is to maximize available funding by providing cost-effective and efficient transportation disadvantaged services. The CTC seeks to ensure all transportation disadvantaged users who are eligible for the Bus Pass Program are using the program. The CTC requires all clients who are within three-quarters of a mile of a local bus route to use the fixed-route transit system unless it is determined that they are unable to access or ride the bus due to a verifiable physical or mental impairment or other special circumstances. Because the CTC seeks to maximize transit utilization through its policies, those riding paratransit are doing so because transit is not an option.

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments: *The CTC is successful in utilizing the fixed route system to maximize service and funding to TD customers.*

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

"Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies."

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

Yes No

If Yes, describe the application review process.

COMPLIANCE WITH CHAPTER 427, F.S.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? Yes No

Staff for the LCB serves on the application review committee for the FTA Section 5310 Program. In addition, the LCB reviews the contracts for TD funds and the contracting agencies.

If no, is the planning agency currently reviewing applications for TD funds?
 Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments: *PSTA often applies for the Section 5310 program, therefore it would be a conflict of interest to review applications.*

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

The trip prioritization is described in detail in Appendix D of the TDSP. Door-to-door trips are prioritized as follows: medical, sustenance (A), sustenance (B), employment, education related to employment, education not required to maintain employment, other.

HOW ARE THESE PRIORITIES CARRIED OUT?

The priorities are carried out in the door-to-door trip reservation process.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments: *The CTC primarily provides bus passes which eliminates the need to priorities trips. However, when providing door-to-door trips, trips are prioritized based on the parameters set in the TDSP.*

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

1. Hours of Service:

The TDSP describes hours of service on page 21. Hours of service for bus pass users vary based on individual hours of service for each route, as well as day of the week. Ambulatory and wheelchair services are available twenty-four hours a day, seven days a week.

2. Hours of Intake:

Reservation hours are listed on page 22 of the TDSP. Reservationists available: 8 a.m. – 5 p.m., Monday – Friday; 9 a.m. – 5 p.m., Saturday, Sunday and holidays.

COMPLIANCE WITH CHAPTER 427, F.S.

3. Provisions for After Hours Reservations/Cancellations?

Clients can leave a voice mail message on the 24 hours a day, 7 days a week.

4. What is the minimum required notice for reservations?

Reservations for traditional door-to-door service must be made two days in advance.

5. How far in advance can reservations be place (number of days)?

30 days.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments: *None*

Review the cooperative agreement with the regional workforce board according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE REGIONAL WORKFORCE BOARD? PSTA and the CareerSource Pinellas, the regional workforce board, coordinate through their interactions with the LCB. PSTA also conducted TD outreach and training to CareerSource staff.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments: *None*

CHAPTER 427

Findings:

None

Recommendations:

Continue to work with the Florida Department of Transportation to coordinate monitoring efforts of coordination contractors receiving FTA 5310 funds

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

"...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

They are currently \$500,000 Combined Single Limit (CSL).

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

The operator and coordination contracts have the same minimum insurance requirements. This includes: Commercial General Liability with, at minimum:

- Premises Operations
- Products and Completed Operations
- Blanket Contractual Liability
- Personal Injury Liability
- Expanded Definition of Property Damage

The minimum limits shall be \$500,000 CSL. If split limits are provided, minimum limits acceptable shall be: \$500,000 per Person, \$500,000 per Occurrence, \$500,000 Property Damage.

An Occurrence Form policy is preferred. If coverage is a Claims Made policy, provisions should include coverage for claims filed on or after the effective date of this contract. In addition, the period for which claims may be reported should extend for a minimum of twelve (12) months following the expiration of the contract.

Vehicle Liability – Recognizing that the work governed by this contract requires the use of vehicles, the Contractor, prior to the commencement of work, shall obtain Vehicle Liability Insurance. Coverage shall be maintained throughout the life of the contract and include, as a minimum, liability coverage for: Owned, Non-owned, and Hired Vehicles with minimum limits at \$500,000 CSL.

Employers' Liability Insurance - Contractor shall maintain Insurance throughout the life of the contract with limits no less than: \$100,000 Bodily Injury by Accident, \$500,000 Bodily Injury by Disease, policy limits, \$100,000 Bodily Injury by Disease, each employee.

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments: *None*

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.

“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

The CTC is a transit agency. They are compliant with FDOT section 14-90, set by the agency in their contracts and enacted with bus operators.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Sect. 5307, 5309, or 5311 funding)
- FHWA (Drivers required to hold a CDL)
- Neither

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: FTA Triennial and FTA D&A review in FY 2014/15

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments: *None*

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

	Care Ride	Lighthouse of Pinellas	NCN	PARC	ARC Tampa Bay	Average
Cost per trip (\$)	25.66	5.60	11.09	7.18	5.17	10.94
Cost per revenue mile (\$)	4.06	1.92	3.68	2.81	2.15	2.92

Data from 2016/17 AOR submittals and is based on reported data

COMPLIANCE WITH 41-2, F.A.C.

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? Yes No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

None

Recommendations:

None

COMMISSION STANDARDS

Compliance with Commission Standards “...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments	Standard/ Measure (if applicable)
Local toll free phone number must be posted in all vehicles.	An accessible decal displaying the CTC’s local phone number for complaints or grievances and the TD Helpline phone number is required to be placed inside all vehicles used in the Coordinated System. Decals are to be made available by the CTC at no cost upon request.	Decal No
Vehicle Cleanliness	Operators will ensure that all vehicles used within the Coordinated System are clean on the interior and exterior. Additionally, vehicles should be safe and comfortable for passengers.	Clean interior and exterior Yes Safe and comfortable for passengers Yes
Passenger/Trip Database	PSTA shall maintain a database of pertinent information on the passengers transported through the brokered program. Operators providing services outside the brokered system shall also maintain passenger information files.	Maintain passenger information files Yes
Adequate seating	Operators shall provide seating based on the vehicle manufacturer’s specifications.	Seating based on vehicle manufacturer’s Specifications Yes
Driver Identification	All coordinated system drivers are required to have an identification badge.	ID badge Yes
Passenger Assistance	All transportation operators shall ensure that all drivers providing trips under the Coordinated System are trained on the requirements of passenger assistance. Drivers are required to walk next to the client between the vehicle and building entrance to offer assistance if requested. At a minimum, this assistance shall include opening the vehicle door, securing wheelchair devices, storage of mobility assistance devices, and closing the door.	Complete training Yes
Smoking, Eating and Drinking	Smoking in any vehicle in the Coordinated System is prohibited. Eating and drinking within a vehicle is allowed only when medically necessary.	N/A
Two-way Communications	All vehicles in the Coordinated System should have a two-way communications system in good working order.	Working two-way communications system Yes

Commission Standards	Comments	Standard/ Measure (if applicable)
Air Conditioning/ Heating	All vehicles in the Coordinated System should have working air conditioners and heaters. Any vehicle not meeting this requirement should be scheduled for repair.	Working air conditioner and heater Yes
Billing Requirements	Non-sponsored operators shall submit billing data to the CTC within ten days of the last day of each month. The CTC shall reimburse operators for all CTD-compensable invoiced expenses within thirty days of receipt of the invoice.	Billing data within ten days Yes Reimbursed within thirty days Yes

COMMISSION STANDARDS

Findings:

While the TDSP complies with Commission standards regarding an accessible decal, it was not present in the on-site observation.

