



Local Coordinating Board (LCB) MEETING AGENDA

November 27, 2018 – 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 18, 2018**
4. **BOARD ACTIONS CONCERNING THE TD PROGRAM**
5. **COMMUNITY BUS PLAN PRESENTATION**
6. **COMMUNITY TRANSPORTATION COORDINATOR REVIEW**
7. **2019 MEETING SCHEDULE**
8. **OTHER BUSINESS**
 - A. Tri-County Transportation Disadvantaged Project
 - B. Federal Transit Administration Section 5310 Grant Update
 - C. CTC Update
 - D. CTD Update
 - E. Other
9. **INFORMATIONAL ITEMS**
 - A. Trip/Expenditure Reports
 - B. Complaints and Commendations
10. **PUBLIC COMMENT**
11. **ADJOURNMENT**

NEXT REGULARLY SCHEDULED LCB MEETING – FEBRUARY 19, 2019

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 27, 2018

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 27, 2018

3. Approval of Minutes – September 18, 2018



SUMMARY

The minutes of the September 18, 2018 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 18, 2018
Form 8B

ACTION: Approve minutes

DRAFT
PINELLAS COUNTY LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED PROGRAM
MEETING MINUTES
SEPTEMBER 18, 2018

The Pinellas County Local Coordinating Board for the Transportation Disadvantaged met on Tuesday, September 18, 2018 at 9:15 a.m. in the Forward Pinellas Conference Room, First Floor, 310 Court Street, Clearwater, Florida.

MEMBERS PRESENT

Patricia Johnson, Chair	Elected Official
Brian Scott, Vice Chair	Transportation Provider for Profit Representative
Ric Hartman	Over 60
Joe DiDomenico	Persons with Disabilities
Aaron Lounsberry	Agency for Health Care Administration (Alt.)
Amanda Honingford	Department of Blind Services
Michael Hill	Pinellas County Veterans Services
Quinn Lundquist	Local Medical Community
Jason Martino	Florida Department of Elder Affairs
Dave Newell	FDOT
Don Shepherd	CareerSource Pinellas (Alt.)
Ross Silvers (ex officio)	PSTA
Laura Statsick	Citizen Representative
Jane Walker	Daystar Life Center

MEMBERS ABSENT

Ivonne Carmona	Department of Children and Families
Priscilla McFadden	Juvenile Welfare Board

OTHERS PRESENT

Jabari Hampton	FDOT
Mecca Serfustini	Pinellas County Emergency Management
Marcy Miller	Creative Clay
Robert Feigel	Forward Pinellas Staff
Chelsea Favero	Forward Pinellas Staff
Whit Blanton	Forward Pinellas Staff
Al Bartolotta	Forward Pinellas Staff
Sarah Caper	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

Aaron Lounsberry, Agency for Health Care Administration, shared information with the committee regarding Medicaid's five year managed care plans contract, which is coming to end statewide. New contracts have already been put into place and Medicaid recipients will receive information in the mail about changes to the plans and will be required to select a new plan. There are no changes to Medicaid current services, only added, expanded services. A list of plans was shared with the committee members. Information is also available at Ahca.myflorida.com/Medicaid.

3. APPROVAL OF MINUTES – May 15, 2018

The meeting minutes for May 15, 2018 were approved with no corrections. Jason Martino motioned approval, seconded by Brian Scott and passed with a unanimous vote.

4. BOARD ACTIONS CONCERNING THE TD PROGRAM

Ms. Chelsea Favero, Forward Pinellas staff, shared a presentation on the It's Time Tampa Bay survey and Advantage Pinellas, the long range transportation plan for Pinellas County. In order for a transportation project to be eligible for state or federal funding, it must be in the plan, which is updated every five years to take into consideration changing demographics, population and project priorities. Forward Pinellas is also working with the Hillsborough and Pasco MPOs on a regional long range plan that will incorporate the results of It's Time Tampa Bay. A major campaign has been put forth to get the public involved and add their input through itstimetampabay.org, an online survey that allows the public to select what is important to them and to see the impact of their selection. This survey will be open until the end of September.

Marcy Miller with Creative Clay arrived at 9:26 am.

5. EMERGENCY MANAGEMENT PRESENTATION

Ms. Mecca Serfustini, Health Care Coordinator with Pinellas County Emergency Management (PCEM), discussed the agency's plans and procedures for the special needs population in storm events involving evacuation orders. Ms. Serfustini is the lead planner for both the special needs evacuation program and the lead for operations for special needs and health care facilities. The special needs population includes those who are elderly or disabled and those without access to transportation. If needed, transportation assistance will be provided by an ambulance, regular bus or wheelchair bus, depending on the type of assistance needed and on the acuity of the individual. Persons needing special assistance can preregister with PCEM on their website or they can contact PCEM by phone for an application to be mailed to them. Pre-registration allows PCEM to schedule assistance for a more timely evacuation process. The type of placement varies based on the acuity of the individual. The options for evacuating special needs citizens were presented in detail, along with the hurdles experienced during Hurricane Irma and changes that have been made since that event. Questions were taken and appropriately answered.

Jane Walker, Daystar Life Center arrived at 9:46 am.

6. CREATIVE CLAY PRESENTATION

Ms. Marcy Miller, Director of Human Relations and Vocational Services with Creative Clay, a nonprofit multidisciplinary arts center dedicated to increasing accessibility to the arts for people with disabilities by providing expressive, educational and vocational experiences, provided information on the center and its programs. Creative Clay currently has seven programs. One of them is The Community Arts Program. This program is a combination in-studio and in-community art program, which brings in professional artists to work with member artists with disabilities to create art that is displayed in the gallery or in a community setting. Their art work is put up for sale with the proceeds evenly split between the artist and the center. The Condition Program is a Pinellas County School program which serves students aging out of high school in vocational arts training. The Open Studio Program is an unsupervised program, free to persons with disabilities, who can use the supplies for free and use the gallery to sell their own work. Creative Care is a program that serves people in health care settings, working with people doing art/craft activities. There are currently two summer programs, one for adults and one for children. The children's program is a mixed abilities group. Creative Clay has also started a pay what you can thrift store, and they take donations. The thrift store will also be a site for vocational training. With regards to the transportation program, 12 to 21 of the participants will go out daily to museums, art galleries, universities and libraries in downtown St. Petersburg, where they are engaged in installing and taking down exhibitions, marketing art work and solo shows. The Creative Clay transportation system is an intricate part of their operation as it helps give them strong visual presence in downtown St. Petersburg, while allowing the artists to be more involved in the arts community. November 11, 2018 is the Creative Clay Fest at Three Daughters Brewery in St. Petersburg. Questions were taken and appropriately answered.

7. ANNUAL OPERATING REPORT

Ms. Sarah 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. There are currently eleven coordination and five or six operating agency partners, who will report information about the trips the agency made throughout the year, to include information about the vehicles, number of miles, vehicle operators, number of trips provided, the number of people served, sources of revenue for transportation services and expenses. All of this information is recorded, analyzed and reviewed. Anything that changes more than 10% from last year's numbers must be explained and all this is sent to the state for review. PSTA continues to provide many more services than are available through the grant funds from the state as reflected under contributed services on the spreadsheet. The Bus passes figure shows, on the average, TD bus pass riders are taking approximately 55 rides per single monthly pass. Revenues are less than expenses, largely because Care Ride was still in their start up stages requiring them to acquire a lot of vehicles. PSTA had to approve a rule change between TD and para transit stipulating (a.k.a. DART service) that if a person is eligible for para transit, you cannot provide a trip under TD. It must be provided under para transit. Questions were taken and appropriately answered. Jane Walker made a motion to approve the Annual Operating Report. It was seconded by Don Shepherd and passed with a unanimous vote.

8. COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

Ms. Caper reviewed with that typically a subcommittee is formed in September to evaluate the CTC and that this year things are a little different because of the funding relationship with the MPO as the TD Program planning agency. After consulting with the Commission for the Transportation Disadvantaged, the LCB can still do an evaluation of the CTC, but it is recommended that the name be changed. The floor was open for discussion on whether or not to do the evaluation and possible titles to use, in the form of a subcommittee. It was suggested that it was a good business practice to continue the review. There was no opposition and a subcommittee was formed. The subcommittee will likely meet in October/November, with the final CTC evaluation to be presented at the November LCB meeting. LCB subcommittee members include Dave Newell, Brian Scott and Laura Statsick. Staff will contact subcommittee members with meeting date options in October.

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

Ms. Caper shared information from the Tri-County Disadvantaged Subcommittee meeting in August 2018. The Tri-County TD LCB Subcommittee met and decided to move ahead with a pilot project. One of the big hurdles was the match and it was discovered that in kind is allowed for a match and it helped ease the concerns. The next step is to release a request for letters of interest and ask that this is shared with agencies that may respond. The next subcommittee meeting will be in early November, but no date has been determined yet. It will be determined based on the due date for the letters.

B. Federal Transit Administration Section 5310 Grant Update

Dave Newell updated the committee with information on the 5310 grant program. FDOT was granted the funds in August and the awards process has begun. Notifications were sent out with additional information requests and as soon as that information is received, awards will be given. Jabari Hampton will be working with Dave Newell on the workshop coming up. Save the Date notifications have gone out for an October 2, 2018 workshop. Additional information will be forthcoming. Awards totaled a little over \$2.6 million, a slight increase from last year.

