



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

September 17, 2019 – 9:15 A.M.
310 Court Street, 1st Floor Conf. Room
Clearwater, FL 33756

THE PLANNING COUNCIL AND METROPOLITAN PLANNING ORGANIZATION FOR PINELLAS COUNTY

1. **CALL TO ORDER AND INTRODUCTIONS**
2. **PUBLIC COMMENT PERTAINING TO ITEMS NOT ON THE AGENDA**
3. **APPROVAL OF MINUTES – May 21, 2019**
4. **BOARD ACTIONS CONCERNING THE TD PROGRAM**
5. **SAFE MOBILITY FOR LIFE PROGRAM PRESENTATION**
6. **TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) AMENDMENT**
7. **ANNUAL OPERATING REPORT**
8. **COMMUNITY TRANSPORTATION COORDINATOR EVALUATION**
9. **ELECTION OF VICE CHAIR**
10. **OTHER BUSINESS**
 - A. Tri-County Transportation Disadvantaged Project Update
 - B. Federal Transit Administration Section 5310 Grant Update
 - C. Community Transportation Coordinator (CTC) Update
 - D. Commission for the Transportation Disadvantaged (CTD) Update
 - E. Other
11. **INFORMATIONAL ITEMS**
 - A. Trip/Expenditure Reports
 - B. Complaints and Commendations
12. **PUBLIC COMMENT**
13. **ADJOURNMENT**

NEXT REGULARLY SCHEDULED LCB MEETING – NOVEMBER 19, 2019

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact the Office of Human Rights, 400 South Fort Harrison Avenue, Suite 300, Clearwater, Florida 33756; [(727) 464-4062 (V/TDD)] at least seven days prior to the meeting.

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

Local Coordinating Board – September 17, 2019

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 – September 17, 2019

3. Approval of Minutes – May 21, 2019



SUMMARY

The minutes of the May 21, 2019 meeting are attached for the LCB's review and approval.

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

ATTACHMENT(S): Minutes – May 21, 2019 LCB Meeting
Form 8B

ACTION: Approve minutes

DRAFT
PINELLAS COUNTY LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED PROGRAM
MEETING MINUTES
MAY 21, 2019

The Pinellas County Local Coordinating Board for the Transportation Disadvantaged met on Tuesday, May 21, 2019 at 9:15 a.m. in the Forward Pinellas Conference Room, First Floor, 310 Court Street, Clearwater, Florida.

MEMBERS PRESENT

Patricia Johnson, Chair	Elected Official
Brian Scott, Vice Chair	Transportation Provider for Profit Representative
Jody Armstrong	Local Agency for Persons with Disabilities (Alt.)
Penelope (Penny) Barnard	Agency for Health Care Administration
Ric Hartman	Over 60
Amanda Honingford	Department of Blind Services
Jason Martino	Florida Department of Elder Affairs
Priscilla McFadden	Juvenile Welfare Board
Zeffery Mims	Pinellas County Veterans Services
Dave Newell	FDOT
Don Shepherd	CareerSource Pinellas
Ross Silvers (ex officio)	PSTA
Loretta Statsick	Citizen Representative
Michael Taylor	Regional Agency for Persons with Disabilities

MEMBERS ABSENT

Ivonne Carmona	Department of Children and Families
Heath Kirby	Local Medical Community
Jane Walker	Daystar Life Center

OTHERS PRESENT

Rodney Chatman	Forward Pinellas Staff
Robert Feigel	Forward Pinellas Staff
Al Bartolotta	Forward Pinellas Staff
Sarah Caper	Forward Pinellas Staff
Maria Kelly	Forward Pinellas Staff

1. CALL TO ORDER

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

2. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

No comments were made under this item.

Zeffery Mims, Pinellas County Veterans Services, arrived at 9:20 am.

3. APPROVAL OF MINUTES – February 19, 2019

The meeting minutes and the Public Workshop minutes for February 19, 2018 were approved with no corrections. Amanda Honingford motioned approval. It was seconded by Don Shepherd and 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 March meeting approved the appointment of Heath Kirby to the Local Coordinating Board (LCB), filling the Local Medical Community position. The Board also approved the appointment of Michael Taylor to the LCB, filling the newly added Agency for Persons with Disabilities position with Debra Noel and Brett Gottschalk as alternates. In April, the Board

approved the Florida Department of Transportation's (FDOT) request to add Katina Kavouklis and Chris Leffert as alternates for Dave Newell for the Technical Support position. In May, the Board appointed Mr. Zeffery Mims as the Veterans Services Director. He will assume the primary representative position, and Michael Swonger will be the alternate.