Recommendations:

Work with operators and contractors to ensure an accessible decal is in all vehicles used in the Coordinated system.

LOCAL STANDARDS

Compliance with Local Standards

"...shall adhere to Commission approved standards..."

Local Standards	Comments	Standard/ Measure (if applicable)
Transport of Escorts and dependent children policy	PCAs are permitted to travel jointly with TD customers at no charge when documented as needed to perform tasks for the customer which the customer cannot perform unassisted due to their disability. Parents of dependent children who are TD Program eligible are considered an escort for the child and therefore are permitted to travel at no additional charge. If the parent is traveling as the customer and chooses to carry dependent children, the cost of transporting the child would not be compensable by the CTD.	N/A
Use, Responsibility, and cost of child restraint devices	In accordance with Chapter 316.613, Florida Statutes, every operator of a motor vehicle, while transporting a child, if the child is five years of age or younger, shall provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children up to three years of age, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged four through five, a separate carrier, an integrated child seat, or a seat belt may be used. TD Program passengers are responsible for installation and proper use of restraining devices and/or seat belts. If the passenger is unable to install the restraining device due to a disability, they are responsible for bringing a PCA/escort who can do this properly. The driver must offer assistance to all passengers regarding seat belt and wheelchair securement use only	N/A
Out-of-Service Area trips	Out-of-service area non-sponsored trips will only be performed as specified by the terms of grants or other specific programs targeting TD populations as "regional trips" or as otherwise identified by the CTC and LCB.	N/A
CPR/1st Aid	The CTC requires that drivers for transportation providers and operators maintain current CPR/First Aid certification. Copies of the current CPR and First Aid certification cards shall be kept in each driver's file	Copies of current CPR and First Aid certification cards for all drivers, kept in each driver's file Yes

Local Standards	Comments	Standard/ Measure (if applicable)
Driver Criminal Background Screening	Operators are required to obtain a Florida Department of Law Enforcement Level 2 Background Check of each driver before the driver can render services for the Coordinated System.	Background check policy Yes, except for Lighthouse trips since they contract service to taxi companies who have their own requirements
Rider Personal Property	Passenger property that can be carried by the passenger and/or PCA in one trip that can be safely stowed within that passenger's own seating area on the vehicle shall be allowed to be transported at no additional charge. Passenger property does not include mobility aids, child restraint devices, secured oxygen, personal assistive devices, or intravenous devices.	N/A
Advance reservation requirements	A minimum two day advance notification time is required to obtain traditional TD door-to-door services	N/A
Pick-up Window	Vehicles may arrive up to 30 minutes after the scheduled pick-up time. Pick-up times will be negotiated up to one hour before or after the pick-up time requested by the client.	Pick up window up to 30 minutes after scheduled time Yes, for TD door-to-door trips

Measurable Standards/Goals Compared to Prior Year

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Measure / Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>	<i>Prior Year Figures (from FY 2015/16 CTC Evaluation)</i>
Public Transit Ridership	The CTC has established a goal that 100% of people who are able to access and utilize public transit will do so.	All people who are able to access and utilize public transit are, 81.7% (3,471,768 number) of trips	Yes	82.6% of trips (3,364,541 trips)
On-time performance	Compliance with standards at or above 95% of the time shall be considered satisfactory.	99.9%*	Yes	99.5%* (Care Ride only, Yellow Cab was 95.4%*)

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Measure / Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>	<i>Prior Year Figures (from FY 2015/16 CTC Evaluation)</i>
Passenger No-shows	The CTC and LCB have jointly established a policy on passenger no-shows, available in Appendix D of the TDSP.	15,111 trips (<0.4%)	N/A	0.283% of trips
Accidents	No more than 10 accidents per 100,000 vehicle miles	<1 total accidents per 100,000 vehicle miles (12 chargeable and 37 non-chargeable)	Yes	<1 total accidents per 100,000 revenue miles (14 chargeable and 13 non-chargeable)
Roadcalls	No more than 1,500 per year	65 roadcalls	Yes	104 roadcalls
Complaints <i>Commendations</i>	PSTA shall be responsible for receiving and ensuring resolution of complaints. The number of complaints should be less than 0.5 percent of all trips provided.	16 complaints and 33 commendations	Yes	99 complaints and 13 commendations
Call-Hold Time	95% of all ride-scheduling callers will remain on hold for no longer than one minute and no one shall be placed on hold for over three minutes.	Care Ride: 16 seconds average hold time*	Yes	12 seconds* (average Care Ride hold time, Yellow Cab was 53 seconds)

* Reflects DART and Transportation Disadvantaged services.

LOCAL STANDARDS
Findings: <i>None</i>
Recommendations: <i>None</i>

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?

Yes No

ARE ACCESSIBLE FORMATS ON THE SHELF? Yes No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?

Accessible information is available electronically. Alternate formats are available upon request via Lighthouse.

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

Yes No

ARE THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?

Yes No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: October/November 2016

During the last review, the LCB approved the CTC Evaluation Review Report and Evaluation Workbook recommending that the CTC:

- 1. Encourage the CTC and Planning Agency to market the voluntary dollar. The voluntary dollar is an optional box to donate \$1 or more to the Transportation Disadvantaged Voluntary Trust Fund that may be checked with registering or renewing the tag on a car, truck or boat. The donations stay in the County of the registered/renewed tag.**
- 2. As the CTC has confirmed that stickers have been distributed to the operator, recommend that the CTC spot check a random selection of vehicles to ensure that stickers are posted.**
- 3. Though the CTC does not provide the operators or dispatch services for contractors, there may be an opportunity for the CTC to work with the contractors so that they understand the transportation options available to them.**

The CTC provided an update at the February 2017 LCB meeting noting that new decals are being printed and include both phone numbers. The CTC has provided the decals to the transportation operators. Since Care Ride recently introduced vehicles into their fleet to accommodate the changes to the paratransit contract that took effect October 1, 2016, it is likely that not all vehicles have the sticker posted as of this evaluation. The CTC modified their website to reflect the information contained in the sticker. All operators should now also have proper identification.

ON-SITE OBSERVATION OF THE SYSTEM

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No, how many minutes late/early?

Did the driver provide any passenger assistance? Yes No
in window (12 min)

Was the driver wearing any identification? Yes: Uniform Name Tag ID Badge
 No

Did the driver render an appropriate greeting? Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
(driver said hybrids have them) Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No *good com.*

If used, was the lift in good working order? *NIA* Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? *NIA* Yes No
If no, please explain:

Manifest

PICKUPDATE	PICKUPTIME	NAME	PAddress	DAddress
10/27/2017	5:00			FRESENIUS CLEARWATER DIAL
10/27/2017	10:30		FRESENIUS CLEARWATER DIAL	
10/27/2017	5:15			ST PETERSBURG SOUTH KIDNE
10/27/2017	8:00			ST PETERSBURG KIDNEY CARE
10/27/2017	13:30		ST PETERSBURG KIDNEY CARE	

Surveys

CTC: Pinellas Suncoast Transit Authority County: Pinellas

Date of Ride: October 21-24, 2017

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	21	10	4	10

Note: Calls were made to 10 riders, but information was received by only 3.