C. CTC Update

Ross Silvers updated the committee on CTC activities. The Flamingo Smart Cards will start in September. PSTA will begin transitioning TD riders to this new card in January 2019. This is a reloadable value card and each card is issued individually which makes it easier to replace lost cards. A state auditor conducted a

financial audit and all went well. Route 52 from downtown Clearwater, out West Bay/East Bay to Roosevelt, down 49th Street all the way to Grand Central in St. Petersburg was adjusted. There will be a few stops eliminated on this route, but they are also dividing the stops into two runs. One bus will make all stops and another bus will do a hybrid run called the 52 LX (52 Limited Express) and operate only during rush hour and save 30 to 40 minutes travel time.

D. CTD Update

The 2018 Florida Public Transportation Association/Commission for the Transportation Disadvantaged Best Practices & Training Workshop will be October 14-17, 2018 in Dayton Beach, FL.

E. Other

No additional information at this time.

12. INFORMATIONAL ITEMS

A. Trip Expenditure Reports

The trip/expenditure reports are provided in the agenda packet.

B. Complaints and Commendations

No complaints or commendations were received.

C. Coast Bike Share Neighborhood Rides Program

Coast Bike Share is offering a reduced-cost bike share membership to qualified Tampa Bay residents.

11. PUBLIC COMMENT

Jane Walker announced the new Daystar location had its ground breaking on Saturday, September 15th. The new building will be located at 28th Street and 11th Avenue S, in a high need area and is looking to have a covered bus shelter at this location.

12. ADJOURNMENT

The meeting adjourned at 11:09 a.m. The next LCB meeting is November 27, 2018.

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	<input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input type="checkbox"/> OTHER LOCAL AGENCY
COUNTY	NAME OF POLITICAL SUBDIVISION:
DATE ON WHICH VOTE OCCURRED	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTEE

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 27, 2018

4. Board Actions Concerning the TD Program



SUMMARY

Staff will provide an update on Forward Pinellas Board actions November 14, 2018

ATTACHMENT(S): None

ACTION: None required; informational item

5. Community Bus Plan Presentation

SUMMARY

PSTA is in the process of updating its Community Bus Plan, which will be incorporated into the PSTA Transit Development Plan and Forward Pinellas Long Range Transportation Plan (Advantage Pinellas), in late 2019. The Community Bus Plan will include recommendations for improvements to the bus system that will increase transit ridership, and competitiveness and maximize resources.

Four scenarios have been developed as part of the Community Bus Plan:

- Reduction scenario with some reallocation of revenue to improve core routes
- Revenue neutral scenario with large emphasis on core network plus first/last mile services
- Revenue neutral scenario that improves the core network but maintains more of the coverage routes
- Expansion scenario including even greater frequencies on core routes and frequency improvements to the Jolley Trolley Coastal and commuter express routes

PSTA staff will provide an overview of these scenarios and an updated public outreach schedule.

ATTACHMENT(S): None

ACTION: None required, information item

SUMMARY

Traditionally, the LCB oversees a Community Transportation Coordinator evaluation each year. This year, there were temporary changes to the planning agency grant that included the removal of this requirement for the year. At the September LCB meeting, the Board agreed to continue with the annual review recognizing it as a worthwhile practice. Since this year's review will not be a formal evaluation, it includes much of the same information. It will have a different format and include comments and recommendations without any associated findings. It will also include a different customer survey.

A subcommittee meeting was held on November 9 at PSTA's offices. Attendees included Ross Silvers; PSTA's new Mobility Supervisor, Nicole Cavalino; Jabari Hampton; Ric Hartman; Loretta Statsick; Stephen Smith of Neighborly Care Network; and Sarah Caper. The attendees discussed the review in detail, focusing on the complaint process and coordination contractor and operator monitoring. The discussion was incorporated into the review report.

ATTACHMENT(S): CTC Review Report

ACTION: Approve CTC Review Report

**DRAFT - Community Transportation Coordinator (CTC)
Review**

CTC: Pinellas Suncoast Transit Authority (PSTA)

County: Pinellas

CTC Address: 3201 Scherer Drive, St. Petersburg, Florida 33716

CTC Contact: Ross Silvers, 727-540-1844

Review Period: July 1, 2017 – June 30, 2018

Review Dates: October – November 2018

Reviewer: Sarah Caper, Forward Pinellas (Pinellas County Metropolitan Planning Organization)

Reviewer Contact Information: 310 Court Street, Clearwater, Florida 33756, 727-464-5695,
scaper@forwardpinellas.org

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Process Overview

Most years, the Local Coordinating Board (LCB) evaluates the Community Transportation Coordinator (CTC) using the workbook provided by the Commission for the Transportation Disadvantaged (CTD). This evaluation is not required on years when the LCB recommends a CTC. It is also not required in FY 2018/19 due to the structuring of the planning agency grant. The Pinellas LCB has elected to conduct a review of the CTC in FY 2018/19 for the period FY 2017/18 as this is a good practice.

The review includes standard questions from the CTD workbook, including general questions; Chapter 427, Florida Statutes; Rules 41-2 and 14-90, Florida Administrative Code; CTD standards; local standards; follow up from last year; on-site observations and surveys. The questions were answered using the Transportation Disadvantaged Service Plan, Annual Operating Report, by CTC staff directly and a review of CTC materials (brochures, website etc.), and by individuals involved with the Transportation Disadvantaged (TD) Program. A subcommittee of the Local Coordinating Board met on November 9, 2018 to go over the review. This meeting was open to the public. One operator attended the meeting and provided insights on the program. Changes to the review report were made as needed and an updated report was presented to the LCB at its November 27, 2018 meeting for review and approval.

The results of the review were presented to the Forward Pinellas Board and were transmitted to the CTC and CTD. Updates will be provided by the CTC to the LCB as needed.

Organization Information

1. **Operating Environment:** Urban

2. **Organization Type:** Transportation Agency

3. **Network Type:** Complete Brokerage

4. **Operator agencies**

For Profit: Care Ride

Non-Profit: Arc Tampa Bay, PARC, Lighthouse, Neighborly Care Network

For the Mobility Enhancement Grant (MEG): Uber, United Taxi, Care Ride

5. **Coordination contractors**

ACTS, Boley Centers, City of Gulfport, Goodwill, HEP, Louise Graham/R'Club, Operation PAR, Suncoast Center, Van Gogh's/Vincent House, Westcare

*One additional coordination contractor was added after FY 2017/18 – Creative Clay

6. **Name the organizations and agencies that purchase service from the CTC and the percentage of trips each represents.**

Agency: Pinellas County School Board

Contact: Melissa Kegler, keglerm@pcsb.org

Number of Trips (not including bus passes): 749

General Questions

1. **Designation date of CTC:** July 1, 2017
2. **What is the complaint process?** Fleetnet is used to track all complaints at PSTA, including those coded as TD. Fleetnet includes information on the complainant's address, contact information, date & time of report, the complaint itself, incident date & time and a code for the type of report. There is also a section for action taken or resolution and closeout information.

The TDSP addresses complaints and grievances, requiring all TD Program complaints received by the CTC to be registered and documented on a standard form. The LCB receives update on complaints at each meeting. If the complaint is not able to be resolved to the satisfaction of the customer through contact with PSTA or the CTD Ombudsman program, there is a formal grievance procedure outlined in the TDSP.
3. **Does the CTC have a complaint form?** Yes, in Fleetnet
4. **Does the form have a section for resolution of the complaint?** Yes
5. **Is a summary of complaints given to the LCB on a regular basis?** Yes, at each meeting
6. **When is the dissatisfied party referred to the TD Helpline?** If the complaint is unable to be resolved or if it is a policy complaint, it may be referred to the TD Helpline.
7. **When a complaint is forwarded to your office from the Ombudsman program, is the complaint entered into the local complaint file/process?** Yes
8. **Does the CTC provide written writer/beneficiary information or brochures to inform riders/beneficiaries about TD services?** Yes, there is a TD brochure about the program and additional information is available on the CTC's website.
9. **Does the rider/beneficiary information or brochure list the Ombudsman number?** Yes
10. **Does the rider/beneficiary information list the complaint procedure?** The complaint contact information is listed in the TD Program brochure. More in depth information is available in the TDSP; however, additional information could be added to the TDSP on the process and what is involved.
11. **What is your eligibility process for TD riders/beneficiaries?** Individuals must first complete an application that can be obtained by calling PSTA at (727) 540-1900. It is also available on PSTA's website or in person at a local bus terminal. 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. Any incomplete applications are returned to the applicant with instructions on how to complete and resubmit the form.
12. **What innovative ideas have you implemented in your coordinated system?** PSTA continues to run the innovative TD Late Shift Program, social service agency bus pass program, as well other initiatives.
13. **Are there any areas where coordination can be improved?** Non-Emergency Medicaid Transportation (NEMT) and encouragement of/facilitating inter-CTC coordination

14. **What barriers are there to the coordinated system?** Medicaid transportation requests and inter-county travel
15. **Are there any areas you feel the CTD should be aware of or can assist with?** Assist with Medicaid transportation coordination
16. **What funding agencies does the CTD need to work closely with in order to facilitate a better-coordinated system?** Agency for Healthcare Administration
17. **How are you marketing the voluntary dollar?** This is not actively being marketed.