5. RESILIENT TAMPA BAY: TRANSPORTATION PRESENTATION

Mr. Rodney Chatman, Forward Pinellas staff, provided an overview of the Resilient Tampa Bay: Transportation Study which includes a vulnerability assessment of critical transportation links and potential adaptation strategies. New federal requirements state that Long Range Transportation Plans (LRTP) must work on "improving the resiliency and reliability of the transportation system and reducing or mitigating the stormwater impacts of surface transportation. Since residents of all ages with special needs, those without transportation, and the elderly require extra attention and preparation in order to stay protected in weather emergencies, this study's scope of work also addresses the needs of transportation disadvantaged individuals. Questions were taken and appropriately answered.

6. ANNUAL APPROVAL OF THE GRIEVANCE PROCEDURES

Mr. Robert Feigel, Forward Pinellas staff, addressed the committee on the grievance procedures for the Transportation Disadvantaged (TD) program. Each year the Local Coordinating Board (LCB) is responsible for reviewing and approving these procedures. The TD program is required to maintain a grievance committee to address any matters that require their attention. The appointment of an additional LCB member to fill the vacant position was addressed and Laura Statsick, Citizen Representative, agreed to fill this position. Jody Armstrong made a motion for the Chair to appoint Loretta Statsick to the committee. It was seconded by Ric Hartman and it passed with a unanimous vote. Brian Scott motioned to approve the updated Grievance Procedures. Amanda Honingford seconded the motion and it passed with a unanimous vote.

7. APPROVAL OF TD PROGRAM OPERATORS AND COORDINATION CONTRACTORS

Ms. Sarah Caper, Forward Pinellas staff, informed the committee that each year the LCB reviews and approves the list of operators and coordination contractors that have entered into agreements with PSTA and noted that sample agreements were provided for the committee's review. Mr. Ross Silvers, PSTA, shared that PSTA's TD funds will be reduced in FY2019/20. However, the New Innovation Grant, with approximately \$10 million dollars available, could help to alleviate some of the hardship resulting from the reduced funding. With regards to the coordination agencies, Quality of Life (QOL) is the only agency with any issues that need to be addressed. QOL has until June 30, 2019 to comply with the contract requirements. A motion was made by Don Shepherd to approve the agreements of the TD contractors and TD coordinators assuming all agencies have met the requirements of the agreement. It was seconded by Jody Armstrong and passed with a unanimous vote.

8. RATE MODEL

Mr. Feigel and Ross Silvers, PSTA, reviewed the rate model, which is an annual requirement for the CTC for payment. The rate model includes information from the Annual Operating Report and the Commission for the Transportation Disadvantaged (CTD) and provides guidelines for the rate model development. All rates incurred a small increase this year. The rate model goes before the Commission for approval. The approved rate model is then included in the Transportation Disadvantaged Service Plan (TDSP). A motion was made by Brian Scott to approve the rate model. It was seconded by Don Shephard and passed with a unanimous vote.

9. TDSP ANNUAL UPDATE

Mr. Feigel noted that the TD Service Plan (TDSP) is a guiding document that is reviewed each year by the LCB to incorporate changes and updates to the plan. Included in this update were minor changes to the rate model, minimum vehicle insurance increases and TD coordinator evaluation measures. Mr. Silvers reviewed the evaluation measure changes to the goals in meeting the regional needs assessments. These changes will be incorporated into the TDSP. Ric Hartman made a motion that the LCB approve the TDSP Annual update, which was seconded by Don Shephard. A roll call vote was conducted as follows:

Penelope Barnard	Yes
Jason Martino	Yes
Pricilla McFadden	Yes
Michael Taylor	Yes
Zeffery Mims	Yes
Amanda Honingford	Yes
Brian Scott	Yes
Loretta Statsick	Yes
Ric Hartman	Yes
Don Shepherd	Yes
Jody Armstrong	Yes
Dave Newell	Yes
Patricia Johnson, Chair	Yes

The motion was approved unanimously.

10. OTHER BUSINESS

A. Tri-County Transportation Disadvantaged Project

Ms. Caper shared information regarding the Tri-County Transportation Disadvantaged project, which is being considered for FTA Section 5310 funding. An application for a regional project has been submitted, but, awards have not been announced yet. Since TBARTA has turned its focus to transit, the Tri-County LCB subcommittee feels that TBARTA would be a good fit for the transit projects they have in mind. FDOT is making arrangements to talk with TBARTA about becoming more involved with the Tri-County group.

B. Federal Transit Administration Section 5310 Grant Update

Dave Newell updated the committee on 5310 Grant funding for TD projects. The Tri-County application has been received and other funding sources are being pursued to fund this project. A TBARTA meeting has been scheduled. One of the changes this year is agencies applying will be scored on their merits, how are they doing, what can they do and what are they providing. Eight different agencies have submitted applications.

C. CTC Update

No update at this time.

D. CTD Update

No additional information at this time.

E. Other

No additional information at this time.

11. INFORMATIONAL ITEMS

A. Trip Expenditure Reports

The trip/expenditure reports are in the agenda packet.

B. Complaints and Commendations

One complaint was received regarding taxi service for the TD Late Shift. Two complaints from the same person were received for a reduced fare bus pass becoming so worn it was unreadable.