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Manifest

Trip Date	Trip Time	From	To	Ambulatory/ Wheelchair
10/21/2017	5:30	CLEARWATER	CLEARWATER	AMB
10/21/2017	10:30	CLEARWATER	CLEARWATER	AMB
10/24/2017	5:30	CLEARWATER	CLEARWATER	AMB
10/24/2017	10:30	CLEARWATER	CLEARWATER	AMB
10/23/2017	5:00	TARPON SPRINGS	CLEARWATER	AMB
10/23/2017	10:30	CLEARWATER	TARPON SPRINGS	AMB
10/21/2017	5:00	PINELLAS PARK	SEMINOLE	WC
10/24/2017	5:00	PINELLAS PARK	SEMINOLE	WC
10/24/2017	9:45	CLEARWATER	LARGO	AMB
10/24/2017	12:30	LARGO	CLEARWATER	AMB
10/23/2017	22:00	OLDSMAR	LARGO	AMB
10/24/2017	22:00	OLDSMAR	LARGO	AMB
10/21/2017	6:15	SAFETY HARBOR	CLEARWATER	WC
10/23/2017	5:15	ST PETERSBURG	ST PETERSBURG	AMBCR
10/21/2017	5:00	ST PETERSBURG	ST PETERSBURG	WC
10/24/2017	5:00	ST PETERSBURG	ST PETERSBURG	WC
10/23/2017	5:00	ST PETERSBURG	ST PETERSBURG	WC
10/23/2017	8:00	TARPON SPRINGS	ST PETERSBURG	AMB
10/23/2017	13:30	ST PETERSBURG	TARPON SPRINGS	AMB
10/24/2017	9:15	TARPON SPRINGS	ST PETERSBURG	AMB
10/24/2017	16:00	ST PETERSBURG	TARPON SPRINGS	AMB

10:40

RIDER/BENFICIARY SURVEY

Individual making call: Michael C Hill County: Pinellas

Date of Call: 10/27/17

- 1) Did you receive transportation service on 10/21/17? Yes or No
- 2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

- 3) How often do you normally obtain transportation?
 - Daily 7 Days/Week
 - Other
 - 1-2 Times/Week
 - 3-5 Times/Week

- 4) Have you ever been denied transportation services?
 - Yes
 - No. If no, skip to question # 4
 - A. How many times in the last 6 months have you been refused transportation services?
 - None
 - 1-2 Times
 - 3-5 Times
 - 6-10 Times
 - If none, skip to question # 4.
 - B. What was the reason given for refusing you transportation services?
 - Ineligible
 - Space not available
 - Lack of funds
 - Destination outside service area
 - Other _____

- 5) What do you normally use the service for?
 - Medical
 - Education/Training/Day Care
 - Employment
 - Life-Sustaining/Other
 - Nutritional

- 6) Did you have a problem with your trip on 10/21/17?
 - Yes. If yes, please state or choose problem from below
 - No. If no, skip to question # 6
 - What type of problem did you have with your trip?

<input type="checkbox"/> Advance notice	<input type="checkbox"/> Cost
<input type="checkbox"/> Pick up times not convenient	<input checked="" type="checkbox"/> Late pick up-specify time of wait
<input type="checkbox"/> Assistance	<input type="checkbox"/> Accessibility
<input type="checkbox"/> Service Area Limits	<input type="checkbox"/> Late return pick up - length of wait
<input type="checkbox"/> Drivers - specify	<input type="checkbox"/> Reservations - specify length of wait
<input type="checkbox"/> Vehicle condition	<input type="checkbox"/> Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? Life (Permission granted by _____ for use in publications.)

Additional Comments: Transportation is late sometimes

- Is she able to use for trips to store?
- Can more stops be made on the trips?
- Can they have charge for up to 20.00?
- Driver in Cab sometimes doesn't smell good?

5:

RIDER/BENFICIARY SURVEY

Individual making call: Michael C. Hill County: Pinellas

Date of Call: 10/31/17

1) Did you receive transportation service on 10/24/17? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much? \$1.50

3) How often do you normally obtain transportation?
 Daily 7 Days/Week Other
 1-2 Times/Week 3-5 Times/Week

4) Have you ever been denied transportation services?
 Yes
 No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?
 None 3-5 Times
 1-2 Times 6-10 Times
If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?
 Ineligible Space not available
 Lack of funds Destination outside service area
 Other _____

5) What do you normally use the service for?
 Medical Education/Training/Day Care
 Employment Life-Sustaining/Other
 Nutritional

6) Did you have a problem with your trip on 10/24/17?
 Yes. If yes, please state or choose problem from below
 No. If no, skip to question # 6

What type of problem did you have with your trip?
 Advance notice Cost called in to report (DART)
 Pick up times not convenient Late pick up-specify time of wait
 Assistance Accessibility
 Service Area Limits Late return pick up - length of wait
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: Life saver.

RIDER/BENEFICIARY SURVEY

Individual making call: Sarah Cooper County: Pinellas

Date of Call: 10/27/17

1) Did you receive transportation service on Tues 10/24? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much? \$4.50

3) How often do you normally obtain transportation?

- Daily 7 Days/Week
- Other
- 1-2 Times/Week
- 3-5 Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

- None
- 3-5 Times
- 1-2 Times
- 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

- Ineligible
- Space not available
- Lack of funds
- Destination outside service area
- Other _____

5) What do you normally use the service for?

- Medical
- Education/Training/Day Care
- Employment
- Life-Sustaining/Other
- Nutritional

6) Did you have a problem with your trip on _____?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice
- Cost
- Pick up times not convenient
- Late pick up-specify time of wait
- Assistance
- Accessibility
- Service Area Limits
- Late return pick up - length of wait
- Drivers - specify
- Reservations - specify length of wait
- Vehicle condition
- Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: None

no
answer

RIDER/BENFICIARY SURVEY

Individual making call: Sarah Caper County: Pinellas

Date of Call: 10/27/17

- 1) Did you receive transportation service on mon 10/23? Yes or No
- 2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

- 3) How often do you normally obtain transportation?
 - Daily 7 Days/Week Other
 - 1-2 Times/Week 3-5Times/Week

- 4) Have you ever been denied transportation services?
 - Yes
 - No. If no, skip to question # 4
 - A. How many times in the last 6 months have you been refused transportation services?
 - None 3-5 Times
 - 1-2 Times 6-10 Times
 - If none, skip to question # 4.
 - B. What was the reason given for refusing you transportation services?
 - Ineligible Space not available
 - Lack of funds Destination outside service area
 - Other _____

- 5) What do you normally use the service for?
 - Medical Education/Training/Day Care
 - Employment Life-Sustaining/Other
 - Nutritional

- 6) Did you have a problem with your trip on _____?
 - Yes. If yes, please state or choose problem from below
 - No. If no, skip to question # 6
 - What type of problem did you have with your trip?
 - Advance notice Cost
 - Pick up times not convenient Late pick up-specify time of wait
 - Assistance Accessibility
 - Service Area Limits Late return pick up - length of wait
 - Drivers - specify Reservations - specify length of wait
 - Vehicle condition Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: _____

RIDER/BENFICIARY SURVEY

Wgt msg.

Individual making call: Sarah Caper County: Pinal

Date of Call: 10/27/17

- 1) Did you receive transportation service on Thu 10/24? Yes or No
- 2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

3) How often do you normally obtain transportation?

- Daily 7 Days/Week Other
- 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
 - A. How many times in the last 6 months have you been refused transportation services?
 - None 3-5 Times
 - 1-2 Times 6-10 Times
 - If none, skip to question # 4.
 - B. What was the reason given for refusing you transportation services?
 - Ineligible Space not available
 - Lack of funds Destination outside service area
 - Other _____

5) What do you normally use the service for?

