

Join the LCB Zoom Meeting

Click Link:

<https://us02web.zoom.us/j/82826662238?pwd=OS9ySXJWNURtcmxVOFp5RXhtVXhldz09>

Meeting ID: 828 2666 2238

Password: 309865

One tap mobile

+13126266799,,82826662238#,,1#,309865# US (Chicago)

+**16468769923**,,82826662238#,,1#,309865# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

+1 301 715 8592 US (Germantown)

+1 408 638 0968 US (San Jose)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

Meeting ID: 828 2666 2238

Password: 309865

Find your local number: <https://us02web.zoom.us/j/kcAqdQINx4>



LOCAL COORDINATING BOARD (LCB)
MEETING AGENDA

MAY 19, 2020 – 9:15 A.M.

Virtual Meeting

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 – February 18, 2020**
4. **BOARD ACTIONS CONCERNING THE TD PROGRAM**
5. **ANNUAL APPROVAL OF GRIEVANCE PROCEDURES**
6. **RATE MODEL**
7. **TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE**
8. **TRI-COUNTY TRANSPORTATION DISADVANTAGED SUBCOMMITTEE**
9. **TRANSPORTATION-RELATED IMPACTS OF COVID-19 ON THE TD COMMUNITY**
 - A. PSTA Update on Transit Operations Amid COVID-19
 - B. Roundtable Discussion on Unmet Needs of the TD Community Related to COVID-19
10. **OTHER BUSINESS**
 - C. Federal Transit Administration Section 5310 Grant Update
 - D. Community Transportation Coordinator (CTC) Update
 - E. CTD Update
 - F. Other
11. **INFORMATIONAL ITEMS**
 - A. Trip/Expenditure Reports
 - B. Complaints and Commendations
12. **PUBLIC COMMENT**
13. **ADJOURNMENT**

NEXT REGULARLY SCHEDULED LCB MEETING – September 15, 2020

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 – May 19, 2020

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 – May 19, 2020

3. Approval of Minutes – February 18, 2020



SUMMARY

The minutes of the February 18, 2020 LCB meeting and public workshop are both 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): LCB Minutes – February 18, 2020
LCB Public Workshop Minutes – February 18, 2020
Form 8B

ACTION: Approve minutes

DRAFT
PINELLAS COUNTY LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED PROGRAM
MEETING MINUTES
FEBRUARY 18, 2020

The Pinellas County Local Coordinating Board for the Transportation Disadvantaged met on Tuesday, February 18, 2020 at 9:15 a.m. in the Forward Pinellas Conference Room, First Floor, 310 Court Street, Clearwater, Florida.

MEMBERS PRESENT

Brian Scott, Vice Chair	Transportation Provider for Profit Representative
Ivonne Carmona (by phone)	Department of Children and Families
Joseph DiDomenico	Local Agency for Persons with Disabilities (Alt.)
Emily Hughart	Agency for Health Care Administration
Ric Hartman	Over 60
Amanda Honingford	Department of Blind Services
Jason Martino	Florida Department of Elder Affairs
Dave Newell	FDOT
Ross Silvers (ex officio)	PSTA
Loretta Statsick	Citizen Representative
Michael Taylor	Regional Agency for Persons with Disabilities
Jane Walker	Daystar Life Center

MEMBERS ABSENT

Patricia Johnson, Chair	Elected Official
Heath Kirby	Local Medical Community
Zeffery Mims	Pinellas County Veterans Services
Don Shepherd	CareerSource Pinellas

OTHERS PRESENT

Tracy Noyes	FDOT
Mona Allen	Neighborly Care Transportation
Rodney Chatman	Forward Pinellas Staff
Al Bartolotta	Forward Pinellas Staff
Robert Feigel	Forward Pinellas Staff
Maria Kelly	Forward Pinellas Staff

1. CALL TO ORDER

Vice-Chair Scott 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 – November 19, 2019

There was a typo in item 7, “PTSA” instead of “PSTA.” This has been corrected on the permanent records. There appeared to be an error on the November 19, 2019 minutes, with regards to the agenda item numbering, however the minutes were drawn up based on when the item appeared before the committee. Jason Martino motioned approval with corrections to be made; seconded by Michael Taylor and it passed with a unanimous vote.

4. BOARD ACTIONS CONCERNING THE TD PROGRAM

Mr. Al Bartolotta, Forward Pinellas staff, stated the Forward Pinellas Board at its February 12, 2020 meeting approved Emily Hughart as the replacement for Penelope Barnard representing the Agency for Healthcare Administration. The Board also received a letter from the LCB regarding the TD Program and renaming the TD Program from Transportation Disadvantaged to Transportation Advantaged.

** 9:20 – Emily Hughart arrived

5. ANNUAL APPROVAL OF THE LCB BY-LAWS

Mr. Robert Feigel, Forward Pinellas staff, addressed the recent minor changes to the LCB by-laws. Ric Hartman made a motion to approve the changes to the by-laws. This was seconded by Joseph DiDomenico and it passed with a unanimous vote.

** 9:25 – Dave Newell arrived

6. ANNUAL APPROVAL OF THE FEDERAL POVERTY GUIDELINES

Mr. Feigel reviewed information on the federal poverty guidelines. Eligibility for the TD Program is based on the individual's household monthly income, which must be at or below 150% of the federal guidelines. A table of the 2019 to 2020 guidelines comparison was provided in the agenda packet. Jane Walker motioned to approve the 2020 guidelines. This was seconded by Amanda Honingford and it passed with a unanimous vote. (A roll-call vote was not necessary for this item; therefore, the minutes do not reflect the roll-call vote taken).

7. AMENDMENTS TO PSTA/NON-PROFIT AGENCY AGREEMENTS

Mr. Feigel reviewed information regarding changes to the agreements between PSTA and the non-profit providers. The items before the committee were actually approved at the May 21, 2019 LCB meeting but are just now getting changed on the agreements with the non-profit providers. These changes were based on a State calculated adjustment as to what non-profit agencies can receive and PSTA increased the amounts based on those State numbers. Questions were taken and appropriately answered. A motion was made by Jane Walker to recommend approval. This was seconded by Ric Hartman and it passed unanimously.

8. RESILIENT TAMPA BAY: TRANSPORTATION

Mr. Chatman shared a presentation with the committee to discuss climate change resiliency. Staff was fortunate to work with partner MPO's in Pasco and Hillsborough Counties to receive a Federal Highway Administration (FHA) grant to study the resiliency of the transportation network. This has been a two-year educational effort. Looking at climate hazards, there are two tide-gauge stations in Pinellas County, and they have been monitoring tide levels since the 1940's. They have indicated that Pinellas County has been experiencing four inches of sea level rise the last 34 years and this has accelerated since the previous 34 years. The impacts of storm surge and coastal flooding require a conversation about infrastructure planning and how to make it more resilient. This project looked at three climate stressors. One of them was sea-level rise in 2045. For this, NOAA high- and intermediate-low curves and the rate of sea-level rise based on different factors was considered. Another stressor was increased precipitation for two rainfall events, 9-inches in 24 hours and 33-inches in 72 hours. Finally, storm surge for category one, three and five hurricane scenarios was evaluated. Applying these stress factors to the transportation network, the regional planning council did an economic analysis and developed some adaptation and mitigation strategies that were executed over the twelve

months of the project to produce a final report. The simulations showed that in the planning year of 2045, the NOAA data shows a little over two feet in sea-level rise. Mr. Chatman continued that with this information, the project team was able to map out the impacts of the storm surge on the transportation network. Each of the three counties participating in the project identified two corridors for continual adaptation and mitigation strategy study. Pasco County selected a portion of S.R.54 from US 19 to the Suncoast Parkway and US 19 from S.R.54 to S.R.52. Pinellas County selected a portion of Gulf Boulevard in Madeira Beach and Roosevelt Boulevard from Ulmerton Road to Gandy Boulevard. Hillsborough selected Gandy Boulevard from 4th Street to South Dale Mabry Highway and a portion of Big Bend Road from US-41 to I-75. Questions were taken and appropriately answered.

****At this time, the regular LCB was recessed to hold the public workshop for 2020. Following the closing of the public workshop, Vice-Chair Scott continued with the regular LCB agenda.**

9. HEALTHY STREETS PROGRAM

Mr. Ric Hartman, Healthy Streets Program, is spearheading the development of a community-based Healthy Streets Program. When it comes to traffic safety, the most vulnerable road users include pedestrians, bicyclists and transit users. The main goal of the program is a safer transportation system for all roadway users. The program relies on the collection of survey data from selected demographic segments of the population regarding their road use behavior and knowledge of various facets of the transportation system such as traffic laws, road signs and signals. Analysis of this data can lead to improvements in engineering, enforcement, education and encouragement strategies and a safer transportation system. Mr. Hartman offered to speak at any events committee members may be holding. Questions were taken and appropriately answered.