12. PUBLIC COMMENT

Ross Silvers commented about the current media attention PSTA has been receiving regarding proposed service cuts to DART due to funding deficits. The PSTA Board voted unanimously to not make cuts to those services. The Board chose to pursue additional alternate funding and re-evaluate in the fall. There have been numerous conversations between PSTA, Forward Pinellas and Pinellas County to reach out to all the local governments to assist their transportation needs in consideration of the long-term funding options.

Mr. Silvers stated that he has been given the task of finding ways to save money on the DART budget. DART is the ADA Paratransit service providing door-to-door service for people with disabilities and the elderly in Pinellas County. People seeking DART service will need disability documentation showing they cannot access the local bus service. This will potentially have an impact on the TD system, as riders who are eligible for both DART and TD, are assigned DART. If DART rules are changed or the program goes away, those eligible for both will need to use TD. Significant proposed changes include eliminating DART bus service in Safety Harbor, to eliminate the East Lake Shuttle and DART service in Shore Acres. These changes did not pass.

Jason Martino requested that information, such as the media attention received by PSTA for potential cuts, be summarized into an *information only* email to the LCB members so they could hear about it sooner and be able to give feedback sooner.

Medicaid is required to provide transportation for medical appointments for those who lack their own transportation. This service is contracted out to transportation providers and has some serious problems. Many people will refuse to take the free trip through Medicaid and take the trip on DART instead.

The Sandbox FTA Grant is funding a project called Mobility on Demand, which provides on demand, no advanced reservation, door to door trips for people who are on DART. The cost is \$4.50 to go anywhere in the county.

13. ADJOURNMENT

The meeting adjourned at 11:09 a.m. The next LCB meeting is September 17, 2019.

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 – September 17, 2019

4. Board Actions Concerning the TD Program



SUMMARY

Staff will provide an update on Forward Pinellas Board actions since the May LCB meeting.

ATTACHMENT(S): None

ACTION: None required; informational item

Local Coordinating Board – September 17, 2018

5. Safe Mobility for Life Presentation



SUMMARY

With over 20% of its population over the age of 65, Florida has the highest percentage of elderly resident in the United States. According to the *Forward Pinellas Countywide Trends and Conditions Report*, nearly 1 out of every 3 fatal crashes in Pinellas County involve drivers who are 65 or older. The Florida Department of Transportation in collaboration with the Pepper Institute on Aging and Public Policy at FSU created a statewide [Safe Mobility for Life Coalition](#) to achieve a reduction in aging road user fatalities, serious injuries, and crashes. Gail M. Holley, Safe Mobility for Life Program Manager at the FDOT State Traffic Engineering and Operations Office, will give a presentation on the Safe Mobility for Life Program and answer any questions.

ATTACHMENT(S): Safe Mobility for Life Fact Sheet

ACTION: None required; informational item



The Florida Department of Transportation's Safe Mobility for Life Program partnered with the Pepper Institute on Aging and Public Policy at Florida State University to bring you the Safe Mobility for Life Coalition.

Our Mission

The Safe Mobility for Life Coalition's mission is to implement a strategic plan to increase the safety, access, and mobility of Florida's aging road users and eliminate fatalities and reduce serious injuries.

The following organizations represent the Safe Mobility for Life Coalition and all have responsibilities and/or interests in aging road user safety and mobility.



You Hold the Keys

We believe that "you hold the keys to your transportation future." To help Floridians stay safe and mobile for life, we promote these three keys:



UNDERSTAND
the impact aging
has on driving



BE PROACTIVE
about safe
driving skills



PLAN
for a safe transition
from driving

In addition to our message, the Safe Mobility for Life Coalition continues to support safety and mobility countermeasures on our roadways, develop and distribute educational materials, educate partners on the three keys to staying safe and mobile, and maintain the Safe Mobility for Life Resource Center.

Florida's Growing Aging Population

Today's older adults are not only living longer, they are driving longer than any other generation in history. Research indicates these individuals can expect to outlive their ability to drive safely by 7 to 10 years. This means more cars on the road, which inevitably increases the exposure and risk for all road users.

While aging road users tend to have fewer fatalities and serious injuries than any other age group, the numbers of incidents involving this age group are increasing.

Florida leads the nation with over

20% of the population over age 65,



This percentage is expected to grow over

25% by 2030, which given Florida's expected population growth will mean nearly **7M** over age 65²

¹ U.S. Census, www.census.gov.

² Florida Office of Economic and Demographic Research.

Safety and Mobility Resources

The following materials were developed to support the goals of our Aging Road User Strategic Safety Plan and are distributed through our Safe Mobility for Life Resource Center.



Aging Road User Strategic Safety Plan shows the Coalitions data-driven and evaluation based strategic safety plan.



COMING SOON: Florida's Guide to Safe Mobility for Life workbook was developed to help Floridians learn the keys to achieve safe Mobility for life: Understand, Be Proactive, Plan.



How to Choose Your Lifelong Community Checklist was created to help individuals learn how well a community meets their mobility needs.