- Medical Education/Training/Day Care
- Employment Life-Sustaining/Other
- Nutritional

6) Did you have a problem with your trip on _____?

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
 - What type of problem did you have with your trip?
 - Advance notice Cost
 - Pick up times not convenient Late pick up-specify time of wait
 - Assistance Accessibility
 - Service Area Limits Late return pick up - length of wait
 - Drivers - specify Reservations - specify length of wait
 - Vehicle condition Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: _____

left msg

RIDER/BENEFICIARY SURVEY

Individual making call: Sarah Caper County: Pinellas

Date of Call: 10 / 27 / 17

1) Did you receive transportation service on mon 10/23? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

3) How often do you normally obtain transportation?

- Daily 7 Days/Week Other
- 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
 - A. How many times in the last 6 months have you been refused transportation services?
 - None 3-5 Times
 - 1-2 Times 6-10 Times
 - If none, skip to question # 4.
 - B. What was the reason given for refusing you transportation services?
 - Ineligible Space not available
 - Lack of funds Destination outside service area
 - Other _____

5) What do you normally use the service for?

- Medical Education/Training/Day Care
- Employment Life-Sustaining/Other
- Nutritional

6) Did you have a problem with your trip on _____?

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
 - What type of problem did you have with your trip?
 - Advance notice Cost
 - Pick up times not convenient Late pick up-specify time of wait
 - Assistance Accessibility
 - Service Area Limits Late return pick up - length of wait
 - Drivers - specify Reservations - specify length of wait
 - Vehicle condition Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: _____

2

RIDER/BENEFICIARY SURVEY

Individual making call: Sarah Cooper County: Pinellas

Date of Call: 10/27/17

No one there @ Number. other phone number - disconnected

- 1) Did you receive transportation service on Sat 10/21? Yes or No
- 2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?
- 3) How often do you normally obtain transportation?
 Daily 7 Days/Week Other
 1-2 Times/Week 3-5Times/Week
- 4) Have you ever been denied transportation services?
 Yes
 No. If no, skip to question # 4
 A. How many times in the last 6 months have you been refused transportation services?
 None 3-5 Times
 1-2 Times 6-10 Times
 If none, skip to question # 4.
 B. What was the reason given for refusing you transportation services?
 Ineligible Space not available
 Lack of funds Destination outside service area
 Other _____
- 5) What do you normally use the service for?
 Medical Education/Training/Day Care
 Employment Life-Sustaining/Other
 Nutritional
- 6) Did you have a problem with your trip on _____?
 Yes. If yes, please state or choose problem from below
 No. If no, skip to question # 6
 What type of problem did you have with your trip?
 Advance notice Cost
 Pick up times not convenient Late pick up-specify time of wait
 Assistance Accessibility
 Service Area Limits Late return pick up - length of wait
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other
- 7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

- 8) What does transportation mean to you? (Permission granted by _____ for use in publications.)
- Additional Comments: _____

4/11 - 10:44

RIDER/BENFICIARY SURVEY

Individual making call: _____ County: _____

Date of Call: 0/31/17

- 1) Did you receive transportation service on _____? Yes or No
- 2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

- 3) How often do you normally obtain transportation?
 - Daily 7 Days/Week Other
 - 1-2 Times/Week 3-5Times/Week

- 4) Have you ever been denied transportation services?
 - Yes
 - No. If no, skip to question # 4
 - A. How many times in the last 6 months have you been refused transportation services?
 - None 3-5 Times
 - 1-2 Times 6-10 Times
 - If none, skip to question # 4.
 - B. What was the reason given for refusing you transportation services?
 - Ineligible Space not available
 - Lack of funds Destination outside service area
 - Other _____

- 5) What do you normally use the service for?
 - Medical Education/Training/Day Care
 - Employment Life-Sustaining/Other
 - Nutritional

- 6) Did you have a problem with your trip on _____?
 - Yes. If yes, please state or choose problem from below
 - No. If no, skip to question # 6
 - What type of problem did you have with your trip?

<input type="checkbox"/> Advance notice	<input type="checkbox"/> Cost
<input type="checkbox"/> Pick up times not convenient	<input type="checkbox"/> Late pick up-specify time of wait
<input type="checkbox"/> Assistance	<input type="checkbox"/> Accessibility
<input type="checkbox"/> Service Area Limits	<input type="checkbox"/> Late return pick up - length of wait
<input type="checkbox"/> Drivers - specify	<input type="checkbox"/> Reservations - specify length of wait
<input type="checkbox"/> Vehicle condition	<input type="checkbox"/> Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: _____

L/M - 5:50pm

RIDER/BENFICIARY SURVEY

Individual making call: _____ County: _____

Date of Call: 10/31/17

1) Did you receive transportation service on _____? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

3) How often do you normally obtain transportation?

- Daily 7 Days/Week Other
- 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

- None 3-5 Times
- 1-2 Times 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

- Ineligible Space not available
- Lack of funds Destination outside service area
- Other _____

5) What do you normally use the service for?

- Medical Education/Training/Day Care
- Employment Life-Sustaining/Other
- Nutritional

6) Did you have a problem with your trip on _____?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice Cost
- Pick up times not convenient Late pick up-specify time of wait
- Assistance Accessibility
- Service Area Limits Late return pick up - length of wait
- Drivers - specify Reservations - specify length of wait
- Vehicle condition Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: _____

10/24/17
4/11-10/18

RIDER/BENFICIARY SURVEY

Individual making call: _____ County: _____

Date of Call: 10/31/17

- 1) Did you receive transportation service on _____? Yes or No
- 2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

- 3) How often do you normally obtain transportation?
- Daily 7 Days/Week Other
- 1-2 Times/Week 3-5 Times/Week

- 4) Have you ever been denied transportation services?
- Yes
- No. If no, skip to question # 4
- A. How many times in the last 6 months have you been refused transportation services?
- None 3-5 Times
- 1-2 Times 6-10 Times
- If none, skip to question # 4.
- B. What was the reason given for refusing you transportation services?
- Ineligible Space not available
- Lack of funds Destination outside service area
- Other _____

- 5) What do you normally use the service for?
- Medical Education/Training/Day Care
- Employment Life-Sustaining/Other
- Nutritional

- 6) Did you have a problem with your trip on _____?
- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
- What type of problem did you have with your trip?
- Advance notice Cost
- Pick up times not convenient Late pick up-specify time of wait
- Assistance Accessibility
- Service Area Limits Late return pick up - length of wait
- Drivers - specify Reservations - specify length of wait
- Vehicle condition Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

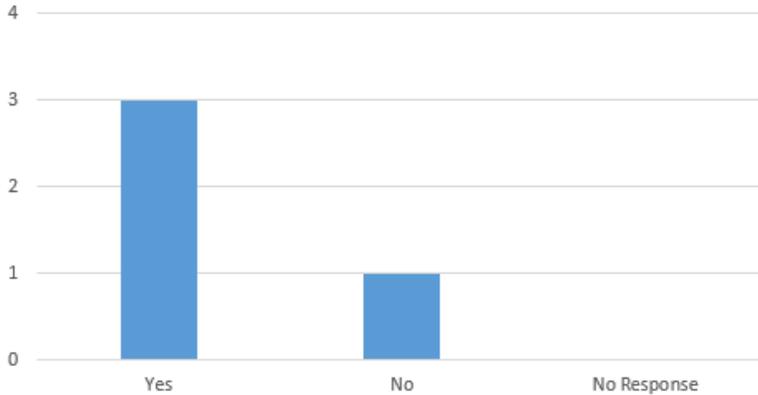
8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: _____