10. OTHER BUSINESS

A. Tri-County Transportation Disadvantaged Project

Updates for the Tri-County Transportation Disadvantaged Project were covered in the Public Hearing.

B. Federal Transit Administration Section 5310 Grant Update

Dave Newell, FDOT, introduced Tracey Noyes as his 5310 replacement to the LCB. Thirty-nine applications for the 5310 grants were received on January 15, 2020 and FDOT will be scoring them by March 1, 2020. Award results should be in by August and FDOT will bring the results to the committee in September.

C. CTC Update

Ross Silvers, PSTA, provided an update to the committee. PSTA was awarded funds for the TD Direct Connect which is a service PSTA offers to help people get to and from bus stops in their community if the bus stop is too far to walk to.

The Annual VA Stand Down for Homeless Veterans event will be held on April 4, 2020 at the Bay Pines Veterans facility. PSTA will provide free transportation.

Mr. Bartolotta commented on the letter written by Forward Pinellas Director, Whit Blanton, in opposition to proposed legislation on the removal of Rapid Flashing Beacons (RFB's) at crosswalks. Staff will continue to update the committee on this legislative item.

Brad Miller, CEO of PSTA, met with the Secretary of Agency for Health Care

Administration (AHCA), in reference to non-emergency medical transportation to get a dialog going about what improvements can be made for those people who are depending on Medicaid for trips and end up paying PSTA and DART, when the trips are supposed to be free.

D. CTD Update

To receive mobility on-demand service transportation, a pilot project, participants must be Dart eligible. The federal grant ends in January. Care Ride has improved their service.

E. Other

Jason Martino requested sending a link to staff for LCB member distribution to encourage participation in the Community Assessment Survey for Older Americans (CASOA).

The Safe Streets Pinellas Summit: Vision Zero Effect will be held on March 31, 2020 at the St. Petersburg College EPI Center from 2:00 pm to 4:00 pm. 13805 58th Street, Clearwater.

11. INFORMATIONAL ITEMS

A. Trip Expenditure Reports

The trip/expenditure reports are in the agenda packet.

B. Complaints and Commendations

There was one complaint, but this was taken care of by Mr. Silvers.

12. PUBLIC COMMENT

There was no public comment

13. ADJOURNMENT

The meeting adjourned at 11:13 a.m. The next LCB meeting is May 19, 2020.

DRAFT
PINELLAS COUNTY LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED PROGRAM

PUBLIC WORKSHOP
FEBRUARY 18, 2020
9:55 A.M.

The Pinellas County Local Coordinating Board for the Transportation Disadvantaged held its Public Workshop on Tuesday, February 18, 2020 at 9:55 a.m. in the Forward Pinellas Conference Room, First Floor, 310 Court Street, Clearwater, Florida.

MEMBERS PRESENT

Brian Scott, Vice Chair	Transportation Provider for Profit Representative
Ivonne Carmona (by phone)	Department of Children and Families
Joseph DiDomenico	Local Agency for Persons with Disabilities (Alt.)
Emily Hughart	Agency for Health Care Administration
Ric Hartman	Over 60
Amanda Honingford	Department of Blind Services
Jason Martino	Florida Department of Elder Affairs
Dave Newell	FDOT
Ross Silvers (ex officio)	PSTA
Loretta Statsick	Citizen Representative
Michael Taylor	Regional Agency for Persons with Disabilities
Jane Walker	Daystar Life Center

MEMBERS ABSENT

Patricia Johnson, Chair	Elected Official
Heath Kirby	Local Medical Community
Zeffery Mims	Pinellas County Veterans Services
Don Shepherd	CareerSource Pinellas

OTHERS PRESENT

Tracy Noyes	FDOT
Mona Allen	Neighborly Care Transportation
Rodney Chatman	Forward Pinellas Staff
Al Bartolotta	Forward Pinellas Staff
Robert Feigel	Forward Pinellas Staff
Maria Kelly	Forward Pinellas Staff

1. CALL TO ORDER

Vice-Chair Scott called the public workshop to order at 9:55 a.m.

2. STAFF PRESENTATION ON THE TRANSPORTATION DISADVANTAGED PROGRAM

Robert Feigel, Forward Pinellas staff, gave a presentation providing an overview of the Transportation Disadvantaged Program, milestones covered in 2019 and a look ahead to 2020. The TD Program was established by Florida Statute and funded by the Transportation Disadvantaged Trust Fund. The TD Program is designed to provide efficient life sustaining trips to persons who are unable to transport themselves or who are unable to purchase transportation due to physical or mental disability, income or age. In Pinellas County, the designated official planning agency is Forward Pinellas. The official planning agency recommends a Community Transportation Coordinator (CTC) and the Forward Pinellas Board also appoints and staffs a Local Coordinating Board (LCB), which identifies local

service needs and provides guidance for the coordination of services, which is a huge role in overseeing the implementation of the program in Pinellas County. The LCB's primary function is to monitor the CTC, which is PSTA. The CTC is the entity responsible for coordinating and delivering the transportation services. The LCB is responsible for making sure the CTC is providing the coordinated services in the best way possible. The CTC contracts with operators to provide the transportation services or may do it themselves. PSTA, as the CTC, determines who is eligible to receive TD service. PSTA also determines trip eligibility and makes sure recipients are placed in the appropriate program, either DART or the TD program.

The LCB is responsible for several main functions, including annually reviewing the TDSP for an update. A major update is done every 5 years. Each year there is an evaluation of the CTC which occurred most recently in November 2019. The LCB also reviews grievance procedures each year, the coordination contracts that PSTA has, holds a public hearing annually as is being done today, approves its Bylaws each year, and evaluates regional transportation opportunities through the Tri-County Transportation Disadvantaged Coordinating Board.

Ross Silvers, PSTA, addressed the committee regarding updated data on PSTA trips. The 10-day bus passes are down 26%, 31-day bus passes are down 4%; wheel chair door to door trips are down 85%; ambulatory door to door trips are down 75%; Park, Arc, Neighborly and Lighthouse are down 35% and the TD Late Shift is down 7%. Mr. Silvers shared that, regarding bus passes, health departments are very strict on persons making appointments and they immediately end the bus pass if the patient does not show up.

Mr. Silvers also announced that PSTA is restructuring his position and he will no longer have the responsibility of DART. He will have more time to focus on outreach for TD and the CTC. Mr. Silvers also talked about the Flamingo Card and now they will be updating the look of the card to include a photo id. TD riders will be able to take advantage of the Flamingo Card by mid-year. Fare capping is another cost saving program where the average rider paying cash who cannot afford the cost of the smart card at the beginning of the month can ride while paying daily and their cost will be capped when their fares add up to the cost of a card at which time they will no longer be charged for the rest of the month.

Mona Allen with Neighborly Care Transportation wanted to provide a perspective as to why trips were down. One of the challenges Neighborly faces with the federal poverty guidelines is the rider providing Neighborly with proof of income as seniors are reluctant to provide private information. Without this information, they have been unable to provide the trips the elderly needed. Jane Walker, Daystar Life Center, suggested working with the seniors to gain access to a computer and download the documents they need.

3. PUBLIC COMMENT

Vice-Chair Scott opened the floor for public comment. With no public comment, he adjourned the Public Workshop at 10:20 am.

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"/> 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 – May 19, 2020

4. Board Actions Concerning the TD Program



SUMMARY

At its March meeting, the Forward Pinellas Board had a moment of silence in remembrance of Pinellas Park Councilwoman Patti Johnson, and she was recognized for her service as the LCB chair and her commitment and dedication to the Transportation Disadvantaged Program. The Board also approved the Florida Department of Transportation's request for Tracy Noyes to be the primary representative and Dave Newell to be the alternate on the LCB.

The April meeting was cancelled due to the COVID-19 pandemic. The Board held its first virtual meeting on May 13 and appointed Commissioner Michael Smith as the new chairman of the LCB.

ATTACHMENT(S): None

ACTION: None required; informational item

5. Grievance Procedures

SUMMARY

The LCB is responsible for reviewing and approving grievance procedures for the TD Program annually. The grievance procedures are included as an appendix in the Transportation Disadvantaged Service Plan (TDSP). The TDSP was last reviewed at the May 2019 LCB meeting. No changes are recommended for the grievance procedures.

In addition, in accordance with the procedures, there is a grievance committee to address any matters that require their attention. The chair of the LCB appoints members to the committee and they are voted upon by the LCB. At a minimum, the grievance committee should include:

- One (1) representative of a sponsoring agency (currently Lisa Freeman);
- One (1) representative of TD customers (currently Laura Statsick);
- Two (2) representatives of the LCB, members-at-large (currently Brian Scott and Jane Walker);
and
- One (1) representative of a provider (currently vacant).