Family and Caregivers Brochure provides tips for talking with aging drivers about safe driving concerns.



Keys to Your Transportation Future Tip Card promotes the three keys to remain safe and mobile for life along with how to find additional resources.



Golf Cart Brochure contains information on how to safely and legally operate your golf cart in Florida.



Roadway Safety Tip Cards

were developed to help you identify and safely navigate the following:

- Multi-Lane Roundabouts**
- Turning Right on Red**
- Flashing Yellow Arrow**
- Countdown Pedestrian Signal**

Roadway improvements are made to help residents with visual and physical limitations associated with aging.



How to Use Find a Ride Florida an online listing of transportation service providers in all of Florida's 67 counties. This tip card takes you through the three steps to help you use the website, FindaRideFlorida.org.



Tips on How to Use Transportation Options in Florida Series contains tips and resources on how to use **Bicycling, Public Transit, and Transportation Network Companies** to get around.

There are many alternatives to driving in Florida but which one works best will vary from person to person.

Workshops and Presentations

In addition to developing and distributing educational materials, we have developed a number of presentations and workshops to promote our three keys to safe mobility for life and using alternatives to driving in your community. Contact us to learn what is available and to request one near you.

To request outreach materials or join the listserv, contact:

Safe Mobility for Life Resource Center
Florida State University
Pepper Institute on Aging and Public Policy
Phone: (850) 644-8426
Email: contact@safemobilityfl.com

For program and presentation information, contact:

Safe Mobility for Life Program Manager
Florida Department of Transportation
State Traffic Engineering and Operations Office
Phone: 850-410-5414
Email: gail.holley@dot.state.fl.us



Website: SafeMobilityFL.com



**6. Transportation Disadvantaged Service Plan (TDSP)
Amendment**

SUMMARY

The Pinellas County TD Program provides transportation services to individuals who qualify based on disability, income status or age as defined in Florida Statutes. The PSTA receives an annual grant from the Florida Commission for the Transportation Disadvantaged (CTD) to provide these services. They include reduced cost bus passes and door-to-door trips through PSTA's contracted operators and trips provided by non-profit agencies Neighborly Care Network (NCN), PARC, Arc of Tampa Bay and Lighthouse of Pinellas for their respective clients.

To manage the demand for bus passes and door-to-door trips, LCB policy stipulates that the household incomes of TD Program participants may not exceed 150 percent of the federal poverty level. Recognizing that NCN, PARC, Arc of Tampa Bay and Lighthouse of Pinellas are able to effectively manage the specialized transportation needs of their own clients, this policy does not apply to them.

Although the non-profit agency clients meet the state definition of "transportation disadvantaged," some have household incomes that exceed 150 percent of the Federal poverty level. The CTD has conveyed to PSTA that unless the Transportation Disadvantaged Service Plan (TDSP) differentiates the eligibility requirements of the non-profit agency clients from other TD Program participants, the income criteria must also apply to them.

Therefore, PSTA and Forward Pinellas are requesting approval of a TDSP amendment to specify that individuals receiving transportation services through one of the non-profit agencies must be "transportation disadvantaged," as defined by Chapter 427, F.S. Moreover, the proposed amendment intends to convey that the statutory definition requirement also applies to the remaining TD Program participants in addition to the household income limit of 150 percent of the federal poverty level.

ATTACHMENT(S): Proposed amendments to TDSP

ACTION: Approve proposed TDSP amendments

Recommended changes to the TDSP:

P11: As mentioned in the service plan element, to qualify for TD Program services provided by PSTA, individuals must have household income at or below 150% of the federal poverty guidelines.....by year and by month.

Individuals receiving services through one of the non-profit TD Program providers may receive services if they meet the state transportation disadvantaged definition, “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in F.S. 411.202.”

P16: In addition to considerations discussed above about the potential future transportation disadvantaged individuals, the services provided by PSTA through the Pinellas County TD Program focus on low income individuals whose household income is at or below 150% of the federal poverty guidelines and who are unable to transport themselves or be transported by others in their household. Individuals receiving services through the non-profit TD Program providers, must meet the state definition for transportation disadvantaged wherein they are unable to transport themselves or purchase transportation due to income status, age, or disability. These parameters must be accounted for.... over the next five years.

P22: Applicants for PSTA-provided TD services are determined eligible if they reside in Pinellas County, have no access to a ride for priority trips, do not have access to a car, cannot get rides from others in their household, do not currently receive a free bus pass through another program and have a documented income at or below 150% of the federal poverty level.

P23: TD Program funding is allocated to non-profit operators as discussed previously. The agencies receiving funding have demonstrated the ability to cost-effectively transport their TD-eligible clients and are therefore able to provide an acceptable alternative to the TD service provided through PSTA. Eligibility for transportation by one of the non-profit operators is determined by the operators based on the State of Florida definition of transportation disadvantaged, i.e. “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in F.S. 411.202.”