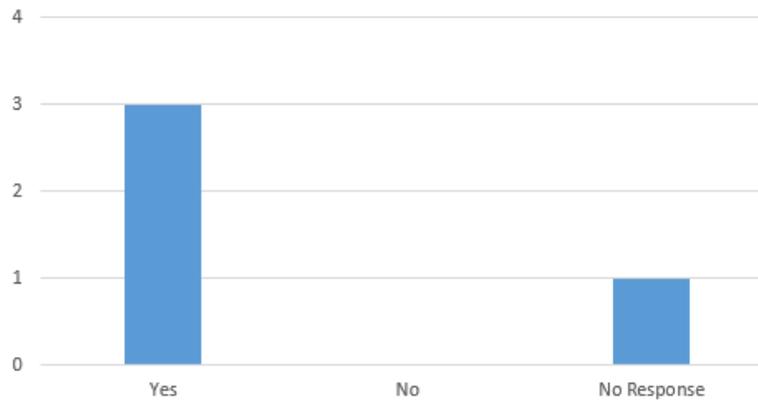
Contractor Survey

Number of Providers/Operators: 5
Surveys Received: 4

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

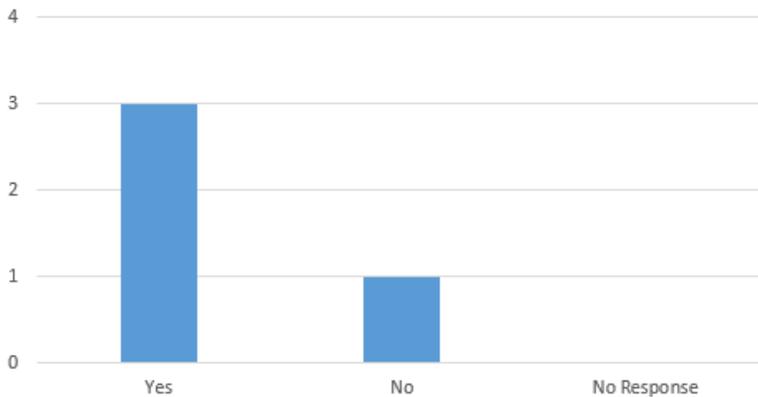


2. Do the riders/beneficiaries call your facility directly to issue a complaint?



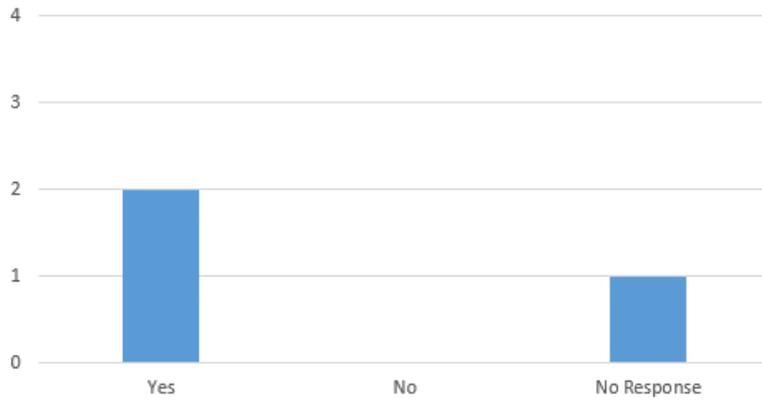
Comments: They can but usually tell staff or manager of group home

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?



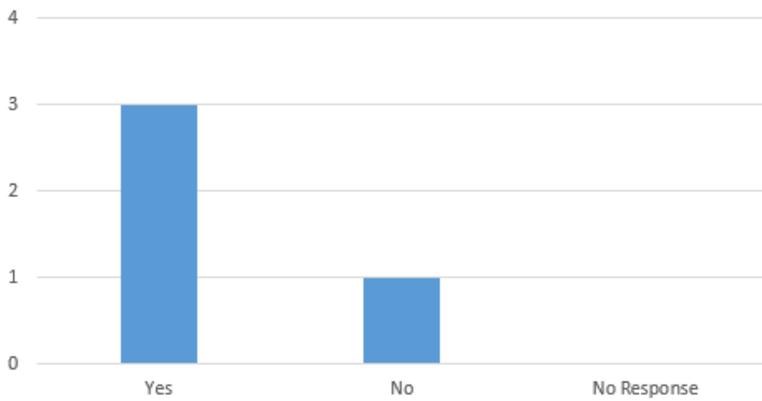
Comments: A local phone number is listed 727-573-9444 (NCN)

If yes, is the phone number posted the CTCs?

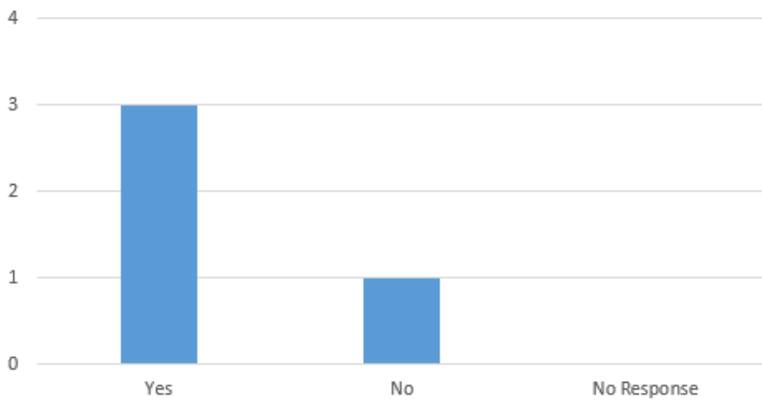


Comments: PSTA local 727-540-1900; Transportation Disadvantaged 800-983-2435 & the agency's Title VI Complaints Line

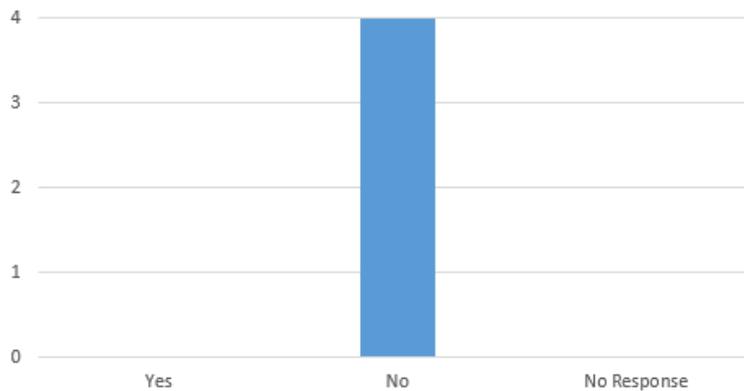
4. Are the invoices you send to the CTC paid in a timely manner?



5. Does the CTC give your facility adequate time to report statistics?



6. Have you experienced any problems with the CTC?



If yes, what type of problems? (No responses)

7. Comments:

- It was strange to get a “dramatic” change in how we would have to report trips to get paid 2 months after the new procedures were to be put in place. It may be easier for other companies when all they do is drive vehicles. For the most part our “drivers” drive for only a very small amount of hours for their shift (not a traditional driver)
- The CTC is very supportive of Neighborly Care Network. We work closely to meet the needs of the TD riders, it is a wonderful partnership.