General Questions Comments & Recommendations

Comments: The CTC continues to try and find innovative ways to serve its customers and the community in general. At the evaluation subcommittee meeting, PSTA staff relayed information about a phone call received from a Pasco County resident who had appointments in Pinellas County and what staff was able to do to assist him. PSTA is also working with the VA to improve service for veterans and find efficiencies.

Recommendations: Continue to explore innovative ideas that can serve Pinellas County's TD population, including those who are not Pinellas County residents.

Compliance with Chapter 427, Florida Statutes

1. **Are you contracts uniform?** Yes
2. **Were the following items submitted on time?**
 - a. **Annual Operating Report** – Yes
 - b. **Transportation Disadvantaged Service Plan** – Yes
 - c. **Grant applications to the TD Trust Fund** – Yes
 - d. **Other** – N/A
3. **What type of monitoring does the CTC perform on its operators? How often is it conducted? Is a written report issued?** The CTC monitors operators on a regular basis. A written report is issued only if there are non-compliance findings.
4. **What type of monitoring does the CTC perform on its coordination contractors? How often is it conducted? Is a written report issued?** The CTC monitors coordination contractors on a regular basis. A written report is issued only if there are non-compliance findings. An example review is attached and also includes a copy of the agency's certificate of liability insurance.
5. **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.
6. **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.
7. **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.
8. **Is there a goal for transferring passengers from paratransit to transit?** Is the goal being accomplished? Yes, the CTC is accomplishing its goal 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.
9. **Is the CTC involved with the review of applications for TD funds (including FTA Section 5310 funds), in conjunction with the LCB?** The CTC is not involved in the review process for TD funds

that the CTC may apply for, such as the FTA Section 5310 program. Planning agency staff is involved in this process and the LCB receives regular updates on contracts and applications for TD funding, including a standing update on the FTA Section 5310 program.

10. **What are the priorities for Transportation Disadvantaged Trust Fund trips?** The priorities for trips are described 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.
11. **How are these priorities carried out?** These priorities are carried out in the door-to-door trip reservation process.
12. **Ensure compliance with the delivery of transportation services**
 - a. **Hours of service.** 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.
 - b. **Hours of intake.** Reservationists available: 8 a.m. – 5 p.m., Monday – Friday; 9 a.m. – 5 p.m., Saturday, Sunday and holidays.
 - c. **Provisions for after hours reservations/cancellations.** Clients can leave a voice mail message on the 24 hours a day, 7 days a week.
 - d. **Minimum notice for reservations.** Reservations for traditional door-to-door service must be made two days in advance.
 - e. **Advance notice for reservations.** 30 days.
13. **What type of arrangements does the CTC have with the regional Workforce Board?** The CTC coordinates with CareerSource Pinellas through the Local Coordinating Board.

PSTA COMPLIANCE REVIEW CHECKLIST ADMINISTRATIVE FILE REVIEW

Date: 3/21/18

Inspector Name: Patrick Murray

Provider Name: Westcare TD-Funded Not TD-Funded

INSURANCE: Proof of Required Minimum Liability Insurance (\$100,000/person and \$300,000/incident):

Yes No Expiration Date: 7/1/18

INVENTORY Updated? Current vehicle mileage, make, model year, VIN, and the expected replacement year (for each FDOT/5310-funded vehicle).

Yes No (List Deficiencies:

TOTAL # of FDOT/5310-funded vehicles in fleet:
10% for inspection, a minimum of two

MAINTENANCE records of TD & 5310-funded vehicles

Yes No (List Deficiencies:

ACCIDENT Records of all incidents & accidents for TD & 5310-funded vehicles, their drivers, and trips performed

Yes No (List Deficiencies:

COMPLAINT Form & Policy/Grievance Procedure

Yes No (List Deficiencies:

FARE structure

Yes No Fare: \$ (List Deficiencies:

UNIQUENESS OF PASSENGERS & TRIP PURPOSES why your TD & 5310 passengers cannot use PSTA bus, TD or DART

Yes No (List Deficiencies:

D & A: Drug and Alcohol testing program and policy

Yes No (List Deficiencies:

AUDIT: Financial Audit Report which covers TD & 5310-funded transportation services

Yes No (List Deficiencies:

TRIP REPORTS For TD & 5310-funded transportation services for current fiscal year: monthly reports being provided?

Yes No (List Deficiencies:

SSPP (System Safety Program Plan:

Yes No (List Deficiencies:

Driver Files:

Yes No (List Deficiencies:


Signature

 3/23/18
Title Date

**DRIVER'S FILE INSPECTION
PSTA COMPLIANCE REVIEW FOR CONTRACT YEAR 2018**

Inspector: Patrick Murray

Provider: Westcare

TD-Funded Provider

Not TD-Funded Provider

DRIVER'S FILES

Driver 1

Driver's Name Timothy Lancaster

Copy of Driver's License CDL = Over 15 Passengers Standard DL = Not Over 15 Passengers

Expiration Date: 12/10/18

Comments:

CERTIFICATES*: First Aid CPR ADA/Disability Sensitivity Training

Comments:

TESTING: Drug & Alcohol Instructional & Procedural Driver Training Medical Examination

Comments:

BACKGROUND CHECK: DMV/MVR FDLE Fingerprints

Comments:

Driver 2

Driver's Name Greg Cosgrove

Copy of Driver's License CDL = Over 15 Passengers Standard DL = Not Over 15 Passengers

Expiration Date: 1/1/28

Comments:

CERTIFICATES*: First Aid CPR ADA/Disability Sensitivity Training

Comments:

TESTING: Drug & Alcohol Instructional & Procedural Driver Training Medical Examination

Comments:

BACKGROUND CHECK: DMV/MVR FDLE Fingerprints

Comments:

NOTES AND COMMENTS

**1ST Aid, CPR, Sensitivity Training only required for for-profit and non-profit operators/providers, not coordination contractors. Level II background screening required for for-profit and non-profit operators.*

**PSTA COMPLIANCE REVIEW CHECKLIST
VEHICLE INSPECTION**

Date: 3/21/18

Inspector Name: Patrick Murray

Provider Name: Westcare

TD-Funded

Not TD-Funded

Pass Fail

Please check one – if defect block is checked, please comment.

FUNCTIONS	DEFECT	OK	COMMENTS
Tires (All) (Min. Front 4/32, Rear 2/32)		/	Front R <u>3</u> /32 Front L <u>3</u> /32 Rear R <u>5</u> /32 Rear L <u>5</u> /32
Body Damage		/	
Exhaust & Leaks		/	
Front A/C		/	
Fire Extinguisher		/	Exp. Date: <u>3/19</u>
First Aid Kit		/	
Windshield & Wipers		/	
Mirrors & Horn		/	
Low & High Beams (Front & Rear)		/	
Turn Signals, Emergency Flashers, & Brake Lights (Front & Rear)		/	
Brakes (pedal not to floor)		/	
2-Way Comm.		/	
Steering Tight		/	
Interior Lights		/	
Interior Cleanliness & Odor		/	
Seats' Condition		/	
Seat Belts (Front & Rear)		/	
W/C Lift (w/c only)			
Tie Downs, Lap & Shoulder Harness (w/c only)			
Other			

Make & Model: Ford Transit
 Mileage: 29778 VIN #: 1FMZK1YM3HKA09110
 Tag #: X8114C Vehicle #: 70707

**PSTA COMPLIANCE REVIEW CHECKLIST
VEHICLE INSPECTION**

Date: 3/21/18

Inspector Name: Patrick Murray

Provider Name: Westcare

TD-Funded

Not TD-Funded

Pass Fail

Please check one – if defect block is checked, please comment.

FUNCTIONS	DEFECT	OK	COMMENTS
Tires (All) (Min. Front 4/32, Rear 2/32)		/	Front R <u>7</u> /32 Front L <u>7</u> /32 Rear R <u>7</u> /32 Rear L <u>7</u> /32
Body Damage		/	
Exhaust & Leaks		/	
Front A/C		/	
Fire Extinguisher		/	Exp. Date: <u>3/19</u>
First Aid Kit		/	
Windshield & Wipers		/	
Mirrors & Horn		/	
Low & High Beams (Front & Rear)		/	
Turn Signals, Emergency Flashers, & Brake Lights (Front & Rear)		/	
Brakes (pedal not to floor)		/	
2-Way Comm.		/	
Steering Tight		/	
Interior Lights		/	
Interior Cleanliness & Odor		/	
Seats' Condition		/	
Seat Belts (Front & Rear)		/	
W/C Lift (w/c only)		/	
Tie Downs, Lap & Shoulder Harness (w/c only)		/	
Other			

Make & Model: Dodge Caravan
 Mileage: 17235 VIN #: 2C7WDGBG3FR65213
 Tag #: ~~X5088B~~ Vehicle #: ~~90722~~ 99738
X5088B

Compliance with Chapter 427, F.S. Comments & Recommendations

Comments: The evaluation subcommittee reviewed the coordinator and operator monitoring process. PSTA staff provided updates on the changes that are coming to operating monitoring, including an increased number of reviews and eligibility documentation reviews. The CTC and FDOT have worked together in the past to do joint reviews. This was found to be burdensome to many of the agencies; however, the CTC and FDOT may be able to coordinate reviews of larger agencies together or find other ways to improve efficiencies.

The subcommittee also discussed inviting operators and coordination contractors to present to the LCB, as personnel has changed since these presentations were last done several years ago.

In addition to the current monitoring practices, changes have been made following the CTD's review in FY 2017/18. These changes include additional monitoring of operators.