Local Coordinating Board – September 17, 2019



7. Annual Operating Report

SUMMARY

Each year, the Florida Commission for the Transportation Disadvantaged requires the Community Transportation Coordinator to submit an Annual Operating Report (AOR) for the Transportation Disadvantaged Program. The AOR includes information on passenger trips, vehicles, employees, revenue and expenses for all agencies within the coordinated system. This information is then used to create a report on programs statewide and to determine grant allocations. Staff from PSTA will review the FY 2018/19 AOR for Pinellas County, covering July 1, 2018 through June 30, 2019.

ATTACHMENT(S): Draft 2018/19 Annual Operating Report (If not available for mail out, it will be distributed as soon as possible prior to the meeting).

ACTION: Approve Annual Operating Report



CTC Trips

County: Pinellas

CTC Status: In Progress

CTC Organization:

Pinellas Suncoast Transit Authority

Fiscal Year:

07/01/2018 - 06/30/2019

CTD Status: Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) **[CTC Trips](#)** [CTC Vehicles & Drivers](#) [CTC Revenue Sources](#) [CTC Expense Sources](#)

Error: Missing or Invalid Information.
 • Total Trips in these sections must be the same: Service Type, Revenue Source, Passenger Type, Trip Purpose.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	0	0
Weekly Pass Trips	110,164	N/A	110,164	134,252	0	134,252
Monthly Pass Trips	2,637,190	N/A	2,637,190	3,607,983	0	3,607,983
Deviated Fixed Route Service	0	N/A	0	0	0	0
Complementary ADA Service	0	N/A	0	0	0	0
Paratransit						
Ambulatory	440,774	87,575	440,774	506,703	165,471	672,174
Non-Ambulatory	136,242	14,514	136,242	183,142	0	183,142
Stretcher	0	0	0	0	0	0
Transportation Network Companies	248,426	N/A	248,426	0	0	0
Taxi	13,894	N/A	13,894	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
Total - Service Type	3,586,690	102,089	3,586,690	4,432,080	165,471	4,597,551

Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	3,586,690	N/A	3,586,690	689,845	0	689,845
Total - Contracted Transportation Operator Trips	3,586,690	0	3,586,690	689,845	0	689,845

Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	3,639	3,639	24,646	0	24,646
Agency for Persons with Disabilities (APD)	862,579	43,928	862,579	121,776	0	121,776
Comm for the Transportation Disadvantaged (CTD)	262,320	N/A	262,320	3,904,908	0	3,904,908
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	19,215	19,215	42,687	0	42,687
Dept of Education (DOE)	3,234	0	3,234	1,259	0	1,259
Dept of Elder Affairs (DOEA)	43,409	0	43,409	35,373	0	35,373

Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	68,576	4,114	68,576	1,457	0	1,457
Local Government	470,451	10,808	470,451	344,299	0	344,299
Local Non-Government	1,574,177	16,012	1,574,177	78,167	0	78,167
Other Federal & State Programs	301,944	4,373	301,944	42,979	0	42,979
Total - Revenue Source	3,586,690	102,089	3,609,544	4,597,551	0	4,597,551

Passenger Type - One Way						
Older Adults	80,762	8,053	80,762	1,351,631	0	1,351,631
Children At Risk	11,852	0	11,852	560,469	0	560,469
Persons With Disabilities	1,847,363	88,485	1,847,363	360,961	0	360,961
Low Income	1,646,713	5,479	1,646,713	1,579,001	0	1,579,001
Other	0	72	72	745,489	0	745,489
Total - Passenger Type	3,586,690	102,089	3,586,762	4,597,551	0	4,597,551

Trip Purpose - One Way						
Medical	1,157,180	20,095	1,157,180	1,853,717	0	1,853,717
Employment	1,290,074	1,121	1,290,074	1,976,278	0	1,976,278
Education/Training/Daycare	132,555	51,764	132,555	21,324	0	21,324
Nutritional	687,895	3,674	687,895	730,551	0	730,551
Life-Sustaining/Other	318,986	25,435	318,986	15,681	0	15,681
Total - Trip Purpose	3,586,690	102,089	3,586,690	4,597,551	0	4,597,551

Unduplicated Passenger Head Count (UDPHC)						
UDPHC	12,194	7,724	12,194	28,323	0	28,323
Total - UDPHC	12,194	7,724	12,194	28,323	0	28,323

Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	210	0	210
No Shows	0	N/A	0	24,500	0	24,500
Customer Feedback						
Complaints	0	N/A	0	18	0	18
Commendations	0	N/A	0	30	0	30

Date Created: 09/10/2019 Created By: Patrick Murray

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CTC Vehicles & Drivers

County: Pinellas

CTC Status: In Progress

CTC Organization:

Pinellas Suncoast Transit Authority

Fiscal Year:

07/01/2018 - 06/30/2019

CTD Status: Pending Submission

CTC Organization CTC Coordinated System CTC Trips **CTC Vehicles & Drivers** CTC Revenue Sources CTC Expense Sources