PURCHASING AGENCY SURVEY

Purchasing Agency name: Pinellas County Schools

Representative of Purchasing Agency: Melissa Kegler

1) Do you purchase transportation from the coordinated system?

- YES
- NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

- Medical
- Employment
- Education/Training/Day Care
- Nutritional
- Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

- 7 Days/Week
- 1-2 Times/Week
- 3-5 Times/Week
- 1-3 Times/Month
- Less than 1 Time/Month

5) Have you had any unresolved problems with the coordinated transportation system?

- Yes
- No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)] (sometimes confuse our rate (PCS) w/ DART rate)
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- Yes
- No If no, why? _____

Worksheet 1

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Pinellas		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$5,441,851.00	\$740,522.00	\$6,182,373.00
Fringe Benefits (502):	\$970,572.00	\$134,568.00	\$1,105,140.00
Services (503):	\$281,153.00	\$109,663.00	\$390,816.00
Materials and Supplies Cons. (504):	\$1,532,777.00	\$385,787.00	\$1,918,564.00
Utilities (505):	\$19,974.00	\$28,404.00	\$48,378.00
Casualty and Liability (506):	\$630,395.00	\$248,669.00	\$879,064.00
Taxes (507):	\$11,126.00	\$2,007.00	\$13,133.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$1,380,070.00	\$15,508.00	\$1,395,578.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$49,053.00	\$5,526.00	\$54,579.00
Miscellaneous (509):	\$67,525.00	\$12,805.00	\$80,330.00
Interest (511):	\$17,841.00	\$702.00	\$18,543.00
Leases and Rentals (512):	\$29,158.00	\$729.00	\$29,887.00
Annual Depreciation (513):	\$703,882.00	\$195,408.00	\$899,290.00
Contributed Services (530):	\$2,690,635.00	\$0.00	\$2,690,635.00
Allocated Indirect Expenses:	\$386,069.00	\$75,863.00	\$461,932.00
GRAND TOTAL:	\$14,212,081.00	\$1,956,161.00	\$16,168,242.00

Level of Competition
Worksheet 2

1. Inventory of Transportation Operators in the Service Area

The Annual Operating Report (AOR) lists the number of providers in the system and categorizes them by private non-profit, private for-profit and public entities. Below is an excerpt from the FY 2016/17 AOR showing the provider list and how many are coordination contractors.

FLCTD
Annual Operations Report
Section II: General Info

County: **Pinellas**

Fiscal Year: **July 1, 2016 - June 30, 2017**

Status: **Ready**

Section II: Coordinated System General Information

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

Number of Private Non-Profits: 13

Number of Private For-Profits: 1

Public Entities:

School Board: 0

Municipality: 1

County: 0

Transit Authority: 1

Other: 0

Total: 16

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

11

Breakdown of Trips:

	Paratransit (includes Group) Trips		Bus Passes	
	Ambulatory	Non-Ambulatory/ Wheelchair	Weekly/ 10 Day	Monthly
Private Non-Profits	457,272	58,671	5,500 (AOR)	7,360 (AOR)
Private For-Profits	111,974	139,442	0	0
Municipality	9,465	153	0	0
Transit Authority	0	0	3,934 (trip reports)	70,046 (trip reports)

NOTE: Data comes from Annual Operating Report and so matches the service categories listed in the AOR

2. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? Multiple operators may have the capability of expanding capacity if additional funding were available.

Does the CTC have the ability to expand? Yes, if additional funding were available

3. Indicate the date the latest transportation operator was brought into the system.
January 2009

4. Does the CTC have a competitive procurement process? Yes

5. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid	1	Requests for proposals
	Requests for qualifications		Requests for interested parties
	Negotiation only		

Which of the methods listed was used to select the current operators?

Request for Proposals

6. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator
X	Age of company
X	Previous experience
X	Management
X	Qualifications of staff
X	Resources
	Economies of Scale
X	Contract Monitoring
X	Reporting Capabilities
X	Financial Strength
X	Performance Bond
X	Responsiveness to Solicitation

X	Scope of Work
X	Safety Program
X	Capacity
X	Training Program
X	Insurance
X	Accident History
X	Quality
X	Community Knowledge
	Cost of the Contracting Process
X	Price
X	Distribution of Costs
X	Other: (Experience with seniors and people with disabilities)

7. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? The RFP was distributed locally and nationally.

How many responded? 5
 The request for bids/proposals was distributed:

X Locally X Nationally

8. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? N/A

Level of Availability (Coordination) Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

The CTC coordinates transportation by utilizing the contracted provider network and brokered system. The brokered system centralizes the functions of trip requests from TD clients and trip assignment to providers or the bus system. Non-profit social service agencies are contracted with the CTC to provide trips to specific population groups with special needs that can be served more cost-effectively by the agencies than by using the brokered system. Government programs also purchase transportation through the coordinated system.

Public Information – How is public information distributed about transportation services in the community?

The CTC disseminates information on the TD Program by distributing printed materials, on the PSTA and Forward Pinellas websites, at public events and workshops addressing transportation issues, and public speaking engagements. Furthermore, the CTC communicates with TD Program users and participating agencies through personal contact, surveys, and comment cards.

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

PSTA determines eligibility of individuals and requested trips through an application process, and in accordance with procedures described in the Service Plan, and CTD policy. Ongoing eligibility is monitored through the use of the client database.

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

In order to arrange for non-sponsored services through the TD Program brokered system, individuals must first complete an application that can be obtained by calling PSTA at (727) 540-1900. The application is also available at <http://www.psta.net/tdprogram.php>. The application includes a screening questionnaire designed to determine whether they have access to or can obtain their own transportation, including family or friends. In addition, the client's income cannot exceed 150 percent of the Federal Poverty Level. In the event an individual is determined ineligible, he or she is notified of the appeals process and the CTC's grievance policies and procedures.

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

The provider utilizes a phone system that tracks call hold times and help ensure that a reservationist is available to assist a customer. The CTC requires that 95 percent of calls are answered within one minute and no caller should be on hold more than three minutes from the time the call is received. After-hours calls are recorded on a voice recording system and returned the next day.

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Individuals call the provider directly to request a trip reservation.

Trip Allocation – How is the allocation of trip requests to providers coordinated?

PSTA screens clients for eligibility for service. During this screening process the individual is classified as either ambulatory or non-ambulatory. The client then calls the provider directly to schedule their trip.

Scheduling – How is the trip assignment to vehicles coordinated?

The provider is responsible for assigning trips to their vehicles and drivers.

Transport – How are the actual transportation services and modes of transportation coordinated?

Coordination occurs through the use of PSTA. In the process of determining eligibility, PSTA determines which transportation services and modes of transportation are most appropriate. For example, to determine whether a bus pass is most appropriate, PSTA staff members look at a client's distance from a bus stop on the origin and destination sides of the trip, and physical and mental ability to access/ride a bus. Hours of service of the bus system are also considered. If it is determined that a person is unable to utilize public transportation, another form of transportation will be provided.

Dispatching – How is the real time communication and direction of drivers coordinated?

The provider is responsible for ensuring real-time communication with drivers.

General Service Monitoring – How is the overseeing of transportation operators coordinated?

PSTA provides oversight of transportation operators. PSTA reviews monthly operations reports from providers and notifies the CTC of any concerns. The CTC inspects provider vehicles and records and conducts rider surveys throughout the year.

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Daily service monitoring and real-time problem resolution is the responsibility of the transportation providers. Problems not resolved at the provider level are transmitted to the CTC for resolution.