Recommendations: Continue to provide updates to the LCB on coordination contractor and operator monitoring, including those associated with the new and enhanced operating monitoring requirements, and any efficiencies with FDOT.

Compliance with 41-2, Florida Administrative Code

1. **What are the minimum insurance requirements in the operator and coordinator contracts?**
 Coordination contractors are required to have minimum commercial general liability with premises operations, products and completed operations, blanket contractual liability, personal injury liability and expanded definition of property damage. The minimum limits are \$500,000 Combined Single Limit.

The CTC funding agreement is used for operators. The minimum insurance requirements include commercial general liability of \$1,000,000 Combined Single Limit and \$2,000,000 Aggregate. Commercial general liability must include premises operations, products and completed operations, blanket contract liability, personal injury liability, expanded definition of property coverage. Vehicle liability includes a minimum liability coverage for owned, non-owned, and hired vehicles with minimum limits at \$1,000,000 Combined Single Limit. Worker's Compensation insurance must have limits sufficient to meet Chapter 440, F.S. with Employers' Liability insurance with limits no less than \$500,000 for bodily injury by accident, \$500,000 for bodily injury by disease (policy limits) and \$500,000 for bodily injury by disease (each employee).

2. **Does the minimum liability insurance requirements exceed \$1 million per incident? If so, was this approved by the CTD?** Yes, for operators when aggregate.
3. **Does the CTC comply with the safety requirements in Section 341.061(2)(a), F.S. and 14-90, F.A.C.?** Yes
4. **Does the CTC Drug & Alcohol Policy comply with federal requirements?** Yes
5. **Date of last Drug & Alcohol Policy Review?** The CTC had a Federal Transit Administration triennial review in July 2018.
6. **What is the cost effectiveness of operators in the coordinated system?**

	Care Ride	Lighthouse of Pinellas	NCN	PARC	Arc Tampa Bay	Average
Cost per trip (\$)	\$24.40	\$21.32	\$11.22	\$7.45	\$5.94	\$16.42
Cost per revenue mile (\$)	\$1.72	N/A	\$4.30	\$2.92	\$2.13	\$1.94

* Calculated based on 2017/18 AOR data

7. **Does the CTC have Transportation Alternatives, as defined and approved by the CTD (example: a neighbor providing a trip)?** No

Compliance with 41-2, F.A.C. Comments & Recommendations

Comments: Overall, there were minor changes to the cost effectiveness of the operators. However, the subcommittee discussed working with Lighthouse to get more consistent data.

Recommendations: Work with Lighthouse to improve data on trip costs and the number of revenue miles, as this information was not all available this year, but has been in the past and the available data looks to have more variance from last year than the other agencies.

Commission Standards

Commission Standards	Comments (based on TDSP requirements)	Standard/Measure (if applicable)
Local toll free phone number must be posted in all vehicles	<p>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.</p> <p>Decals are to be made available by the CTC at no cost upon request.</p>	<p>Decal Yes</p>
Vehicle cleanliness	<p>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.</p>	<p>Clean interior and exterior Yes Safe and comfortable for passengers Yes</p>
Passenger/ trip database	<p>PSTA shall maintain a database of pertinent information on the passengers transported through the brokered program.</p> <p>Operators providing services outside the brokered system shall also maintain passenger information files.</p>	<p>Maintain passenger information files Yes</p>
Adequate seating	<p>Operators shall provide seating based on the vehicle manufacturer's specifications.</p>	<p>Seating based on vehicle manufacturer's specifications Yes</p>
Driver identification	<p>All coordinated system drivers are required to have an identification badge</p>	<p>ID badge Yes</p>
Passenger Assistance	<p>All transportation operators shall ensure that all drivers providing trips under the Coordinated System are trained on the requirements of passenger assistance.</p> <p>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.</p>	<p>Complete training Yes</p>
Smoking, eating, and drinking	<p>Smoking in any vehicle in the Coordinated System is prohibited.</p> <p>Eating and drinking within a vehicle is allowed only when medically necessary.</p>	<p>N/A</p>

Commission Standards	Comments (based on TDSP requirements)	Standard/Measure (if applicable)
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
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 Comments & Recommendations](#)

Comments: During the last review, the on site observation noted that decals were not in all vehicles. The CTC is currently working on providing photos showing that the vehicles have decals. Much of the information provided under this section is reviewed during the monitoring process.

Recommendations: Continue to work with the coordinated system to implement decals and other standards, as needed.

Local Standards

Local Standard	Comments	Standard/Measure (if applicable)
Transport of escorts and dependent children policy	<p>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.</p> <p>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.</p>	N/A
Use, responsibility, and cost of child restraint devices	<p>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.</p> <p>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.</p>	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 Standard	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

Measure	Standard/Goal	Latest Figure	Is the CTC/ Operator meeting the standard?	Prior Year Figure (from FY 2016/17 CTC evaluation)
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.	77% of trips (2,692,148 trips)	N/A	81.7% of trips (3,471,768 trips)
On-time performance	Compliance with standards at or above 95% of the time shall be considered satisfactory.	99.3%	Yes	99.9%*
Passenger no-shows	The CTC and LCB have jointly established a policy on passenger no-shows, available in Appendix E of the TDSP.	24,500 trips (<0.7%)	N/A	15,111 trips (<0.4%)

Crashes	No more than 10 crashes per 100,000 vehicle miles	<1 total crashes per 100,000 vehicle miles (17 chargeable and 18 non-chargeable)	Yes	<1 total crashes per 100,000 vehicle miles (12 chargeable and 37 non-chargeable)
Road calls	No more than 1,500 per year	122 road calls	Yes	65 road calls
Complaints & Commendations	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.	18 complaints 30 commendations	Yes	16 complaints 33 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.	17 seconds*	Yes	16 seconds average hold time*

* Reflects DART and Transportation Disadvantaged services
 Data provided by PSTA and also taken from FY 2017/18 Annual Operating Report

Local Standards Comments & Recommendations

Comments: The CTC continues to meet standards and goals; however, the percent of trips on the fixed route system has gone down and the number of road calls has gone up. The fixed route trips could be attributed to how the entire coordinated system is operating, as it includes coordinated contractors and operators. The same is true with road calls, which are still well within the standard. The measures should continue to be monitoring for trends with the CTC, coordination contractors and operators to determine if further action is needed.

Recommendations: None

Compliance with Americans with Disabilities Act

1. **Does public information state that accessible formats are available upon request?** Yes
2. **Are accessible formats on the shelf? If not, what arrangements are in place to have material produced in a timely fashion upon request?** No, this information is available on the CTC's website
3. **Does the CTC have TTY equipment or use the Florida Relay System?** Yes
4. **Is the TTY or Florida Relay System number listed with the office phone number?** Yes

Compliance with ADA Comments & Recommendations

Comments: None

Recommendations: None

Status Report from Last Review

1. **Date of last review:** November 2017
2. **Comments from last review and how the comment has been addressed**
 - a. **Recommendation – Continue to pursue innovations and work to address barriers**

The CTC has continued these efforts.
 - b. **Recommendation – Continue to work with the Florida Department of Transportation to coordinate monitoring efforts of coordination contractors receiving FTA Section 5310 funds**

While the CTC and FDOT have made effort to coordinate reviews, the reviews tend to involve different questions and can be cumbersome to the agency when scheduled at one time.
 - c. **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**

The CTC provided an update on the vehicle decals at the February 20, 2018 LCB meeting, stating that this has been addressed with Care Ride.

On-Site Observation of the System

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

10-18-2018

Please list any special guests that were present:

[]

Location:

FLORIDA SPINE INSTITUTE 2250 DREW ST. CLEARWATER

Number of Passengers picked up (dropped off):

ONE

Ambulatory

YES

Non-Ambulatory

NO

Was the driver on time?



Yes



No, how many minutes late/early?

Did the driver provide any passenger assistance?



Yes



No

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

~~NO~~ - NOT SURE BUT PASSENGER WAS FINE WITH RIDE.

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?

NOT SURE -



Yes



No

BUT CAR MARKED AS CARE RIDE

Does the vehicle have working heat and air conditioning?



Yes



No

Does the vehicle have two-way communications in good working order?



Yes



No

If used, was the lift in good working order?

NO LIFT



Yes



No

Was there safe and appropriate seating for all passengers?



Yes



No

Did the driver properly use the lift and secure the passenger?