The LCB needs to appoint a new provider representative. The staff recommendation for this position is Cindy Kass-Johnson with Care Ride.

ATTACHMENT(S): Grievance procedures

ACTION: Approve grievance procedures and the appointment of a new provider representative to the Grievance Committee.

FORWARD PINELLAS, as the Pinellas COUNTY
METROPOLITAN PLANNING ORGANIZATION, TRANSPORTATION
DISADVANTAGED
LOCAL COORDINATING BOARD

GRIEVANCE COMMITTEE
POLICIES AND PROCEDURES

Originally Adopted: July 16, 1991
Last Amended: May 21, 2019
May 19, 2020

SECTION 1: CREATION OF A BOARD

There is hereby created and established a **PINELLAS COUNTY TRANSPORTATION DISADVANTAGED GRIEVANCE COMMITTEE**, hereinafter referred to as Grievance Committee, a Subcommittee of the Local Coordinating Board, established pursuant to Chapter 427, Florida Statutes and Rule 41-2, and the Memorandum of Agreement between PSTA and the Transportation Disadvantaged Commission.

SECTION 2: DEFINITIONS

As used in these Policies and Procedures, the following terms shall have the meanings as shown below:

- A. Community Transportation Coordinator (hereinafter referred to as the CTC): Responsible for organizing countywide transportation for the transportation disadvantaged.
- B. Local Coordinating Board (hereinafter referred to as Coordinating Board): Appointed by the Forward Pinellas, provides direction to the CTC.
- C. Sponsoring Agency: Those agencies contracting with the CTC to provide services to their own transportation disadvantaged clients.
- D. Agency Program Manager: The individual responsible for operating the transportation program at a given service agency/company.
- E. TD Transportation Provider (herein referred to as Provider): The entity providing transportation services for the transportation disadvantaged (may or may not be associated with the funding agency).
- F. Transportation Disadvantaged Client (herein referred to as TD Customer): Those individuals who because of physical or mental disability, income status, age, or other reasons are unable to purchase transportation and are therefore dependent upon others to obtain access to health care, sustenance, employment, education, shopping, social activities and other life-sustaining activities.

SECTION 3: OBJECTIVES

The objective of the Grievance Committee is to provide all parties with an impartial body to hear complaints and settle disputes concerning transportation disadvantaged services. The Grievance Committee shall take on the role of mediator.

SECTION 4: MEMBERSHIP

- A. Members of the Grievance Committee shall be appointed by the Chair of the Local Coordinating Board and voted upon by the Local Coordinating Board Members (if possible).
- B. At a minimum, the Grievance Committee should be composed of:
 - One (1) representative of a Sponsoring Agency
 - One (1) representative of TD Customers
 - Two (2) representatives of the Local Coordinating Board, members-at-large
 - One (1) representative of a Provider.
- C. Forward Pinellas, acting as the Designated Planning Agency (DoPA) shall be staff to the Grievance Committee and shall serve as an advisory member.

SECTION 5: TERMS OF MEMBERS

- A. The members of the Grievance Committee shall serve as long as the Chair and members of the Local Coordinating Board deem fit.
- B. The Grievance Committee shall elect a chairperson to oversee meetings and report back to the Local Coordinating Board meetings as necessary.

SECTION 6: GRIEVANCE PROCEDURES

Complaints and/or disputes concerning transportation services may be heard by the Grievance Committee in accordance with the following procedure:

- A. Customers, Sponsoring Agencies, and/or Providers shall contact the Agency or CTC Program Manager in writing in an attempt to resolve complaints.
- B. If this effort is not successful, the complainant(s) should contact Forward Pinellas, who will work with the Agency Program Manager and complainant(s) to find a common ground in which to negotiate a resolution.
- C. If this effort is not successful, the complainant(s) can contact the Commission for the Transportation Disadvantaged TD helpline, (800) 983-2435, for assistance.
- D. As a last resort, an issue should go to the Grievance Committee. When necessary, a Grievance Form can be secured from Forward Pinellas. (Attachment A)
- E. Upon receipt of a properly completed Grievance Form, Forward Pinellas will contact the Chair of the Local Coordinating Board. Grievance Committee members will be appointed,

if needed, and set a meeting date within three (3) weeks of receiving the form.

- F. The complainant(s) and all parties involved shall be contacted once the meeting time, date and location are set.
- G. The Agency Program Manager will publicly post an announcement of the meeting where their TD customers can read it.

SECTION 7: POWERS AND DUTIES OF THE GRIEVANCE COMMITTEE

- A. The Grievance Committee shall have the opportunity to review the filed Grievance Form prior to the meeting date.
- B. Grievance Committee meetings shall be open to all parties involved in complaint and/or dispute concerning transportation disadvantaged services.
- C. The Grievance Committee will make an advisory decision about the grievance before the meeting adjourns.
- D. All parties will have two (2) weeks in which to enact the committee's decision.
- E. It will be the complainant's responsibility to report back to Forward Pinellas within two (2) weeks as to steps taken and resolution achieved.
- F. Minutes shall be kept of each meeting and filed with Forward Pinellas quarterly.

SECTION 8: MODIFICATION OF PROCEDURES

A copy of this procedure will be made available on a general basis to those providers and agencies involved with meeting the needs of the transportation disadvantaged population of Pinellas County.

GRIEVANCE FORM

Return to:
Transportation Disadvantaged Program Local Coordinating Board
C/o Forward Pinellas
310 Court Street
Clearwater, FL 33756

Name of Complainant: _____ Date of Birth: _____
Address: _____
Telephone: _____
Date and time of incident: _____

I. Attach description of incident & steps taken to resolve complaint:

Complainant's Signature: _____ Date: _____

II. Attach comments by Agency Program Manager:

Signature: _____

III. Attach comments by CTC if not same as Agency Program Manager:

Signature: _____

THIS SECTION TO BE COMPLETED BY MPO ONLY

I. Date report received by Forward Pinellas: _____

II. Action requested of Grievance Committee:

III. Time, date and location of Grievance Committee meeting:

IV. Action taken by Grievance Committee:

V. Complainant's Report to CTC (within 2 weeks):

6. Rate Model

SUMMARY

The Commission for the Transportation Disadvantaged (CTD) requires that the Community Transportation Coordinator (CTC) use a Rate Model to calculate the fully allocated rates at which the CTD will reimburse the CTC. The Rate Model is updated annually to adjust for changes such as capital equipment costs, subsidies and fuel expenses.

The rate model is developed by the CTD and utilized by CTCs throughout the state. The CTC submits the rate model worksheet to the CTD for approval. The approved rate model is then included in the Transportation Disadvantaged Service Plan as an appendix.

PSTA staff will review the Rate Model worksheet and resulting rates with the LCB for its approval.

ATTACHMENT(S): Rate Model (forthcoming by email)

ACTION: Approve rate model and resulting rates

Preliminary Information Worksheet

Version 1.4

CTC Name: Pinellas Suncoast Transit Authority (PSTA)
County (Service Area): Pinellas County
Contact Person: Ross Silvers
Phone # 727 540-1844

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)

County: Pinellas County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2018 to June 30th of 2019	Current Year's APPROVED Budget, as amended from July 1st of 2019 to June 30th of 2020	Upcoming Year's PROPOSED Budget from July 1st of 2020 to June 30th of 2021	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 2,055	\$ 1,770	\$ 1,815	-13.9%	2.5%	Farebox includes TD Dorr-to-Door fares (continued previous years' effort to ensure people who are ADA eligible took paratransit instead of TD door to door. This is expected to stabilize in 2020-21. Bus Pass Program Revenue is all invoiced TD pass co-pays (projected based upon data through March 2020. A drop in late 2020 is expected because PSTA suspended all fares due to COVID-19). In-kind contributed services is from PSTA's Ad Valorem Property Tax Revenues used to pay the salary and fringe benefits of PSTA staff working on the TD program, with salary and fringe increases
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services	\$ 43,182	\$ 44,693	\$ 44,000	3.5%	-1.6%	
Other	\$ 88,752	\$ 78,367	\$ 85,717	-11.7%	9.4%	
Bus Pass Program Revenue	\$ 728,432	\$ 511,784	\$ 617,825	-29.7%	20.7%	

Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ -	\$ -	\$ -			
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 798,770	\$ 705,305	\$ 771,458	-11.7%	9.4%	Trip and Equipment Grant increased each year. (T&E allocation - all actual except BP's = BP) door to door trips were reduced dramatically due to a requirement that NCN and PARC had to have low income status of clients; LCB changed the policy in 2019 to allow elderly and disabled to be eligible as TD for group trips. Trip numbers should increase in FY21. Overall T/E funding
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue	\$ 2,653,537	\$ 2,963,473	\$ 2,889,970	11.7%	-2.5%	