Trip Reconciliation – How is the confirmation of official trips coordinated?

The providers submits manifests to PSTA, which utilizes its client/trip database to confirm official trips.

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

PSTA calculates the number of trips provided and total miles, taking into account co-pays collected, to determine payment due to the providers. PSTA receives the co-pays for bus passes directly from clients.

Reporting – How is operating information reported, compiled, and examined?

PSTA receives and examines reports from the provider and operators and compiles a single report for the CTC. The provider is responsible for submitting its annual operating report to the CTC.

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

The brokered system ensures some sharing of costs by centralizing many functions such as eligibility determination, mode assignment, and invoicing.

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Information is shared through outreach presentations to agencies, the PSTA and Forward Pinellas websites, and community events. Printed information (for example TD Brochures) is also available through these outlets.

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

The CTC has coordination and provider/operator contracts with organizations and companies that provide transportation in the community.

CTC Review

Pinellas Suncoast Transit Authority

Counties served: Pinellas

Date(s) of Review: October/November 2017

Staff Assigned to Review: Sarah Caper

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. On-Site Observation
- E. Surveys
- F. Additional Observations

II. Findings and Recommendations

A. General Information

The Commission for the Transportation Disadvantaged (CTD) designated the Pinellas Suncoast Transit Authority (PSTA) as the Community Transportation Coordinator (CTC) for Pinellas County in 2012 and re-designated them in 2017. PSTA operates a coordinated system in an urban area as a brokerage system, with PSTA providing bus passes and contracted transportation providers providing door-to-door trips.

Area of Noncompliance: None

Recommendation: Continue to pursue innovations and work to address barriers

Timeline for Compliance: N/A

B. Chapter 427, F.S.

CTC providers and coordination contract agencies are in compliance with the standards required by Rule 427, F.S.

Area of Noncompliance: None

Recommendation: Continue to work with the Florida Department of Transportation to coordinate monitoring efforts of coordination contractors receiving FTA 5310 funds

Timeline for Compliance: N/A

C. Rule 41-2, F.A.C.

CTC Review

Pinellas Suncoast Transit Authority

CTC providers and coordination contract agencies are in compliance with the standards required by Rule 41-2 F.A.C.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: N/A

D. On-Site Observation

During the on-site observation, the vehicle did not yet have the decal with the local phone number and TD Helpline.

Area of Noncompliance: Decal not in vehicle

Recommendation: Work with operators and contractors to ensure an accessible decal is in all vehicles used in the Coordinated system

Timeline for Compliance: 12 weeks

E. Surveys

Three types of surveys were conducted: rider/beneficiary, contractor and purchasing agency.

The rider/beneficiary survey results were generally positive. However, two of the three respondents were charged additional amounts to the co-payment and one was late.

Contractor/operator surveys were generally positive. However, there were reports of invoices not being paid in a timely manner, having adequate time to report statistics and procedures changes.

The single purchasing agency survey reporting problems with confusion with DART rate and problems with service area limits. Overall, the purchasing agency is satisfied with the transportation received.

CTC Review

Pinellas Suncoast Transit Authority

Recommendation: In October, the CTC implemented changes to trip classification of trips so that trips with overlap between DART (complementary ADA paratransit service) and TD are now all DART trips. This may be the reason for the additional co-payments being charged. The CTC should follow up and ensure that the correct billing codes are being used and that TD riders are being charged TD co-payment rates.

In the CTC evaluation subcommittee meeting, the CTC stated that the Commission has implemented changes to billing and reporting procedures that in turn affect the operators. The CTC should follow up with the operators to ensure they understand the reason for the changes.

The CTC should work with the purchasing agency to understand their concerns with billing and service area limits and work to address them as the CTC is able to.

Timeline for Compliance: 12 weeks

F. Additional Observations

III. Conclusion

There were no findings, evidence of the high level of service the CTC provides.

LCB Chairperson: _____

County: _____

Date: _____

7. TD Late Shift Program Updates

SUMMARY

Pinellas Suncoast Transit Authority (PSTA) staff will provide an update on the TD Late Shift Program. The TD Late Shift Program began in July 2016 with a mobility enhancement grant from the Commission for the Transportation Disadvantaged. The program provides taxi or Uber trips to TD customers between 10 pm and 6 am. In 2017, PSTA was awarded the mobility enhancement grant for a second year. However, beginning in January 2018, a \$9 copayment a month is required to maintain the program, which was previously free to the customer. No changes are proposed to the urgent day component of the mobility enhancement grant, which currently has a \$3 copayment per trip.

The Transportation Disadvantaged Service Plan (TDSP) currently refers to the TD Late Shift Program as a pilot program with free service. The changes to the payment must be reflected in the document and staff recommends adding a note to Table 9, which includes the regular TD Program costs and rates.

ATTACHMENT: Proposed TDSP Table 9

ACTION: Amend TDSP references to the TD Late Shift Program to remove mention of free fares and add a note to Table 9 of the TDSP stating that “[t]he 2017/18 Mobility Enhancement grant-funded TD Late Shift Program has a co-payment of \$9 per month beginning in January 2018.”

Table 9. Costs and Rates

Type of Service Provided	Unit	CTD Reimbursement Rate	Actual Cost per Unit	Customer Co-Payment
Ambulatory	Trip	\$15.87	*	\$3.00
Wheelchair	Trip	\$27.21	*	\$3.00
Group	Trip	\$6.21	**	(paid by agency)
31- Day Bus Pass	Pass		\$70.00	\$11.00
10-Day Bus Pass***	Pass		\$45.00	\$5.00

*Per PSTA agreement with operator

**Varies by group trip operator

***The 10-Day pass can be purchased from PSTA or it may be provided by Pinellas County Human Services which has an agreement with PSTA. If provided by Pinellas County Human Services, an individual can upgrade to the 31-day pass by paying the \$6 difference between the regular 10-Day and 31-Day copayments.

Note: The 2017/18 Mobility Enhancement grant-funded TD Late Shift Program has a co-payment of \$9 per month beginning in January 2018.

Local Coordinating Board – November 28, 2017

8. 2018 Meeting Schedule



SUMMARY

This item is intended to provide an opportunity for the LCB to review the proposed meeting schedule. Below are the proposed LCB meeting dates for 2018.

- February 20
- March 15
- September 18
- November 20

ATTACHMENTS: None

ACTION: Approve 2018 meeting schedule

9. Other Business

SUMMARY

- A. Tri-County Transportation Disadvantaged Subcommittee
The Tri-County Transportation Disadvantaged Subcommittee met on October 26, 2017. Attached is the draft meeting summary.

- B. Federal Transit Administration Section 5310 Grant Update
The Florida Department of Transportation (FDOT) administers the Section 5310 Grant and will provide a brief update.

- C. CTC Update
PSTA will provide an update on recent activities.

- D. CTD Update
Staff will provide a Commission for the Transportation Disadvantaged update.

- E. Other

ATTACHMENT(S): Tri-County Transportation Disadvantaged Subcommittee Draft Meeting Summary



TRI-COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD SUBCOMMITTEE

DATE: Thursday, October 26, 2017
TIME: 1:00 p.m. to 3:00 p.m.
LOCATION: 11201 N. McKinley Drive, Tampa, Florida, 33612, Executive Conference Room

I. CALL TO ORDER AND INTRODUCTIONS

Michele Ogilvie called the Tri-County Transportation Disadvantaged Local Coordinating Board Subcommittee meeting to order. Introductions were made:

Attendees: Deborah Lekenta, Tim Flanigan, Pepper Harward, Nancy Castellano, Becki Forsell, Craig Forsell, Stan Miles, Manny Lajmiri, Penelope Barnard, Karen Smith, Jim Green, Dave Newell, Scott Clark, Joe DiDomenico, Ross Silvers, Sarah Caper, Brandon Berry, Michele Ogilvie, Wade Reynolds

II. PUBLIC INPUT

No public input was received.