Yes



No

If no, please explain:

NO LIFT

Purchasing Agency Survey(s)

PURCHASING AGENCY SURVEY

Purchasing Agency name: Pinellas County Schools

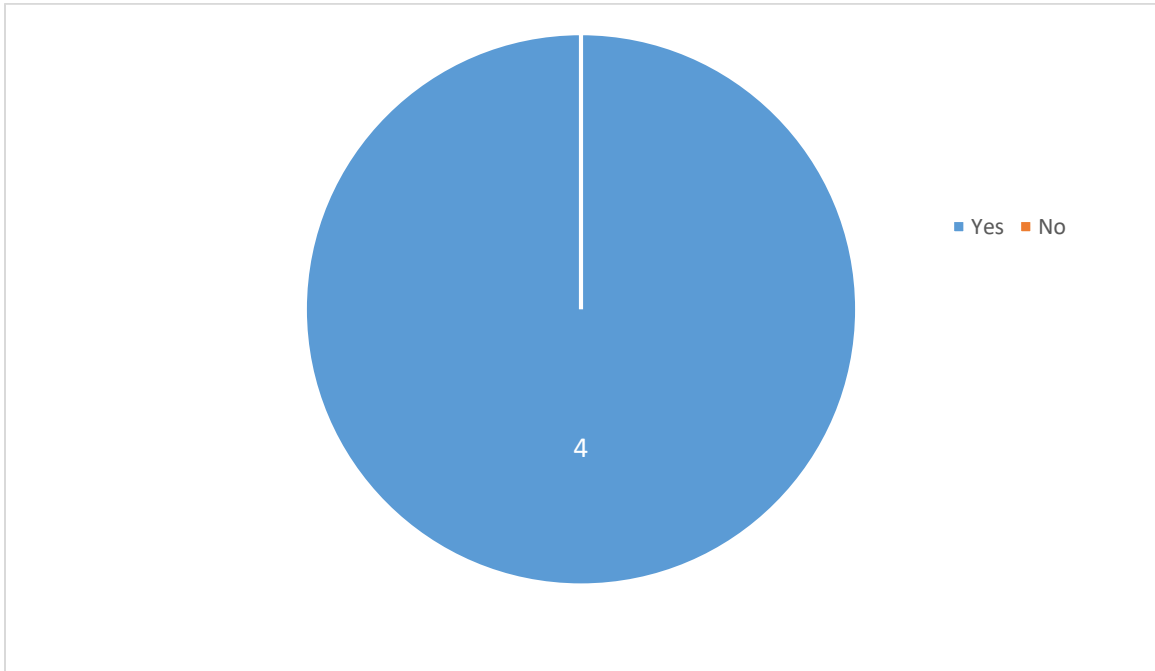
Representative of Purchasing Agency: Mary Putzel

- 1) Do you purchase transportation from the coordinated system?
 YES
 NO If no, why?
- 2) Which transportation operator provides services to your clients? Care Ride
- 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 1-3 Times/Month
 1-2 Times/Week Less than 1 Time/Month
 3-5 Times/Week
- 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)]
 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 – professional and reliable
 No If no, why? _____

Operator Agency Survey(s)

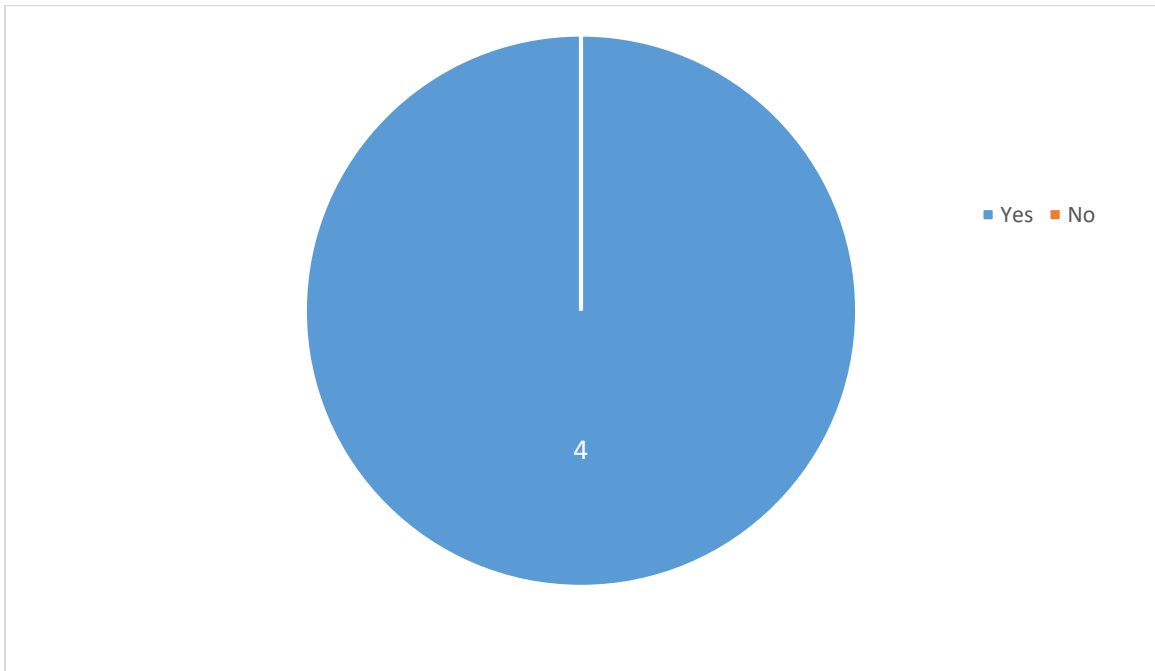
All four operator agencies responded to the survey request.

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

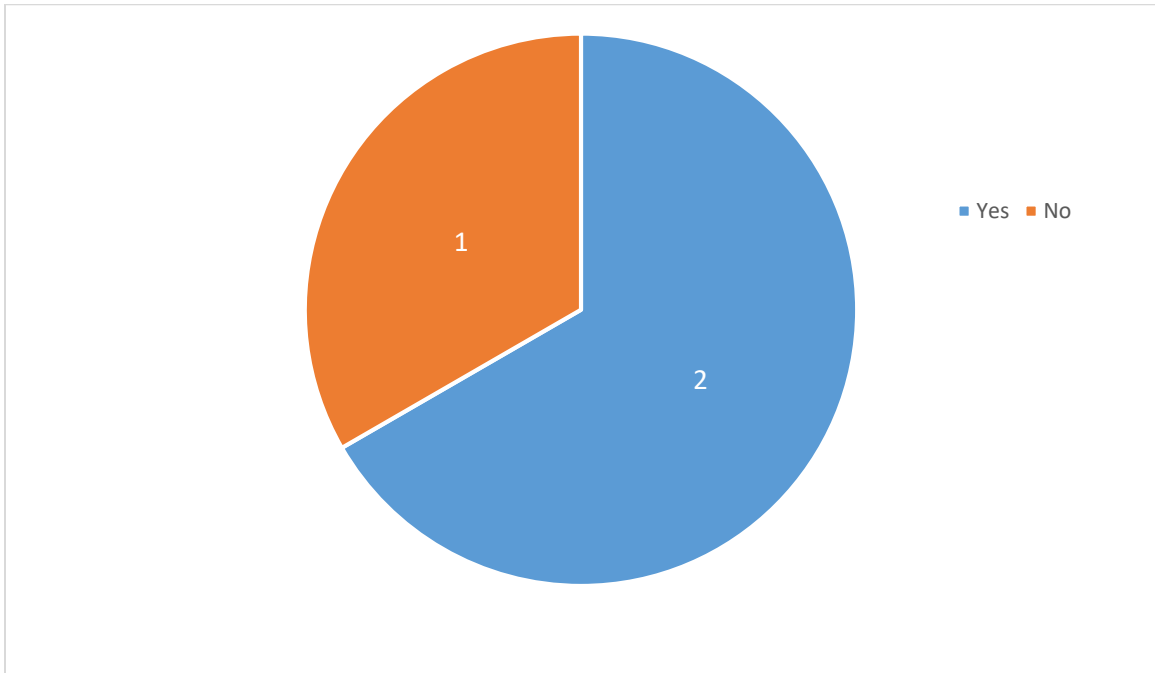


One agency also asks clients to call the transportation provider directly to cancel and to notify them.

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

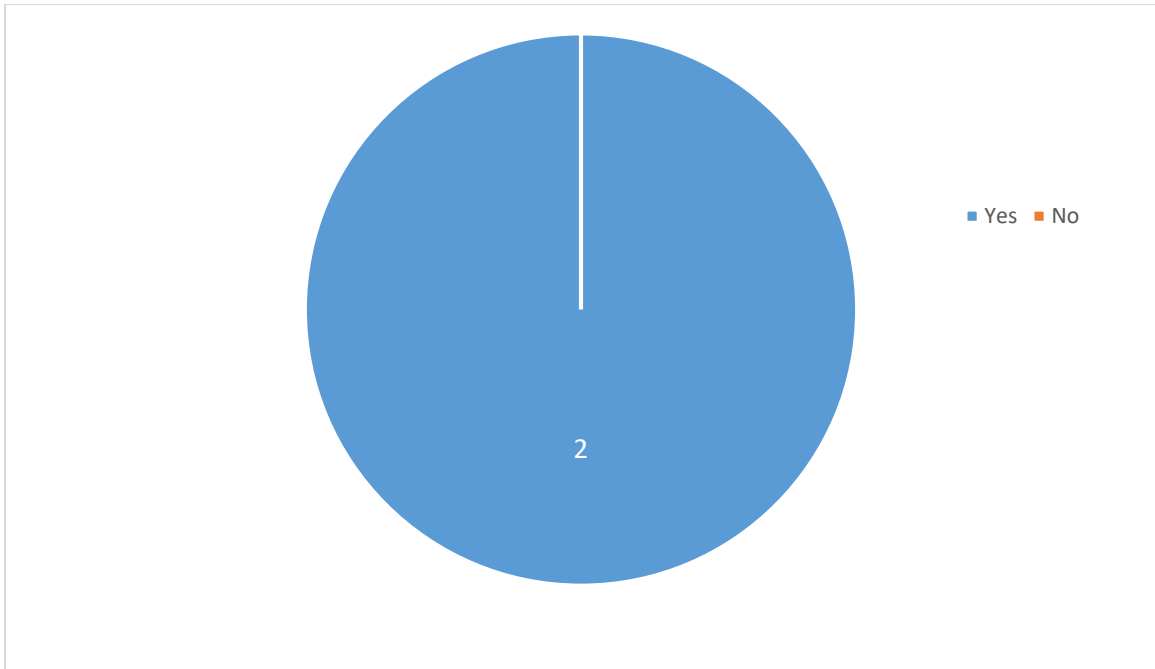


3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?