USDOT & FDOT

49 USC 5307						Mobility Management (80-10-10). 2018-2019 or 2019-2020 grants not awarded yet so this is just an estimate. PSTA \$72,000 from FTA and FDOT 5310. local match of \$8000 is in other local non-govt
49 USC 5310	\$ 80,000	\$ 80,325	\$ 80,325	0.4%	0.0%	
49 USC 5311 (Operating)						
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)
County: Pinellas County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2018 to June 30th of 2019	Current Year's APPROVED Budget, as amended from July 1st of 2019 to June 30th of 2020	Upcoming Year's PROPOSED Budget from July 1st of 2020 to June 30th of 2021	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$4,394,728	\$4,385,717	\$4,491,110	-0.2%	2.4%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 52,800	\$ 53,015	\$ 53,015	0.4%	0.0%	Labor is the labor associated with 5310 that were used for mobility management;
Fringe Benefits	\$ 27,200	\$ 27,310	\$ 27,310	0.4%	0.0%	
Services						
Materials and Supplies						
Utilities						
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses	\$ 3,381,969	\$ 3,475,257	\$ 3,507,795	2.8%	0.9%	
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 889,577	\$ 785,442	\$ 858,990	-11.7%	9.4%	
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ 43,182	\$ 44,693	\$ 44,000	3.5%	-1.6%	
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$4,394,728	\$4,385,717	\$4,491,110	-0.2%	2.4%	

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Comprehensive Budget Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)
 County: Pinellas County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

1	2	3	4	5	6	7
	Prior Year's ACTUALS from July 1st of 2018 to June 30th of 2019	Current Year's APPROVED Budget, as amended from July 1st of 2019 to June 30th of 2020	Upcoming Year's PROPOSED Budget from July 1st of 2020 to June 30th of 2021	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

Budgeted Rate Base Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)

County: Pinellas County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	from July 1st of 2020 to June 30th of 2021			
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	1,815
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	44,000
Other	\$	85,717
Bus Pass Program Revenue	\$	617,825

\$	1,815	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	44,000
\$	85,717	\$	-
\$	-	\$	617,825

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	-
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

BLUE cells
Should be funds generated by rates in this spreadsheet

CTD

Non-Spons. Trip Program	\$	771,458
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	2,889,970

\$	771,458	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	2,889,970

local match req.

\$	85,718
\$	-
\$	-

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	80,325
49 USC 5311 (Operating)	\$	-
49 USC 5311(Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	80,325
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	8,925
\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

Worksheet for Multiple Service Rates

CTC: Pinellas Suncoast Version 1.4
 County: Pinellas County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	Go to Section II for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Answer # 2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Complete Cells Below
			\$ 498,791
			328,461
			46,923

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
			\$ 1.52
			\$ 10.63
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to # 4 below for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
			\$ 1.52
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	STOP! Do NOT Complete Sections III - V for Group Service

Worksheet for Multiple Service Rates

CTC: Pinellas Suncoast Version 1.4
 County: Pinellas County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip # 2 - 4 and Go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
 per passenger mile?.....
3. If you answered Yes to # 1 and completed # 2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total
 number of Group Service Passenger Miles? (otherwise leave blank).....
Do NOT Complete Section IV
 And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2020 - 2021			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	120,799 =	119,413	1,386	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$2.96	\$5.07	\$0.00	\$1.52 \$1.52
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	17,257 =	17,059	198	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$20.70	\$35.49	\$0.00	\$10.63 \$10.63
				per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.96	\$5.07	\$0.00	See Sect. II #VALUE!
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$8.07	\$13.84	\$0.00	\$4.15 \$4.15
				per passenger	per group
Rate per Passenger Trip =		\$56.52	\$96.89	\$0.00	\$29.02 \$29.02
				per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

7. Transportation Disadvantaged Service Plan Annual Update

SUMMARY

The Transportation Disadvantaged Service Plan (TDSP) is the state required planning and operational guide for the TD Program. It provides a needs assessment of program services, socioeconomic data on the TD community; goals and strategies; quality assurance standards, service rates and operational information. The TDSP is updated annually to reflect changes in operations, policies, rates and/or information relating to the administration of the program. Major updates involving a comprehensive review of the TDSP and an assessment of unmet needs based on socioeconomic and population data are conducted every five years. The current TDSP (2019) is available on the Forward Pinellas website at <http://forwardpinellas.org/document-portal/>.

Proposed amendments associated with this TDSP update include the following:

- Updated list of operators and coordination contractors
- Updated language regarding the TD Late Shift program
- Updated references to consistency with the Long Range Transportation Plan
- Updated language regarding the Tri-County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee
- Grammar and formatting corrections

ATTACHMENT(S): [Online link to the TDSP](#) (2020 Draft) with recommended changes

ACTION: Approve the annual update of the TDSP

SUMMARY

The Tri-County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee's goal was to ensure transportation services are provided to the disadvantaged populations of the Tampa Bay area in the most cost-effective manner possible. Over the years, the subcommittee discussed priorities, funding opportunities and identified regional needs (summary of subcommittee efforts attached). The success of the recently completed the Advantage Ride pilot project demonstrates the need to explore more mobility options and the demand for such services.

While the Subcommittee has been successful in bringing attention to the issue of providing cross-county TD trips in the region, its ability to effect change has been hampered various funding parameters for the program. Funding for the program is shared by recipients who serve their clients individual needs and do not have the capacity to do cross-county trips as an additional service. The subcommittee does not have the ability to set regional priorities for other state or federal funding.

The Tampa Bay Transportation Management Area (TMA) Leadership Group represents the MPOs of Pinellas, Pasco and Hillsborough counties and focuses on major cross-county transportation markets and traffic movement. The Group serves to help the Tampa Bay metropolitan area speak with one voice in discussions of regional transportation prioritization issues and financial resources. Because this group includes the development of regional consensus priorities for the TMA for the allocation of state and federal funding, it is well situated to secure funding for tri-county area TD or paratransit mobility needs.

Given its inability to set priorities or secure state or federal funding for tri-county needs, the need to continue regular meetings no longer exists.

STAFF RECOMMENDATION: Forward Pinellas Staff recommends that the Tri County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee meet only once per year to provide a recommended list of Transportation Disadvantaged prioritized regional mobility needs to the TMA.

ATTACHMENT(S): Tri-County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee Summary, 2012 to 2020

ACTION: As deemed appropriate by the LCB following discussion

TRI COUNTY JOINT TRANSPORTATION Disadvantaged Local Coordinating Board Subcommittee

SUMMARY 2012 TO 2020

BACKGROUND

A Tri County Partnership between Hillsborough, Pinellas and Pasco Counties Transportation Disadvantaged Coordinating Boards (TDCB) has been in place since the creation of the Hillsborough, Pinellas and Pasco Tri County Access Plan in 2006 and updated in 2009.

The Hillsborough TDCB has been working with the Pinellas MPO, the designated recipient of the *Job Access and Reverse Commute* (5316) and *New Freedom* (5317) programs, to ensure that these funds supported regional access, the focus of Tri County Access Plan.

Key Terms:

- *49 USC 5316: Job Access and Reverse Commute (Program provides grants for competitively selected projects to improve access to transportation services to employment, job training and support activities for welfare recipients and eligible low-income individuals.*
- *49 USC 5317: The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society*

In June 2012 members of the Hillsborough, Pasco and Pinellas Coordinating Boards convened a meeting to discuss the existing limitations of Tri County travel for the Transportation Disadvantaged (TD) population. Consensus from that meeting directed staffs of the Metropolitan Planning Organizations (MPO), the Florida Department of Transportation (FDOT) and the Community Transportation Coordinators (CTC) as well as representatives from the 3 TDCBs to work together and develop strategies to address the needs of the Transportation Disadvantaged (TD). The following is a summary of Tasks, Findings and Actions by year of what came to be called the Tri County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee.

Excerpt from Invitation Letter: Joint coordination of transportation services across county lines has been an interest of our constituents as evidenced by the priorities of the Tri County Access Plan. To our knowledge, the Boards of these counties have never met



together. We believe that a joint meeting can further our common interests in coordinated services and allow for a sharing of ideas on best use of Job Access Reverse Commute and New Freedom Program grant funds.

Year 1: 2012 Summary:

The 3 Boards were briefed and updated on the following status of Tri County efforts:

Tri-County Partnership since 2006:

- Tri-County Access Plan (TCAP) created 2006 with the purpose to
 - Define unmet needs
 - Establish broad project areas to address those needs
 - Provide RIDES-RIDES-RIDES
 - TCAP Updated in 2009 :
 - Re-evaluated needs
 - Developed a strategies-based approach to address needs
 - Used New Freedom and JARC to implement

With the concurrence of the three (3) Transportation Disadvantaged Local Coordinating Boards, the Pinellas MPO undertook the update of the 2009 Tri County Access Plan.