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	0	0
Complementary ADA Service Miles	0	N/A	0	0	0	0
Paratransit Miles	7,445,127	553,086	7,998,213	5,998,218	787,402	6,785,620
Transportation Network Companies (TNC) Miles	0	N/A	0	0	0	0
Taxi Miles	0	N/A	0	0	0	0
School Board (School Bus) Miles	0	N/A	0	0	0	0
Volunteers Miles	0	N/A	0	0	0	0
Total - Vehicle Miles	7,445,127	553,086	7,998,213	5,998,218	787,402	6,785,620

Roadcalls & Accidents						
Roadcalls	142	17	159	122	0	122
Chargeable Accidents	19	1	20	17	0	17
Vehicle Inventory						
Total Number of Vehicles	246	105	351	238	0	238
Number of Wheelchair Accessible Vehicles	124	31	155	122	0	122
Drivers						
Number of Full Time & Part Time Drivers	374	220	594	233	188	421
Number of Volunteer Drivers	0	1	1	0	3	3

Date Created: 09/10/2019 Created By: Patrick Murray

Date Modified: 09/10/2019

Modified By: Patrick Murray

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CTC Revenue Sources

County: Pinellas

CTC Status: In Progress

CTC Organization:

Pinellas Suncoast Transit Authority

Fiscal Year:

07/01/2018 - 06/30/2019

CTD Status: Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) [CTC Trips](#) [CTC Vehicles & Drivers](#) **[CTC Revenue Sources](#)** [CTC Expense Sources](#)

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 62,462	\$ 62,462	\$ 0	\$ 106,057	\$ 106,057
Agency for Persons with Disabilities (APD)	\$ 863,369	\$ 403,605	\$ 1,266,974	\$ 955,003	\$ 175,489	\$ 1,130,492
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 542,326	\$ 542,326	\$ 0	\$ 653,229	\$ 653,229
Dept of Education (DOE)	\$ 18,911	\$ 0	\$ 18,911	\$ 18,657	\$ 7,000	\$ 25,657
Dept of Elder Affairs (DOEA)	\$ 730,555	\$ 0	\$ 730,555	\$ 635,883	\$ 0	\$ 635,883
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 3,844,503	N/A	\$ 3,844,503	\$ 3,286,232	\$ 0	\$ 3,286,232
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
TD Other	\$ 454,732	N/A	\$ 454,732	\$ 507,000	\$ 0	\$ 507,000
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 1,965,696	\$ 72,793	\$ 2,038,489	\$ 819,999	\$ 135,884	\$ 955,883
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 387,689	\$ 0	\$ 387,689	\$ 0	\$ 184,265	\$ 184,265
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
County Cash	\$ 0	\$ 106,099	\$ 106,099	\$ 0	\$ 94,076	\$ 94,076
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 118,571	\$ 118,571	\$ 0	\$ 85,521	\$ 85,521
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 6,875,594	\$ 0	\$ 6,875,594	\$ 6,526,122	\$ 0	\$ 6,526,122
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 1,455,314	\$ 24,074	\$ 1,479,388	\$ 785,198	\$ 27,417	\$ 812,615
Donations/Contributions	\$ 47,063	\$ 2,774	\$ 49,837	\$ 2,020,509	\$ 31,111	\$ 2,051,620
In-Kind Services	\$ 170,474	\$ 24,187	\$ 194,661	\$ 75,891	\$ 31,934	\$ 107,825

Other Non-Government	\$ 241,612	\$ 335,104	\$ 576,716	\$ 110,233	\$ 308,320	\$ 418,553
Other Federal & State Programs						
Other Federal Programs	\$ 73,713	\$ 133,124	\$ 206,837	\$ 185,198	\$ 180,904	\$ 366,102
Other State Programs	\$ 43,898	\$ 47,544	\$ 91,442	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 17,173,123	\$ 1,872,663	\$ 19,045,786	\$ 15,925,925	\$ 2,021,207	\$ 17,947,132

Date Created: 09/10/2019
Created By: Patrick Murray

Date Modified: 09/16/2019

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CTC Expense Sources

County: Pinellas

CTC Status: In Progress

CTC Organization:

Pinellas Suncoast Transit Authority

Fiscal Year:

07/01/2018 - 06/30/2019

CTD Status: Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) [CTC Trips](#) [CTC Vehicles & Drivers](#) [CTC Revenue Sources](#) **[CTC Expense Sources](#)**