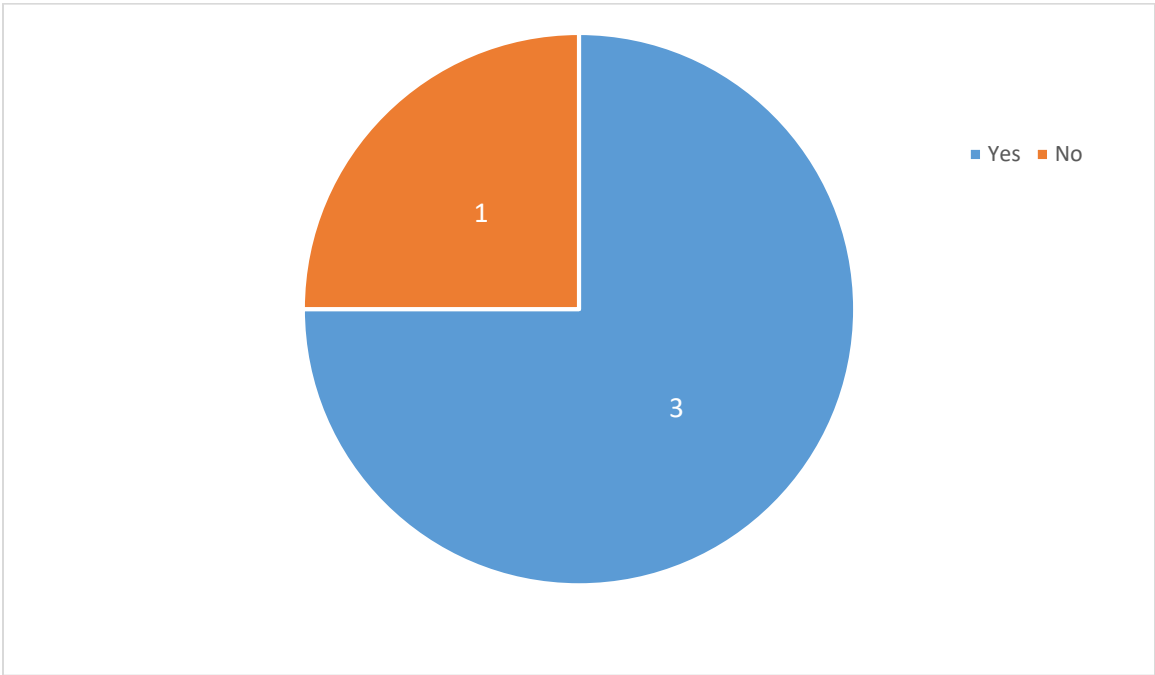
One agency uses United Cab to provide client transportation.

If yes, is the phone number posted the CTC's?

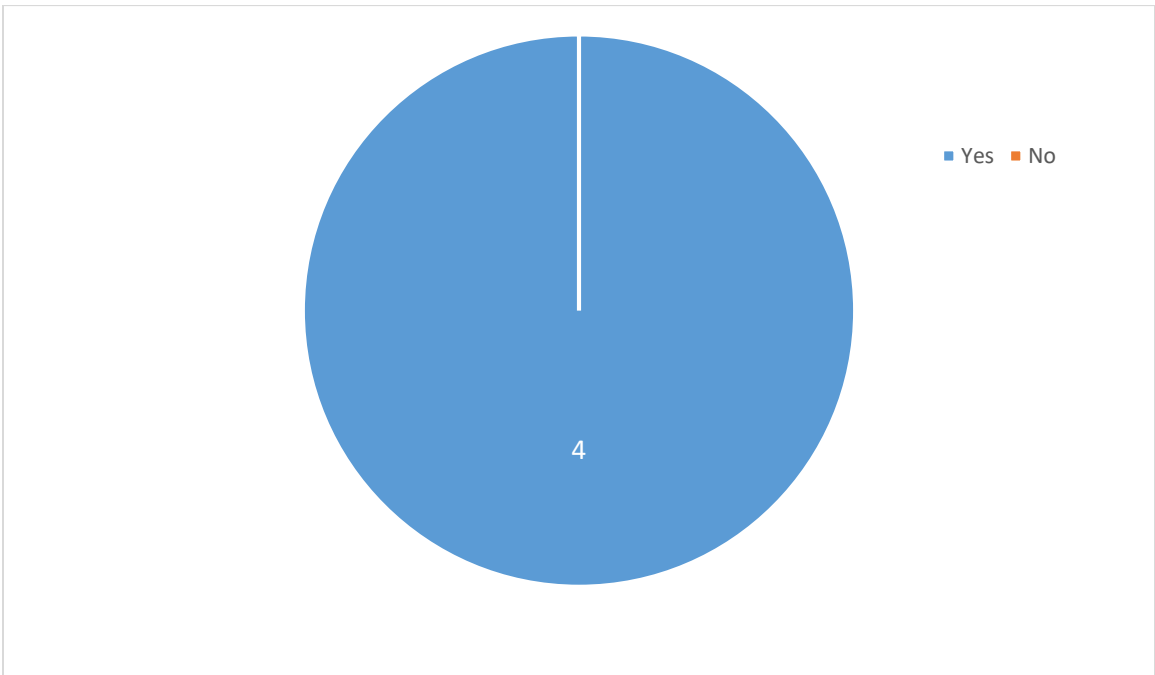


The agency using United Cab responded that they assume so, but have not been over there recently to confirm.

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? N/A (all yes)

Survey Comments:

We are very grateful for the funding to assist us with the cost of transporting our low income clients!

I appreciate when a funder says "we want to help you anyway we can" and they do just that. Thank you

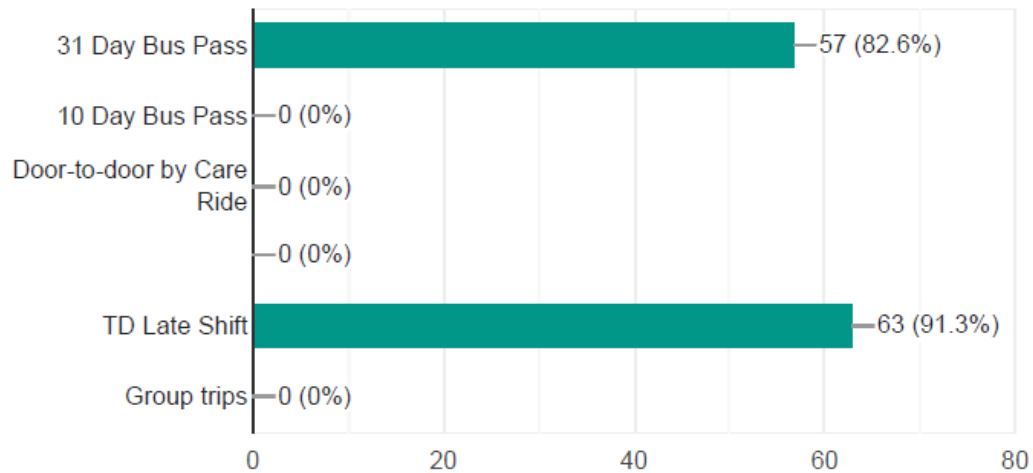
I have been working with Patrick Murray for the last 6 months and he has been very helpful explaining to me everything that this program entails. He responds to my questions and I could not ask for a better support. Ross Silvers has also been helpful.

Customer Survey(s)

Customer surveys were distributed to an email list of TD Program customers who have signed up for the TD Late Shift program at some point in time. The survey was successfully distributed to 331 email addresses. It was open for one week. 69 responses were received for a 21% completion rate.

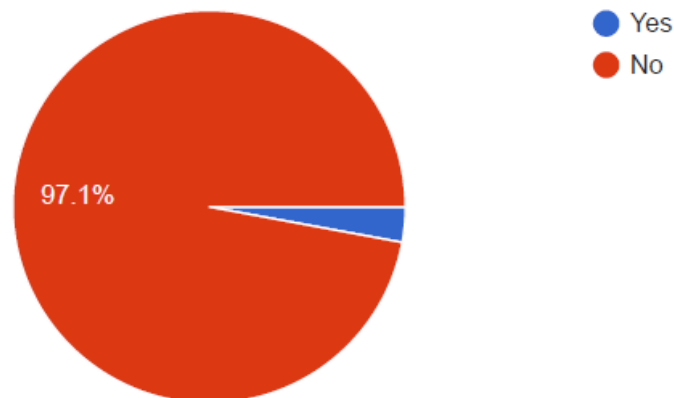
What TD Program services do you use?

69 responses



Have you ever been denied transportation services?