Year 2: 2013 Summary:

The Tri County Access Plan update included the following:

An update to the MAP-21 Funding Program changes noted that:

- * No new funding for the JARC and New Freedom programs
- * JARC activities are now eligible under the Urbanized Area Formula Program (Section 5307) & Rural Area Formula Program (Section 5311)
- * New Freedom activities are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310)

Completed public outreach:

Public workshop in each county

- * November 5, 2013 - Pasco
- * November 6, 2013 - Hillsborough
- * November 7, 2013 - Pinellas
- * Web access survey until December 20, 2013



Public Input Summary – Pasco

- * Local connectivity needed more than regional connectivity
- * Greatest need for seniors and persons with a disability is transportation options for quality of life/social activities
- * Service improvements
- * Coverage to new areas

Public Input Summary – Hillsborough

- * Need regional para transit access regardless of funding source
- * More local service to areas currently without service
- * Additional infrastructure (sidewalks, bus shelters)
- * More flex routes

Public Input Summary – Pinellas

- * Regional connectivity needed more than local service
- * Greatest need for seniors is transportation options for medical
- * Greatest need for persons with a disability is transportation options for travel assistance
- * Connections to/from Hillsborough to Pinellas
- * Extend evening service hours
- * Regional paratransit service

The Draft *Tri-County Area Regional Mobility Needs* identified that the Combined Top Needs for the Tri County area are:

- * Transportation options for quality of life and social activities.
- * More regional transit.
- * More focus on expanding fixed route transit services- area coverage and hours of operation.
- * Focus investment on rail and bus transit.
- * Connect to Hillsborough

Year 3: 2014 Summary

Tri-County Area Regional Mobility Needs Plan is adopted by three (3) Transportation Disadvantaged Local Coordinating Boards.

The Tri County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee affirmed the groups mission, goal and objectives:

Mission

Meet the mobility needs of the transportation disadvantaged in the tri-county area.



Goal

Ensure transportation services are provided to the disadvantaged populations of the Tampa Bay area in the most cost effective manner possible.

Objectives

- Provide solutions for regional transportation needs, as identified in the Tri-County Area Regional Needs Assessment.
- Evaluate and address the regional priorities of the transportation disadvantaged in Hillsborough, Pasco and Pinellas counties.
- Continually assess and update tri-county regional needs.
- Promote regional transportation initiatives serving the transportation disadvantaged. This includes efforts associated with identifying and pursuing funding opportunities.
- Share information associated with the development and implementation of the individual transportation disadvantaged service plans, annual operating reports and related issues. Emphasis shall be placed on identifying “best practices.”
- Educate elected officials and other community leaders on the challenges and needs of the transportation disadvantaged in the Tri-County area.

Other activities of the committee included

- Issues and concerns including the importance of providing rides, negative connotations associated with the word “disadvantaged,” focusing on people and the need to change the culture and effect a paradigm shift in the way disadvantaged citizens are treated.
- Identifying other regional transportation groups that might be helpful to follow are the Tampa Bay Transportation Management Area Leadership Group (composed of MPO members from the tri-county area) and the TBARTA’s Transit Management Committee.
- Overviews of the Hillsborough County CTC’s organization and the work that they do.
- Discussion of the changes that have been occurring to Medicaid programs and how that relates to transportation. Detailed information is available on AHCA’s website.

Year 4: 2015 Summary:

In this year, the subcommittee conducted a Strengths, Weaknesses, Opportunity and Threats (SWOT) analysis examining common themes and comments threaded through the work that had been done to date, including coordination/communication, safety, quality of life and service improvements/needs, safety and infrastructure. Arriving at consensus, the group agreed:



- Tie the action back to a need that a specific operator could fulfill.
- Find a sponsor who could match opportunities for funding with operators and help with the grant application and management, with a Regional benefit approach
- Pinellas Homeless Leadership Board is an example of regional coordination, work together, write the grant together and share the funding
- What can we do regionally to bring more dollars to the program? Figure out if the DOPA is the coordinator, who is the best resources (LCB?) who can revise and advise. Provide training for the small groups
- Elected officials on the Boards are valuable for sharing the needs of the TD community with other elected officials.
- Each local coordinating board give real time report to the MPO board and TMA board as well
- Transportation Management Area board was discussed
- The time is now for a Regional LCB with a message for including all community members, reminded of the needs of the TD

Through facilitation, the subcommittee ranked the priorities of the

- Regional paratransit services
- Infrastructure and technology improvements
- Educate elected officials and other community leaders on the challenges and needs of the transportation disadvantaged in the Tri-County area.
- Incorporate regional transportation needs into the FTA Section 5310 application criteria and evaluations.
- Identify and pursue funding opportunities, including reaching out to community organizations locally, statewide and nationally.
- Let's implement a Regional Bus Pass at a reasonable cost

Also in 2015, the subcommittee conducted discussion of:

- TBARTA 's Master Plan and how it addresses the transportation disadvantaged. The presentation included information on their vanpool program, carpool matching, One Call One Click efforts and myRide. myRide is run through the crisis center and includes transportation information that TBARTA is looking into expanding. TBARTA agreed to regularly attend the subcommittee meetings.
- Hillsborough Area Regional Transit (HART) gave a presentation on the regional fare box efforts. The efforts include the transit agencies from Hillsborough, Pasco, Pinellas, Polk, Manatee, Citrus, and Hernando counties.



The regional fare box efforts will allow migration from paper cards to reloadable, account-based cards, smartphone use and barcode cards (like gift cards).

- **Issue:** There was a question of how crossing county lines will work, in respect to counties that currently have free or reduced fares, but neighboring counties do not have the same structure. The regional fare box relates to the subcommittee's priority of implementing a regional bus pass.
- The Florida Department of Transportation's (FDOT's) consultants on the 5310 program provided an update on the new requirements and process that FDOT has implemented, including maintenance checks and preventative maintenance work.
- The subcommittee continued its discussion of priorities. Based on the discussion, a status update will be provided at each meeting and the priorities will be revisited each year.
- One of the priorities is the education of elected officials and community leaders. Using the Transportation Disadvantaged Legislative Awareness Day (TD Day) on Thursday, January 21, 2016 as a kick off, a common information flyer was developed that individuals from all three counties can bring with them to TD Day.

Year 5: 2016 Summary:

The committee explored the opportunity for the 5310 process to fund regional trips, exploring alternate funding sources:

- Working with FDOT staff, the statewide 5310 Process which includes Title VI assurances, vehicle preventative maintenance and annual timelines for recipients and potential applicants was reviewed.
- FDOT consultants demonstrated a new GIS mapping tool being developed that spatially locates 5310 recipients. Data is also being collected on providers who provide cross county trips.
- Focusing on the Federal Transit Administration's (FTA) Rides to Wellness (R2W) Demonstration and Innovative Coordinated Access and Mobility Grants, the FTA R2W grant information including application deadline of May 31, 2016. It was noted that the Pinellas Suncoast Transit Authority (PSTA) was planning on applying for the grant.



- The subcommittee discussed connecting transportation to health and human services exploring the creation of a coalition. The discussion included
 - Quality of Life has vehicles
 - The Tampa Bay Network to End Hunger has a partnership with Humana, part of Bold Moves 2020
 - The need for a tri-county hub and for a paratransit tri-county hub or way to deliver paratransit trips across county lines
 - Regional centers – VA hospitals, Moffitt
 - TBARTA’s Once Call Once Click Center abilities and potential to assist with a regional project
 - The grant is for a small amount, so begin with something small that is scalable
 - Whether the R2W grant would be available beyond 2016
- The group reached consensus that PSTA explore the ideas further and explore linking the three counties to support health and human service needs. They will provide an update at the Pinellas LCB meeting and send out information regarding letters of support.
- PSTA’s pilot program, Direct Connect a technology software initiative that will help coordinate trips. The Pilot Expansion would provide more opportunities for education, seven more location, and up the availability of more trips.
- Explored Mobility Management the TNC models each of which are opening doors to new opportunities.
- CTD’s Mobility Enhancement Grants and Jacksonville’s Rides to Wellness grant.

Year 6: 2017 Summary:

In this year, the Committee assessed the effectiveness of outreach to the Commission for the Transportation Disadvantaged (CTD) and Florida Legislature through the TD day events in Tallahassee including: The CTD’s review and proposed update of Trip & Equipment formula and Senate Bill 1086 and House Bill 881 in the Florida legislature and update on their status.