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 6,829,145	\$ 877,751	\$ 7,706,896	\$ 8,448,369	\$ 722,815	\$ 9,171,184
Fringe Benefits	\$ 1,027,381	\$ 138,983	\$ 1,166,364	\$ 1,498,614	\$ 152,621	\$ 1,651,235
Services	\$ 1,771,965	\$ 166,612	\$ 1,938,577	\$ 756,409	\$ 146,327	\$ 902,736
Materials & Supplies Consumed	\$ 1,056,229	\$ 316,547	\$ 1,372,776	\$ 1,186,160	\$ 376,805	\$ 1,562,965
Utilities	\$ 101,190	\$ 31,280	\$ 132,470	\$ 92,289	\$ 19,969	\$ 112,258
Casualty & Liability	\$ 565,938	\$ 303,426	\$ 869,364	\$ 578,874	\$ 290,347	\$ 869,221
Taxes	\$ 9,399	\$ 3,685	\$ 13,084	\$ 349	\$ 3,124	\$ 3,473
Miscellaneous	\$ 510,545	\$ 149,758	\$ 660,303	\$ 111,919	\$ 25,366	\$ 137,285
Interest	\$ 244	\$ 2,169	\$ 2,413	\$ 14,740	\$ 2,865	\$ 17,605
Leases & Rentals	\$ 828	\$ 51,709	\$ 52,537	\$ 46,979	\$ 27,914	\$ 74,893
Capital Purchases	\$ 717,665	\$ 38,715	\$ 756,380	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 1,507,687	\$ 0	\$ 1,507,687	\$ 2,020,509	\$ 31,111	\$ 2,051,620
Allocated Indirect Expenses	\$ 403,867	\$ 109,542	\$ 513,409	\$ 1,103,659	\$ 247,312	\$ 1,350,971
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 1,401,811	\$ 0	\$ 1,401,811
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 220,199	N/A	\$ 220,199	\$ 0	\$ 0	\$ 0
Taxi	\$ 234,532	N/A	\$ 234,532	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 67,596	\$ 0	\$ 67,596
Total - Expense Sources	\$ 14,956,814	\$ 2,190,177	\$ 17,146,991	\$ 17,328,277	\$ 2,046,576	\$ 19,374,853

Date Created: 09/10/2019 Created By: Patrick Murray

Date Modified: 09/11/2019

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Local Coordinating Board – September 17, 2019

8. Community Transportation Coordinator Evaluation



SUMMARY

The Local Coordinating Board, with assistance from Forward Pinellas as the designated planning agency for the TD program, is required to conduct an annual evaluation of the Community Transportation Coordinator (CTC). Last year changes to the planning agency grant requirements included the removal of the CTC evaluation, but the Local Coordinating Board (LCB) opted to continue with the annual review recognizing it as a worthwhile practice.

The Commission for the Transportation Disadvantaged provides evaluation forms, that are supplemented with information from the Transportation Disadvantaged Service Plan and Annual Operating Report. Staff is requesting that the LCB appoint three to five members to serve on a subcommittee to oversee the 2018/19 CTC evaluation process. The subcommittee will likely meet in October. The final CTC evaluation will be presented at the November 19, 2019 LCB meeting. At that time, the LCB will vote on approval of the evaluation, including any findings and recommendations.

ATTACHMENT(S): None

ACTION: Appoint members to serve on the CTC Evaluation Subcommittee

Local Coordinating Board – September 17, 2019

9. Election of Vice Chair



SUMMARY

Each year the LCB is charged with electing a vice chair. The role of the vice chair is to assume the duties of the chairperson in the event of their absence. The vice chair shall be elected by a majority vote of a quorum of the LCB members and serve a term of one year starting with the next LCB meeting. The vice chair may serve more than one term. The current vice chair is Brian Scott.

ATTACHMENT(S): LCB membership list

ACTION: Elect vice chair

**LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED**

Chairman

Patricia Johnson (Chair – 02/18/2014)

Agency for Health Care Administration – Area 5 Medicaid Office

Penelope Barnard (10/12/2016) (reappointed in 01/09/2019)
Alternate: Aaron Lounsberry (03/09/2016))

Citizens

Loretta (Laura) Statsick (05/09/2018)
Vacant (TD Rider)

FL Dept. of Elder Affairs

Jason Martino (reappointed in 01/09/2019) (Alternate: Tawnya Martino)

Persons with Disabilities

Joseph DiDomenico (06/10/2015) (Alternate: Jody Armstrong (05/12/2017))

Pinellas County Dept. of Veterans Services

Zeffery Mims (11/08/2017) (Alternate: Mark Swonger (05/08/2019))

Pinellas Suncoast Transit Authority (Non-Voting)

Ross Silvers (Alternate: Vacant)

Transportation Provider for Profit

Brian Scott (Vice Chair - 03/10/2010) (reappointed 03/14/2018)

Community Action Agency

Jane Walker (reconfirmed July 2011 MPO)

Over 60

Richard Hartman (09/12/2018)

Public Education

Vacant

Department of Children and Families

Ivonne Carmona (11/8/2017) Kitty Kelleher (alternate: 02/8/2017)

Children at Risk

Pricilla McFadden (03-8-2017)

Division of Blind Services

Amanda Honingford (03/14/2018) Mark Harshbarger (alternate: 4/11/2018)

Career Source Pinellas

Don Shepherd (03/12/2014) (reappointed 01/09/2019) (Alternate: Jennifer Brackney (05/12/2017)

Local Medical Community

Heath Kirby (03/13/2019)

Regional Agency for Persons with Disabilities

Michael Taylor (03/13/2019) (Alternates: Debra Noel and Brett Gottschalk 03/13/2019)

Technical Support – Florida Department of Transportation (FDOT)

Dave Newell (Alternate: Katina Kavouklis / Chris Leffert (04/10/2019))

10. Other Business

SUMMARY

A. Tri-County Transportation Disadvantaged Project

Forward Pinellas staff will provide an update on the Tri-County Transportation Disadvantaged Local Coordinating Board subcommittee and the status of the tri-county transportation disadvantaged project.