69 responses



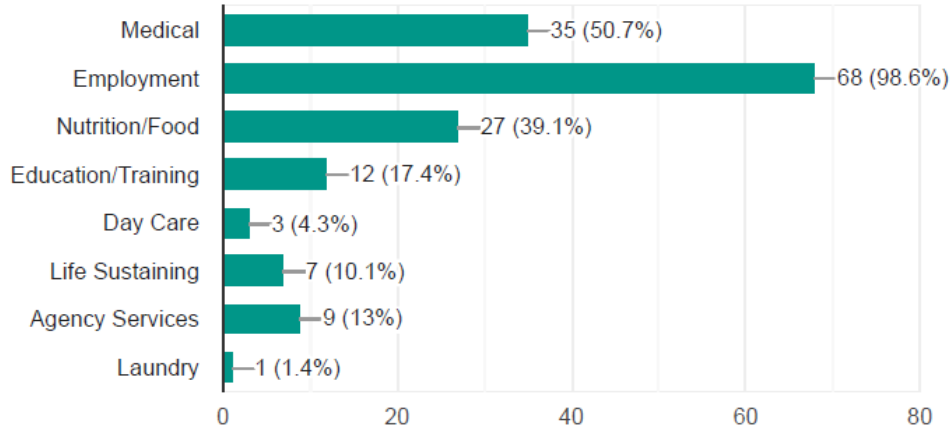
Why?

Ineligible for the TD Program

The uber app acts up sometime and you can't set rides

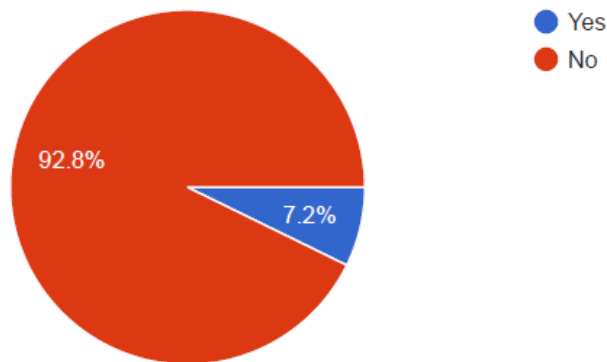
What do you normally use all of the TD Program services for? Select up to 3.

69 responses



Have you had a problem with the TD Program in the past month?

69 responses



Describe the type of problem and if it was resolved

They I used more than the month then when they check back the information they said it was a mistake and they are sorry about it

Can't afford right now

Its closed

Not enough days to get to work

Confusion on my td late pass account and never being able to make a payment at a terminal. An app or online option would be great.

Is there anything else you would like to share about the TD Program?

Very/Really good program (3)

It is helping me a lot (2)

I wish the program I go back to 9 PM it was a lot easier for me to get back-and-forth to work especially if you start work at 10 o'clock

I wondered if u can use the Late Shift program to do a daytime grocery shopping trip once a month? If not, it would be a much appreciated a service.

I would like to be able to use TD Late Shift for a weekly to/from shopping trip. Otherwise I think the programs are excellent, I would not be able to work the shifts i need to work at my job - I might even be terminated from employment if not for TD. Thanks u so much for ALL the programs.

Wish it started a little earlier am/pm

Other than payment options everything is great.

That it should start at 9 to 7 instead of being 10 to 6 because im late to work everyday because i have to be to work at 10 and i cant get the ride til 10 i never been on time for work

There is a time period when there is no bus transportation or care ride and the late night has not started. Is there some way this can be corrected?

Please provide Late night transportation for Entire month instead of 25 days of month

It would be nice if on Sunday the time it starts would be earlier.

Great program it allows me to stay longer at work and to get home in a timely manner

I am so grateful for the TD late shift because it allows me to get to work early and a way to get home

I am truly happy with this service

I Love it it is extremely excellent

I love the late-night program if not for the TD late night shift I could not work because I would have no other way home I am disabled and I take the bus to work and the TD late shift home I appreciate the program and thank you all very much

I want to thank PSTA for implementing the TD program. Specifically the TD Late Shift Program. Many people like myself work later hours when buses are not available. Being able to request an Uber ride to get home safely is the best thing ever! Also, having a monthly bus pass that I can afford is awesome! I am forever grateful for PSTA and the Transportation Disadvantage Program!

I'd like to reapply asap

If the service wasn't available, i would be unable to keep my job. I rely on it to get to and from work.

I'm thankful for the program because it enables me to be able to take care of my responsibilities and also enables me to have a way to or from work.

It is a great helpful program

It is a great program since I get off work at 11pm and no buses run that late. If it was not for this program I would not be able to afford rent or get home.

It is a wonderful program and it helped me immensely with my commute to work. I work overnight and have no vehicle.

It's a wonderful help for people. Tks

It's a awesome program, very convenient

It's an awesome program. Many times I am asked to work late and the buses quit running.

Love the program just need a few adjustments

No I greatly appreciate the program

Nothing at this time and this program has been so helpful. Thank you

Thank so much for this program without this I probably never get to go to my doctors and other really important things. This program is a life saver I'm very grateful

Thank you for helping pinellas and myself.

Thank you for providing this opportunity

thank you for your services. I really need your program.

Thank you so much for providing TD late shift. This is keeping some bills paid and food on my table.

This program helps me out a lot

Very happy with the program. Thank you!!

Without this program i would have to walk 12 miles to work. Thank you for this very critical program.

On Site Observation and Survey Results Comments & Recommendations

Comments: The operators survey indicated that decals are not in all vehicles and that the proper phone numbers are not being posted. The CTC should work with all operators, even those that do not directly operate transportation services, to ensure that all standards and measures are being met. One operator also mentioned that invoices are not being paid in a timely manner. When discussed at the subcommittee meeting, the CTC indicated that this may be because of CTD invoice requirements and formatting changes that have occurred over the past year.

A new survey was conducted for this review, based on select questions from the traditional questions asked in the phone survey. The survey was conducted of customers who have signed up for the TD Late Shift Program at some point in time and provided email addresses. Given the success of the survey, which had a 21% completion rate, it can be used as a model for future surveys and perhaps be available both electronically and in other formats, such as over the phone. This survey was available through an online link only and had about five questions. The survey results indicate that some individuals are only using the TD Late Shift Program and not the bus pass program, that employment, medical and nutrition/food are the three most common services used, and provided insights into customer thoughts on the service, like the desire for expanded hours, and the overall benefits of the program.

Recommendations: Work with operators to ensure that all requirements, including decals, are being met.

Level of Cost Worksheet 1

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Pinellas		Fiscal Year: July 1, 2017 - June 30, 2018	
Status: Saved with Issues			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$8,448,369.00	\$722,815.00	\$9,171,184.00
Fringe Benefits (502):	\$1,498,614.00	\$152,621.00	\$1,651,235.00
Services (503):	\$259,844.00	\$146,327.00	\$406,171.00
Materials and Supplies Cons. (504):	\$1,186,160.00	\$376,805.00	\$1,562,965.00
Utilities (505):	\$92,289.00	\$19,969.00	\$112,258.00
Casualty and Liability (506):	\$578,874.00	\$290,347.00	\$869,221.00
Taxes (507):	\$349.00	\$3,124.00	\$3,473.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$1,401,811.00	\$22,930.00	\$1,424,741.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$564,261.00	\$15,311.00	\$579,572.00
Miscellaneous (509):	\$730,853.00	\$10,054.00	\$740,907.00
Interest (511):	\$14,740.00	\$2,865.00	\$17,605.00
Leases and Rentals (512):	\$46,979.00	\$27,914.00	\$74,893.00
Annual Depreciation (513):	\$743,076.00	\$162,127.00	\$905,203.00
Contributed Services (530):	\$2,051,620.00	\$0.00	\$2,051,620.00
Allocated Indirect Expenses:	\$360,583.00	\$85,185.00	\$445,768.00
GRAND TOTAL:	\$17,978,422.00	\$2,038,394.00	\$20,016,816.00

Level of Competition Worksheet 2

1. Inventory of transportation operators in the service area

FLCTD Annual Operations Report Section II: General Info

County: **Pinellas**

Fiscal Year: **July 1, 2017 - June 30, 2018**

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

2. Breakdown of trips (from AOR)

	Door-to-door (Paratransit and group) trips		Bus Passes	
	Ambulatory	Non-Ambulatory	Weekly/10 Day	Monthly
Private non-profits	439,988	33,122	0	0
Private for-profits	177,387	14,3156	0	0
Municipality	3,381	6,864	0	0
Transit Authority	0	0	134,252	2,557,896

3. Of the operators included in the local coordinated system, how many of the capability of expanding capacity? Multiple operators may have the capability of expanding capacity if

additional funding were available. The CTC could also expand if additional funding were available.

4. **Indicate the date the last transportation operator was brought into the system.** January 2009.
5. **Does the CTC have a competitive procurement process?** Yes
6. **What method(s) have been used for procurement for the selection of transportation operators in the past five years?** Request for Proposals
7. **Which of the following items are incorporated into the review and selection of transportation operators for inclusion in the coordinated system?**

X	Capabilities of operator	X	Scope of Work
X	Age of company	X	Safety Program
X	Previous experience	X	Capacity
X	Management	X	Training Program
X	Qualifications of staff	X	Insurance
X	Resources	X	Accident History
	Economies of Scale	X	Quality
X	Contract Monitoring	X	Community Knowledge
X	Reporting Capabilities		Cost of the Contracting Process
X	Financial Strength	X	Price
X	Performance Bond	X	Distribution of Costs
x	Responsiveness to Solicitation	X	Other: (Experience with seniors and people with disabilities)

8. **Was the request for proposals distributed to a range of potential operators?** Yes, it was distributed locally and nationally.