Also in 2017:

The TDLCB subcommittee explored the possibility of using Route Match, a software platform for public transit fixed route and demand response operations. The subcommittee suggested that, as all three counties CTCs use Route Match, they will be able to work together to set up a system to provide regional trips as well as collectively work on finding different funding sources.



Mr. Tim Flanagan of Route Match was invited to attend and provide an overview of how the company has developed different programs around the country and how they can provide assistance in the Tri-County area. Mr. Flanagan gave details about how the company can coordinate fleets and hubs between the three CTC counties. Riders will be able to call in to the central hub with pick-up and drop-off details, which will allow for coordination among the three CTC agencies. Mr. Flanagan suggested that different hubs be set up to maximize the capacities of the CTC agencies.

Mr. Flanagan provided an estimate of the platform development fees, which may cost approximately \$200,000 per site. The TDLCB subcommittee mentioned that it would look into a \$750,000 grant in order to fund this service.

Subcommittee members discussed the goal and purpose of the group is for the 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 Flanagan 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.

OUTCOME: In December 2017 the 3 CTC's gathered to discuss their capacity to apply for funding from the 5310 grant process. The CTC's were unable to commit the time and resources necessary to make the application process.

Year 7: 2018 Summary:

Regrouping, the Committee reaffirmed their purpose to: *Provide regional trips across Hillsborough, Pasco and Pinellas counties serving individuals who are transportation disadvantaged.*

The subcommittee then agreed to focus efforts on creating a regional pilot project that would provide medical and life sustaining trips.

Exploring the opportunities available, the Committee determined the following:

1. The Tri-County Regional Mobility Needs Plan serves as the Coordinated Public Transit Human Services Transportation Plan and is instrumental in determining if a project is eligible to receive Federal Transit Administration Section (FTA) 5310 funding.
2. A desired outcome for providing regional trips would be a 5310-eligible agency (or multiple agencies) providing regional trips in partnership with a medical or life sustaining services provider
3. Guidelines for a pilot project should include:
 - Individuals must qualify for the TD Program in their home county
 - Agency must have a CTC agreement
 - Propose funding needed for operations and capital
 - Applicant agency must be 5310-eligible
 - Must include a partnership with at least one provider (medical or life sustaining services) that would be the trip destination (if applicable)
 - Estimated duration is 2 years with an option for a 3rd year



- Ideally, the project should be scalable
 - Work with FDOT on how to implement project
4. The Committee asked that all three (3) Transportation Disadvantaged Coordinating Boards review the outlined scope and support moving forward with the development of a Request of Intent to move forward.
 5. The Hillsborough, Pinellas and Pasco county Transportation Disadvantaged Coordinating Boards supported the subcommittee proposals and a request for a Letter of Intent was issued in the Fall of 2018.
 6. A special meeting with MPO staffs, CTCs and coordination Contractors was held to encourage participation in the Letter of Intent process.

CONCLUSION: While two (2) applicants did submit preliminary letters of intents to provide regional trips, the applications were never submitted, and this project was never realized.

Year 8: 2019 Summary:

The subcommittee reconvened with a roundtable discussion to *explore with Tampa Bay Area Regional Transit Agency (TBARTA), Community Transportation Coordinators (CTCs) and Transit agencies the feasibility of cross county trips for the Transportation Disadvantaged.*

Participants: David Green and Chris DeAnnuntis – TBARTA; Ross Silvers – Pinellas Suncoast Transit Authority (CTC), Scott Clark and Karen Smith – Sunshine Line (Hillsborough CTC), Kurt Scheible – Pasco County Public Transportation (Pasco CTC), Greg Brackin – Hillsborough Area Regional Transit, David Newell – Florida Department of Transportation.

Following the roundtable, an agenda item for TBARTA's September 27, 2019 prepared.

- On September 27, 2019, Ms. Sarah Caper, representing the 3 MPO staffs made a presentation to the TBARTA Board. The Board, lacking a quorum referred the Tri County access program to their staff.
- FDOT staff offered to work with the 3 CTCs to provide funding for cross county trips if the CTCs are willing and able to provide such trips.



Year 9: 2020 Summary:

Update: Hillsborough County CTC is providing limited cross county medical trips if that trip is cost effective

REFLECTIONS:

1. Cross county trips are *an interest of our constituents as evidenced by the priorities of the Tri County Access Plan and the Tri-County Area Regional Mobility Needs Plan.*
2. The funding initially IDENTIFIED to implement the needs of the Tri County Plans were:
 - 49 U.S.C. 5317- The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities
 - 49 U.S.C. 5316: JARC relating to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment, and for public transportation projects designed to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities.
3. These programs were rescinded and replaced by:
 - **49 U.S.C. 5310:** *New Freedom program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This funding is shared by recipients who serve their clients individual needs and do not have the capacity to do cross county trips as an additional service*
4. The Commission for Transportation Disadvantaged recently completed The Advantage Ride pilot from January 29, 2019 and October 31, 2010 and served approximately 483 individuals and provided over 20,000 trips in Hillsborough, Pinellas and Manatee County. The Pilot allowed cross county trips and reports that 753 trips were made from Pinellas to Hillsborough and 814 trips from Hillsborough to Pinellas (7%).



5. **The Tampa Bay Transportation Management Area Leadership Group (TMA) is a group whose** role includes developing regional consensus priorities for the TMA, especially in the allocation of federal & state funds. The Leadership comprises three members of each MPO board as voting members, and non-voting advisors from FDOT and TBARTA. Recommendations are by consensus.

6. The group focuses on major cross-county transportation markets and traffic movements, and on helping the Tampa Bay metropolitan area speak with one voice in discussions of regional transportation prioritization issues and financial resources. This group brings cross county interests together and this should be a next step for the Tri County subcommittee to discuss the Tri-County Area Regional Mobility Needs similar to the other modes of transportation the TMA advocates for.

RECOMMENDATION:

Provide a list of Transportation Disadvantaged prioritized regional mobility needs to the TMA annually and dissolve the Tri County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee.



9. Transportation-Related Impacts of COVID-19 on the TD Community

SUMMARY

A. PSTA Update on Transit Operations Amid COVID-19

PSTA staff will provide an update on ways in which COVID-19 has changed PSTA's transit operations and the impact it has upon the TD population.

B. Roundtable Discussion on Unmet Needs of the TD Community Related to COVID-19

At this time, Forward Pinellas staff invites LCB members to share any information they are aware of regarding unmet transportation-related needs in the TD community related to COVID-19. LCB members are also encouraged to share information related to this topic via e-mail either before or after the meeting with Robert Feigel at rfeigel@forwardpinellas.org. The reason Forward Pinellas staff would like to identify unmet needs is to help match unmet needs with potential funding sources that may be available. One example of how the needs of the transportation disadvantaged are being met is the retrofitting of vans described in the attached news article. If, for example, FDOT were able to find funding for the retrofitting of other vans of providers contracted with PSTA, then we can do a better job of responding to unmet needs of the TD community.

ATTACHMENT(S): PSTA's New Essential Workers Program

News Article on Retrofitted Vans for COVID-19 Positive Homeless Individuals

ACTION: None



April 27th, 2020

FOR IMMEDIATE RELEASE

PSTA Introduces New Essential Workers Program

St. Petersburg, Fla – Due to the growing impact of the coronavirus pandemic, The Pinellas Suncoast Transit Authority (PSTA) has created a new program to get essential workers to their place of employment. The program is for essential businesses whose employees rely on the bus, but because of either expanded hours of business or less service hours on PSTA bus service, the employees are no longer able to get to and from work by riding the bus. PSTA will work to get these employees for curbside rides to and from work on either Uber, United Taxi, or Care ride.

“We have all been impacted in some shape or form due to this pandemic, but there are essential workers who still need to get to work who rely on us to get them there,” said Brad Miller, Chief Executive Officer of PSTA. “This program will help those workers still get to their jobs so they can continue making the critical items needed to fight this virus.”

PSTA is currently working with businesses who are making tamper seals for flu tests and manufacturing ventilator masks. PSTA is encouraging all interested businesses or employees to contact PSTA by emailing engage@psta.net.

MEDIA CONTACT:

Stephanie Rank, PSTA Public Relations Coordinator

O: (727) 540-1853 | C: (727) 249-6542 Srank@psta.net

PSTA: The Pinellas Suncoast Transit Authority is the public transit provider for Pinellas County, providing more than 12.1 million rides per year. PSTA operates 40 bus and trolley routes with a fleet of 210 vehicles. More information is available at www.psta.net.

Coronavirus pandemic inspires the Tampa Bay Resiliency Fund

Four organizations collaborate to start a fund to help vulnerable residents and the agencies that assist them.