III. RECAP OF JULY 12, 2017 MEETING

There were no comments or corrections made to the meeting recap.

IV. PURPOSE OF THE MEETING

Subcommittee members discussed the goal of transporting transportation disadvantaged individuals between the counties of Pasco, Pinellas and Hillsborough. Currently, customers cannot be driven across the border during trips. Furthermore, each Community Transportation Coordinator (CTC) has a different degree of Route Match software implemented.

Mr. Tim Flanigan of Route Match discussed overcoming the different degrees of Route Match implementation by stating that this tri-county coordination software will be newly developed rather than rely on current software. This coordination software will establish targeted service zones, with points interspersed for meetings between vehicles. Subcommittee members discussed reducing deadhead time by using these cross-border trips to perform trips within the destination county.

The subcommittee performed a Strengths, Weaknesses, Opportunities and Threats analysis. All three CTCs determined that medical trips are currently their number one request. Members discussed coordination, vehicles, reimbursement, and cost-effectiveness. The conversation continued with a discussion of success measures, which might relate to return on investment for taxpayers as well as positive health and wellness outcomes.

Mr. Dave Newell of FDOT discussed 5310 applications, stating that most agencies are in a position of minimal vehicle and operational funding in the coming year. Therefore, a large portion of funding,

in the range of \$3 million, may be used toward coordination software implementation. This funding will become available in August or September of 2018. Mr. Newell recommended a joint application, which Mr. Ross Silvers of the Pinellas County CTC agreed to write.

Subcommittee members discussed details of vehicles, and whether this pilot would involve trips to all medical facilities or just select high-priority sites. Members determined they would reach out to St. Luke's Cataract & Laser Institute, All Children's Hospital, Moffitt Cancer Center, and the two VA hospitals to determine demand.

The meeting ended with a discussion of potential future tri-county meeting dates.

V. NEXT STEPS

Mr. Ross Silvers will write a joint application for the 5310 grant prior to the deadline.

VI. OTHER BUSINESS

None

VII. ADJOURNMENT

The next meeting of the Tri-County TDLCB is tentatively scheduled for January 28, 2018. The meeting adjourned at approximately 3:15 PM.

DRAFT

Local Coordinating Board – November 28, 2017



10. Informational Items

SUMMARY

- A. The trip/expenditure reports are attached for July – September 2017.
- B. LCB Membership
- C. Complaints and Commendations
PSTA received no TD Program complaints.

ATTACHMENT(S): Trip/Expenditure Reports

**Pinellas County Transportation Disadvantaged Program
CTC Sponsored Trip Summary 2017-2018**

Provider	17-Jul	17-Aug	17-Sep	TOTAL
Care Ride Wheelchair	223	271	253	747
Care Ride Ambulatory	542	256	414	1,212
PARC (Amb)	1,493	1,682	1,220	4,395
PARC (W/C)	82	88	2	172
Arc Tampa Bay	6,538	5,408	3,651	15,597
NCN (Amb)	1,634	2,162	1,189	4,985
NCN (W/C)	103	142	78	323
Lighthouse for the Blind	16	12	1	29
Total Trips	10,631	10,021	6,808	27,460
Bus passes – 31 day	5,525	5,816	5,193	16,534
Bus passes – 10 day	498	477	372	1,347
Total Bus Passes	6023	6293	5565	17881

Pinellas County School Board

Mode	16-Jul	16-Aug	16-Sep	TOTAL
Ambulatory	0	13	12	25
Wheelchair	0	0	0	0
Total Trips (excluding bus passes)	0	13	12	25

Pinellas County Human Services

Mode	16-Jul	16-Aug	16-Sep	TOTAL
Ambulatory	0	0	0	0
Wheelchair	0	0	0	0
Total Trips (excluding bus passes)	0	0	0	0

TD REIMBURSEMENT REQUESTS 2017/2018									
	NCN	PARC	ARC-TB	LIGHTHOUSE	BROKERED*	TOTAL AMT SPENT	AMT INVOICED CTD	MONTHLY DIFFERENCE	CUMULATIVE BALANCE
START	\$404,375.00	\$142,040.00	\$142,040.00	\$4,845.00	\$1,755,538.08	\$2,448,838.08			
JULY	\$20,760.63	\$9,906.75	\$11,836.66	\$89.60	\$375,518.12	\$418,111.76	\$274,124.00	-\$143,987.76	-\$143,987.76
BALANCE	\$383,614.37	\$132,133.25	\$130,203.34	\$4,755.40	\$1,380,019.96	\$2,030,726.32			
AUGUST	\$27,537.41	\$11,133.30	\$11,836.66	\$67.20	\$374,029.63	\$424,604.20	\$273,828.00	-\$150,776.20	-\$294,763.96
BALANCE	\$356,076.96	\$120,999.95	\$118,366.68	\$4,688.20	\$1,005,990.33	\$1,606,122.12			
SEPTEMBER	\$15,143.19	\$7,686.38	\$11,836.66	\$5.60	\$334,145.31	\$368,817.14	\$273,828.00	-\$94,989.14	-\$389,753.10
BALANCE	\$340,933.77	\$113,313.57	\$106,530.02	\$4,682.60	\$671,845.02	\$1,237,304.98			

**LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED**

Chairman

Patricia Johnson (Chair – 2/18/2014)

Agency for Health Care Administration – Area 5 Medicaid Office

Penelope Barnard (10/12/2016) (Alternate: Aaron Lounsberry (03/09/2016))

Citizens

Vacant

Brian Scott (Vice Chair - 3/10/2010) (reappointed 3/12/14)

FL Dept. of Elder Affairs

Jason Martino (Alternate: Tawnya Martino)

Persons with Disabilities

Joseph DiDomenico (6/10/2015) (Alternate: Jody Armstrong (5/12/2017))

Pinellas County Dept. of Veterans Services

Michael Hill (Alternate: Zeffery Mims (11/8/2017))

Pinellas Suncoast Transit Authority (Non-Voting)

Ross Silvers (Alternate: Vacant)

Transportation Provider for Profit

Vacant

Community Action Agency

Jane Walker (reconfirmed July 2011 MPO)

Over 60

Vivian Peters (10/10/2012)

Public Education

Michelle Hodge (After Board approval 9/13/16)

Department of Children and Families

Ivonne Carmona (11/8/2017)

Kitty Kelleher (alternate: 2/8/2017)

Children at Risk

Priscilla McFadden (3-8-2017)

Division of Blind Services

Rachel Jacobs (9/11/2013)

Career Source Pinellas

Jennifer Brackney (5/12/2017) (Alternate: Don Shepherd (03/12/2014))

Local Medical Community

Quinn Lundquist (10/11/2017)

Technical Support – Florida Department of Transportation (FDOT)

Dave Newell (Alternate: Elba Lopez)

Local Coordinating Board – November 28, 2017

11. Public Comment



SUMMARY

This is an opportunity for any member of the public to address the board on issues related to the Transportation Disadvantaged Program. Speakers are requested to limit their comments to no more than five minutes.