Level of Availability Worksheet 3

- 1. Planning – What are the coordinated plans for transporting the TD population?** The TDSP outlines the overall plans for the coordinated system. 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.
- 2. 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.
- 3. 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.
- 4. 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.
- 5. 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.
- 6. Reservations – What is the reservation process? How is the duplication of a reservation prevented?** Individuals call the provider directly to request a trip reservation.
- 7. 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.

8. **Scheduling – How is the trip assignment to vehicles coordinated?** The provider is responsible for assigning trips to their vehicles and drivers.
9. **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.
10. **Dispatching – How is the real time communication and direction of drivers coordinated?** The provider is responsible for ensuring real-time communication with drivers.
11. **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.
12. **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.
13. **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.
14. **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.
15. **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.
16. **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.
17. **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.
18. **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.

Local Coordinating Board – November 27, 2018

7. 2019 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 19
- May 21
- September 17
- November 19

ATTACHMENT(S): None

ACTION: None required, information item only

8. Other Business

SUMMARY

A. Tri-County Transportation Disadvantaged Subcommittee

Staff will provide an update on the TC TD subcommittee.

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

An update on the CTD will be provided at the meeting.

E. Other

ATTACHMENT(S): None

Local Coordinating Board – November 27, 2018

9. Informational Items



SUMMARY

A. Trip/Expenditure Reports

The trip/expenditure reports are attached.

B. Complaints and Commendations

PSTA received one TD Program complaint in June.

ATTACHMENT(S): Trip/Expenditure Reports
Complaints & Commendations

**Pinellas County Transportation Disadvantaged Program
CTC Sponsored Trip Summary 2018-2019**

Provider	18-Jul	18-Aug	18-Sep	TOTAL
Care Ride Wheelchair	12	11	28	51
Care Ride Ambulatory	48	74	47	169
PARC (Amb)	616	364	327	1,307
PARC (W/C)	17	0	2	19
PARC (Group)	978	1,432	1,160	3,570
Arc Tampa Bay	2,746	2,752	2,753	8,251
NCN (Amb)	1,067	506	514	2,087
NCN (W/C)	99	60	55	214
NCN (Group)	1,412	876	874	3,162
Lighthouse for the Blind	18	44	46	108
Total Trips	7,013	6,119	5,806	18,938
Bus passes – 31 day	5,273	5,450	5,326	16,049
Bus passes – 10 day	211	367	335	913
Total Bus Passes	5484	5817	5661	16962

Pinellas County School Board

Mode	18-Jul	18-Aug	18-Sep	TOTAL
Ambulatory	0	35	26	61
Wheelchair	0	0	0	0
Total Trips (excluding bus passes)	0	35	26	61

Pinellas County Human Services

Mode	18-Jul	18-Aug	18-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	\$35,947.69	\$23,351.65	\$11,836.66	\$367.20	\$335,576.03	\$407,079.23	\$274,124.00	-\$132,955.23	-\$132,955.23
BALANCE	\$368,427.31	\$118,688.35	\$130,203.34	\$4,477.80	\$1,419,962.05	\$2,041,758.85			
AUGUST	\$19,393.66	\$22,347.04	\$11,836.66	\$897.60	\$353,836.19	\$408,311.15	\$273,828.00	-\$134,483.15	-\$267,438.38
BALANCE	\$349,033.65	\$96,341.31	\$118,366.68	\$3,580.20	\$1,066,125.86	\$1,633,447.70			
SEPTEMBER	\$19,364.73	\$18,827.94	\$11,836.66	\$938.40	\$344,803.27	\$395,771.00	\$273,828.00	-\$121,943.00	-\$389,381.38
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$721,322.59	\$1,237,676.70			
OCTOBER						\$0.00	\$273,828.00	\$273,828.00	-\$115,553.38
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$721,322.59	\$1,237,676.70			
NOVEMBER						\$0.00	\$273,828.00	\$273,828.00	\$158,274.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$721,322.59	\$1,237,676.70			
DECEMBER						\$0.00	\$273,828.00	\$273,828.00	\$432,102.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$721,322.59	\$1,237,676.70			
JANUARY						\$0.00	\$273,828.00	\$273,828.00	\$705,930.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$574,693.69	\$1,237,676.70			
FEBRUARY						\$0.00	\$273,828.00	\$273,828.00	\$979,758.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$574,693.69	\$1,237,676.70			
MARCH						\$0.00	\$273,828.00	\$273,828.00	\$1,253,586.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$574,693.69	\$1,237,676.70			
APRIL						\$0.00	\$273,828.00	\$273,828.00	\$1,527,414.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$574,693.69	\$1,237,676.70			
MAY						\$0.00	\$273,828.00	\$273,828.00	\$1,801,242.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$169,338.80	\$1,237,676.70			
JUNE						\$0.00	\$273,828.00	\$273,828.00	\$2,075,070.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$169,338.80	\$1,237,676.70			
END						0			
	\$74,706.08	\$64,526.63	\$35,509.98	\$2,203.20	\$1,034,215.49	\$1,211,161.38	\$3,286,232.00		

Tue 10/9/2018 12:43 PM
Ross Silvers RSilvers@psta.net
FW: PSTA Website Customer Comment
To: Caper, Sarah <scaper@co.pinellas.fl.us>

Sarah, This is a policy complaint about the TD program from [REDACTED]. Since she got her TD bus pass on October 2nd, she cannot get another until November 1st.

From: Customer Service
Sent: Tuesday, October 09, 2018 12:37 PM
To: Ross Silvers
Subject: FW: PSTA Website Customer Comment

I had Emma check her account, she started in July of this year. Thanks

Terri Evard
Superintendent of Customer Service
Pinellas Suncoast Transit Authority
3201 Scherer Drive, St.Petersburg FL 33716
727-540-1976



From: [REDACTED]
Sent: Tuesday, October 09, 2018 12:10 PM
To: Customer Service
Subject: Re: PSTA Website Customer Comment

Hello,

If you had read my complaint carefully, you would have read that I did call customer service and no one answered.

I cannot find any such policy, regarding having to pass full price or \$5 a day, in any of the PSTA literature concerning getting another TD pass. Additionally, any such policy would conflict with the purpose and mission of the TD program.

I would like to file an official complaint concerning your "policies" that, in fact, conflict with the mission and goals of the TD program. You told me no other transportation options are available. How am I supposed to go to work, doctor appointments, and grocery shop? I think allowing me to purchase another TD Buss pass would be the right thing to do.

Thank you,
[REDACTED]

On Monday, October 8, 2018, 10:35 AM, Customer Service <cserv@psta.net> wrote:

[REDACTED] If you lose your TD pass the objects are to purchase a monthly or to pay the \$5 every day. The TD program is a once a month ticket only. You would be responsible for your ticket. The Infor line is open every day so you could have called in a left a voice mail for someone to call you back. And all of the CSR's know what to do, and how to do their job. Unfortunately there is no other transportation options. When the new smart cards start next year we will be able to cancel cards/ deactivate lost cards, not sure yet on the cost to get a new one. Thanks.

Terri Evard

Superintendent of Customer Service

Pinellas Suncoast Transit Authority

3201 Scherer Drive, St.Petersburg FL 33716

[727-540-1976](tel:727-540-1976)



From: comments@psta.net [<mailto:comments@psta.net>]

Sent: Sunday, October 07, 2018 3:53 PM

To: Customer Service

Subject: PSTA Website Customer Comment

A comment or complaint was submitted from the PSTA website and below are the details.

type of comment

Complaint

First Name

[REDACTED]

Last Name

[REDACTED]

Street Address

[REDACTED] 5 Avenue North

City

[REDACTED]

Zip Code

[REDACTED]

State

[REDACTED]

Phone

[REDACTED]

Email Address

[REDACTED]@yahoo.com

Date of Incident

10-06-18

Time

9am

Location

Park Street Terminal- Customer Sservice

Bus

Route

Travel Direction

North

Describe your incident

I misplaced my TD monthly pass. I asked to buy another pass for \$11.00. I was told I had to pay everyday (\$5 cash) on the bus or pay \$80 for a monthly bus pass. I asked if I could speak to the customer service agent's supervisor. Instead she directed me to the customer service line, which no one answered. I asked if there were other transportation options, for instance free rides or other options that would allow me to get back and forth to work. She told me she didn't know about the policies concerning other transportation options. I asked her if it was policy to not to sell another TD bus pass when a participant loses theirs(because I found no such policy in any PSTA literature). She said it was her policy. I would like to be able to purchase a lost TD card. I cannot afford \$5 per day for the next 2-3 weeks. I would also like to be reimbursed for the \$5 cards I was forced to purchase. Perhaps, a new card method would make it easier to activate/ deactivate lost/ stolen cards. Also, people work on the weekends. It would be a good idea to be able to reach a supervisor or administration on weekends in order to address matters that need immediate attention. Also, are there other transportation options available?

Preferred Method of Response

Email

Yes, sign me up to be part of your mailing list.

True

Field below are used for integration with Constant Contact. DO NOT DELETE!

constantContactCa

8eb68c86-5b57-4e7f-aeb3-032968635f51

constantContactApiUrl

<https://visitor2.constantcontact.com/api/signup>

PSTA is subject to the Florida Public Records laws. All information contained in an email sent to a PSTA employee or official, unless specifically exempt from disclosure by law, is subject to disclosure. If you do not want your email address or other information contained in your email released in response to a public records request, please do not send electronic mail to a PSTA employee or official.

Local Coordinating Board – November 27, 2018

10. 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.