Money from the new Tampa Bay Resiliency Fund was used to retrofit this Directions for Living van to transport the nonprofit's clients. [Directions for Living, Clearwater]

By **Waveney Ann Moore**

Published Apr. 18

ST. PETERSBURG — Galvanized by needs made more conspicuous and urgent by the coronavirus pandemic, four nonprofits have collaborated to establish a fund to help those affected by racial and socioeconomic disparities in the Tampa Bay area.

The new fund, which will provide such assistance as emergency food, housing, access to telemedicine and food delivery to seniors, is designed to evolve beyond the current pandemic to address future disasters such as hurricanes and even another public health crisis.

The goal, said Duggan Cooley, CEO of the Pinellas Community Foundation, is “to help fill critical gaps that are unaddressed by federal, state and local government” and shore up organizations in DeSoto, Citrus, Hernando, Hillsborough, Manatee, Pasco, Pinellas and Sarasota counties that help those in need. In late March, the Pinellas Community Foundation joined with Allegany Franciscan Ministries, Foundation for a Healthy St. Petersburg and United Way Suncoast to create what they’re calling the Tampa Bay Resiliency Fund.

It was launched with a start-up sum of \$1 million. An early award of \$43,500 was made to Pinellas County, which distributed the money to nonprofits that serve the homeless. The funds were used to retrofit vehicles that take clients to hospitals and coronavirus testing sites and also to provide safe lodging and 14 days of meals for quarantined patients after their discharge from hospitals.

“We recognized this early in the pandemic in terms of what some of the emerging needs might be, specifically around the most vulnerable population,” Daisy Rodriguez, Pinellas County’s

director of Human Services, said. “First and foremost was maintaining safety for the providers and the clients, should the need arise to transport someone from one of the shelters to the hospital.”

Nine vehicles were retrofitted with custom-made, airtight shields installed between the driver and client. Nonprofits receiving the funds, among them Pinellas Hope, St. Vincent de Paul and the Salvation Army, were “extremely grateful,” Rodriguez said.

Money from the new Tampa Bay Resiliency Fund was used to retrofit this Directions for Living van to serve the agency's clients. [Directions for Living, Clearwater]

Applications for the fund, which is being managed by the Pinellas Community Foundation, were opened last week. Fundraising is ongoing, with larger gifts coming from foundations and corporations, though donations are also being made by individuals, Cooley said.

Jessica Muroff, CEO of United Way Suncoast, called the partnership of diverse organizations “a wonderful collaboration.” Jessica Muroff, CEO of United Way Suncoast [Jessica Muroff, CEO of United Way Suncoast] “And I think the powerful thing is, we’re leveraging our collective resources to make an impact in our community,” she said.

“With this fund, in particular, it’s really focusing on the most vulnerable by race and by socioeconomic status to make sure these families, these individuals, are served. Because, if you look at the job losses — the employment impact of this crisis — it is going to have a huge impact. It is critically important that we mobilize quickly. These families and individuals, many of them are living paycheck to paycheck.”

The nonprofits that provide help also have been negatively affected by the pandemic, Muroff said, adding that they’ve had to cancel fundraisers and many have not been able “to convene in person to provide critical intervention services in the community.”

Cheri Wright-Jones, regional vice president for Allegany Franciscan Ministries, noted that the Resiliency Fund will provide “a mechanism for nonprofits to stay afloat operationally and to continue to assist the community” at this time.

“People, especially in historically vulnerable communities, need support for physical and mental health, basic needs and housing,” she noted in an email. “Health and social service nonprofits have been inundated with requests to support families during this time, when these organizations and their staff — like many small businesses, are also struggling. Local nonprofits are working harder and for longer days than ever, even when they have not been funded to do so.”

In one of its first awards, the Resiliency Fund gave \$150,000 to the Pinellas Education Foundation for its Digital Equity project to help provide access to high-speed internet for families with students. The funding became vital when classes went online in response to the health crisis.

“We have purchased broadband devices, a little box that runs off cellular service that gives access to the internet,” said Stacy Baier, CEO of the Pinellas Education Foundation. “We have about 800 now that we started disbursing last week. We are looking to put in another order to get it to about 1,000 units and service.”

"The \$150,000 from the Tampa Bay Resiliency Fund is a huge step in us bringing digital equity across the district," Baier said.

The Foundation for a Healthy St. Petersburg, one of the fund's partners, has been supporting the program for two years. Randall H. Russell, president and CEO of the foundation — which describes itself as working with Pinellas County communities "to eradicate inequality, achieve racial equity to advance health equity, and improve population health" — addressed recent reports showing that black Americans are dying in disproportionate numbers from the coronavirus.

The report came as no surprise, Russell said. "We certainly saw this coming. We knew the vulnerability based on discrimination," he said, adding that the new fund will bring discriminatory practices into light in a way that is "focused on resolution ... we hope."

The creators of the fund have worked together before, notably after Hurricane Irma, Cooley said. This time, their collaboration is more formal. "It's clear what our roles and responsibilities are and the ultimate goals," he said. "For the future, when we need those funds, we don't have to reinvent the wheel."

To donate to the Resiliency Fund, go to: <https://pinellascf.org/tbrf/>

Source: <https://www.tampabay.com/news/pinellas/2020/04/18/coronavirus-pandemic-inspires-the-tampa-bay-resiliency-fund/>

10. Other Business

SUMMARY

A. Federal Transit Administration Section 5310 Grant Update

The Florida Department of Transportation (FDOT) administers the Section 5310 Grant and will provide a brief update on the local funding application process.

B. Community Transportation Coordinator (CTC) Update

PSTA staff will provide an update on recent activities.

C. Commission for the Transportation Disadvantaged (CTD) Update

An update on the CTD will be provided.

D. Other

ATTACHMENT(S): None

11. Informational Items

SUMMARY

A. Trip/Expenditure Reports

The trip/expenditure reports are attached.

B. Complaints and Commendations

On March 4, 2020 one complaint was received by the Commission for the Transportation Disadvantaged regarding Share Ride for DART service. The passenger originally had a 3:30 pm pick-up time scheduled and called an hour early because he was ready early. The contractor apologized for being late. The passenger claimed that it took two hours to get home, but the GPS records indicate that the passenger was in the vehicle for 45 minutes. The contractor documented coaching with the driver, including coaching about the volume of the radio and use of a cell phone being prohibited by FS s. 14-90 while operating a vehicle.

No commendations were received.

ATTACHMENT(S): Trip/Expenditure Reports
Complaint E-mail

TD REIMBURSEMENT REQUESTS 2019/2020

	NCN	PARC	ARC-TB	LIGHTHOUSE	BROKERED*	TOTAL AMT SPENT	AMT INVOICED CTD	MONTHLY DIFFERENCE	CUMULATIVE BALANCE
START	\$332,045.00	\$145,295.00	\$145,395.00	\$5,155.00	\$1,755,538.08	\$2,383,428.08			
JULY	\$13,467.44	\$28,889.66	\$13,083.33	\$329.60	\$328,484.60	\$384,254.63	\$274,124.00	-\$110,130.63	-\$110,130.63
BALANCE	\$318,577.56	\$116,405.34	\$132,311.67	\$4,825.40	\$1,427,053.48	\$1,999,173.45			
AUGUST	\$16,235.03	\$16,488.43	\$11,835.00	\$329.60	\$341,805.41	\$386,693.47	\$273,828.00	-\$112,865.47	-\$222,996.10
BALANCE	\$302,342.53	\$99,916.91	\$120,476.67	\$4,495.80	\$1,085,248.07	\$1,612,479.98			
SEPTEMBER	\$17,711.62	\$16,695.47	\$11,835.00	\$329.60	\$335,944.07	\$382,515.76	\$273,828.00	-\$108,687.76	-\$331,683.86
BALANCE	\$284,630.91	\$83,221.44	\$108,641.67	\$4,166.20	\$749,304.00	\$1,229,964.22			
OCTOBER	\$35,745.88	\$17,916.43	\$11,835.00	\$494.40	\$344,024.05	\$410,015.76	\$273,828.00	-\$136,187.76	-\$467,871.62
BALANCE	\$248,885.03	\$65,305.01	\$96,806.67	\$3,671.80	\$405,279.95	\$819,948.46			
NOVEMBER	\$41,625.05	\$19,512.19	\$11,835.00	\$82.40	\$329,380.46	\$402,435.10	\$273,828.00	-\$128,607.10	-\$596,478.72
BALANCE	\$207,259.98	\$45,792.82	\$84,971.67	\$3,589.40	\$75,899.49	\$417,513.36			
DECEMBER	\$42,868.49	\$18,839.68	\$11,835.00	\$0.00	\$329,177.88	\$402,721.05	\$273,828.00	-\$128,893.05	-\$725,371.77
BALANCE	\$164,391.49	\$26,953.14	\$73,136.67	\$3,589.40	-\$253,278.39	\$14,792.31			
JANUARY	\$46,708.29	\$25,442.72	\$11,835.00	\$103.00	\$331,696.45	\$415,785.46	\$273,828.00	-\$141,957.46	-\$867,329.23
BALANCE	\$117,683.20	\$1,510.42	\$61,301.67	\$3,486.40	\$574,693.69	-\$400,993.15			
FEBRUARY	\$1,231.24	\$1,510.42	\$15,230.00	\$41.20	\$324,431.12	\$342,443.98	\$273,828.00	-\$68,615.98	-\$935,945.21
BALANCE	\$116,451.96	\$0.00	\$46,071.67	\$3,445.20	\$250,262.57	-\$743,437.13			
MARCH	\$1,769.71	\$0.00	\$11,835.00	\$41.20	\$241,103.20	\$254,749.11	\$273,828.00	\$19,078.89	-\$916,866.32
BALANCE	\$114,682.25	\$0.00	\$34,236.67	\$3,404.00	\$9,159.37	-\$998,186.24			
APRIL							\$273,828.00	\$273,828.00	-\$643,038.32
BALANCE	\$114,682.25	\$0.00	\$34,236.67	\$3,404.00	\$9,159.37	-\$998,186.24			
MAY							\$273,828.00	\$273,828.00	-\$369,210.32
BALANCE	\$114,682.25	\$0.00	\$34,236.67	\$3,404.00	\$169,338.80	-\$998,186.24			
JUNE							\$273,828.00	\$273,828.00	-\$95,382.32
BALANCE	\$114,682.25	\$0.00	\$34,236.67	\$3,404.00	\$169,338.80	-\$998,186.24			
END						0			
	\$217,362.75	\$145,295.00	\$111,158.33	\$1,751.00	\$2,906,047.24	\$3,381,614.32	\$3,286,232.00		

TD REIMBURSEMENT REQUESTS 2018/2019

	NCN	PARC	ARC-TB	LIGHTHOUSE	BROKERED*	TOTAL AMT SPENT	AMT INVOICED CTD	MONTHLY DIFFERENCE	CUMULATIVE BALANCE
START	\$404,375.00	\$157,000.00	\$157,000.00	\$6,221.00	\$1,755,538.08	\$2,480,134.08			
JULY	\$35,947.69	\$23,207.53	\$11,836.66	\$367.20	\$335,576.03	\$406,935.11	\$274,124.00	-\$132,811.11	-\$132,811.11
BALANCE	\$368,427.31	\$133,792.47	\$145,163.34	\$5,853.80	\$1,419,962.05	\$2,073,198.97			
AUGUST	\$19,393.66	\$21,055.54	\$11,836.66	\$897.60	\$353,836.19	\$407,019.65	\$273,828.00	-\$133,191.65	-\$266,002.76
BALANCE	\$349,033.65	\$112,736.93	\$133,326.68	\$4,956.20	\$1,066,125.86	\$1,666,179.32			
SEPTEMBER	\$19,364.73	\$18,796.68	\$11,836.66	\$938.40	\$344,803.27	\$395,739.74	\$273,828.00	-\$121,911.74	-\$387,914.50
BALANCE	\$329,668.92	\$93,940.25	\$121,490.02	\$4,017.80	\$721,322.59	\$1,270,439.58			
OCTOBER	\$19,304.23	\$20,900.72	\$11,836.66	\$612.00	\$367,320.91	\$419,974.52	\$273,828.00	-\$146,146.52	-\$534,061.02
BALANCE	\$310,364.69	\$73,039.53	\$109,653.36	\$3,405.80	\$354,001.68	\$850,465.06			
NOVEMBER	\$17,336.69	\$14,467.52	\$13,083.33	\$367.20	\$352,887.27	\$398,142.01	\$273,828.00	-\$124,314.01	-\$658,375.03
BALANCE	\$293,028.00	\$58,572.01	\$96,570.03	\$3,038.60	\$1,114.41	\$452,323.05			
DECEMBER	\$17,159.69	\$12,952.26	\$13,083.33	\$367.20	\$346,954.66	\$390,517.14	\$273,828.00	-\$116,689.14	-\$775,064.17
BALANCE	\$275,868.31	\$45,619.75	\$83,486.70	\$2,671.40	-\$345,840.25	\$61,805.91			
JANUARY	\$33,972.95	\$16,893.76	\$13,083.33	\$163.20	\$349,731.18	\$413,844.42	\$273,828.00	-\$140,016.42	-\$915,080.59
BALANCE	\$241,895.36	\$28,725.99	\$70,403.37	\$2,508.20	\$574,693.69	-\$352,038.51			
FEBRUARY	\$29,889.31	\$17,482.67	\$13,083.33	\$367.20	\$335,888.35	\$396,710.86	\$273,828.00	-\$122,882.86	-\$1,037,963.45
BALANCE	\$212,006.05	\$11,243.32	\$57,320.04	\$2,141.00	\$238,805.34	-\$748,749.37			
MARCH	\$15,520.00	\$9,776.06	\$13,083.33	\$244.80	\$349,962.76	\$388,586.95	\$273,828.00	-\$114,758.95	-\$1,152,722.40
BALANCE	\$196,486.05	\$1,467.26	\$44,236.71	\$1,896.20	-\$111,157.42	-\$1,137,336.32			
APRIL	\$12,366.71	\$0.00	\$13,083.33	\$530.40	\$343,286.73	\$369,267.17	\$273,828.00	-\$95,439.17	-\$1,248,161.57
BALANCE	\$184,119.34	\$1,467.26	\$31,153.38	\$1,365.80	-\$454,444.15	-\$1,506,603.49			
MAY	\$7,933.59	\$0.00	\$13,083.33	\$408.00	\$346,808.49	\$368,233.41	\$273,828.00	-\$94,405.41	-\$1,342,566.98
BALANCE	\$176,185.75	\$1,467.26	\$18,070.05	\$957.80	\$169,338.80	-\$1,874,836.90			
JUNE	\$11,287.24	\$0.00	\$13,083.33	\$612.00	\$331,757.10	\$356,739.67	\$273,828.00	-\$82,911.67	-\$1,425,478.65
BALANCE	\$164,898.51	\$1,467.26	\$4,986.72	\$345.80	-\$162,418.30	-\$2,231,576.57			
END						0			
	\$239,476.49	\$155,532.74	\$152,013.28	\$5,875.20	\$4,158,812.94	\$4,711,710.65	\$3,286,232.00		

From: [Ross Silvers](#)
To: [Feigel, Robert](#)
Subject: FW: Transportation Concern
Date: Wednesday, March 11, 2020 2:17:33 PM

Rob, below is the response to a DART complaint received by CTD.

Just closing out this complaint.

Passenger actually had a 3:30 pm pick-up scheduled, so he called an hour before saying was ready early. Even so, contractor was late and apologizes for that. GPS records show was in vehicle for 45 minutes getting home, not 2 hours as alleged.

Contracted has documented coaching with driver about volume of radio and reinforcing training already received about FS Section 14-90 prohibiting use of cell phone while operating vehicle.

Thank you for the follow-up. Please let us know if there's anything we can do to assist.

Lisa O. Stone
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS #49
Tallahassee, Florida 32399
(850) 410-5721, Fax: (850) 410-5752

From: Ross Silvers <RSilvers@psta.net>
Sent: Friday, March 6, 2020 1:31 PM
To: Stone, Lisa O. <Lisa.O.Stone@dot.state.fl.us>
Subject: RE: Transportation Concern

EXTERNAL SENDER: Use caution with links and attachments.

I called yesterday but he was asleep. I spoke with him today, and am investigating. Gave him my name & direct number for any future complaints, which he wrote down & said he appreciates.

From: Stone, Lisa O. <Lisa.O.Stone@dot.state.fl.us>
Sent: Wednesday, March 4, 2020 10:05 AM
To: Ross Silvers <RSilvers@psta.net>
Cc: Powers, Sheri <Sheri.Powers@dot.state.fl.us>
Subject: Transportation Concern

Ross, I received a call from XXXXXXXXXXXXXXXXXXXXXXXXXXXX regarding transportation concerns with Share Ride. He has had recurring issues missing appointments and being picked up late for other

appointments. On one trip he was left in the parking lot after an appointment when it was very cold resulting in him having a seizure (he is diabetic and has other serious health issues). He would appreciate a call back. Please let me know if there is anything we can do to assist. Thanks...Lisa

Lisa O. Stone
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS #49
Tallahassee, Florida 32399
(850) 410-5721, Fax: (850) 410-5752

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.

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 – May 19, 2020

12. 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.