B. Federal Transit Administration Section 5310 Grant Update

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

C. Community Transportation Coordinator (CTC) Update

PSTA will provide an update on recent activities, including a recent Financial Review.

D. Commission for the Transportation Disadvantaged (CTD) Update

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

E. Other

ATTACHMENT(S): None

Information on UZURV for September 17, 2019 Pinellas LCB Meeting
Summary of program outcomes, January – June 2019

- **Trip Duration and Distance** – The average trip length was 10.5 miles. The average duration of trips was 22.49 minutes.
- **Number of Trips** – From January to June 2019, the program provided a total 9,566 completed trips (See Chart).
- **Types of Trips** – Though we do not track the trips by purpose, based on the frequency of scheduled trips and destinations, many of the services appear to support individuals going to and from work.
- **Service Characteristics** – The program provides door-to-door, on-demand transportation for individual riders. The services are not multi-loaded, though an individual can be accompanied by a caregiver or another passenger of his/her choosing, similar to other ride sharing services.
- **Number Participating in Program** – Between January and June 2019, the program served 315 unique riders with IDD. This included 64 individuals who use a wheelchair accessible vehicle (WAV).
- **Trip Distribution by County** – Based on the preliminary analysis conducted by CUTR (p. 7-8), the trip distribution is as follows:
 - 58% in Hillsborough;
 - 38% in Pinellas; and
 - 4% in Manatee
- **Customer Satisfaction** – Anecdotal data from clients served are provided in the CUTR Report, p. 12-13.
- **Was the Pilot successful?** – It is yet to be determined whether the program is successful in fulfilling its purpose. Based on the outcomes reported during FY 2019-20, the program is popular among riders and advocates within the IDD system. However, the program is being funded at \$500,000, which presents challenges in delivering on-demand services over a twelve-month period for the current fiscal year. The Commission implemented changes to the program to maintain funding through June 2020, including charging riders a co-pay. The Commission will monitor the impact of these changes and report on progress throughout the year.

	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
Scheduled							
UZURV360 Scheduled	4	260	1105	2144	2711	3210	9434
Lyft Scheduled	0	0	86	258	155	90	589
WAV Scheduled	0	0	196	384	400	500	1480
No Driver Scheduled	0	2	5	11	31	74	123
TOTAL SCHEDULED	4	262	1392	2797	3297	3874	11626
Cancelled							
UZURV360 Rider Cancelled	1	37	152	270	349	493	1302
Lyft Rider Cancelled	0	0	0	0	0	0	0
WAV Rider Cancelled	0	0	33	85	43	62	223
TOTAL CANCELLED	1	37	185	355	392	555	1525
NO-SHOWS							
UZURV360 Rider No-Show	0	12	22	78	104	142	358
Lyft Rider No-Show	0	0	4	16	10	6	36
WAV Rider No-Show	0	0	0	8	5	5	18
TOTAL NO-SHOWS	0	12	26	102	119	153	412
No Driver	0	2	5	11	31	74	123
TOTAL COMPLETE	3	211	1176	2329	2755	3092	9566

Performance Evaluation

Advantage Ride Pilot Project

Prepared for: Florida Commission for the Transportation Disadvantaged

April 1, 2019

Prepared by:

Center for Urban Transportation Research at the University of South Florida

4202 East Fowler Avenue

Tampa, Florida 33620

Table of Contents

Performance Evaluation of Advantage Ride Pilot Project	1
Project Overview.....	1
2017 Legislative Session.....	1
2018 Legislative Session.....	1
UZURV	1
Advantage Ride Pilot Scope	2
Objectives	2
Scope of Services.....	3
Services	3
Outreach	3
Driver Training	4
Scheduling.....	4
Safety and Security	4
Operations	5
Services	5
Evaluation Objectives.....	5
Overall Assessment Objectives	Error! Bookmark not defined.
Performance Measures.....	Error! Bookmark not defined.
Transit Performance Measures.....	5
Customer Satisfaction Measures	5
Transit Performance Measures.....	7
Ridership	7
Unduplicated Head Count.....	8
Demand.....	8
On Time performance.....	10
Service Characteristics	11
Service Costs	12
Wheelchair Accessible Trips.....	12
Customer Satisfaction	12
Overall Assessment.....	14

Performance Evaluation of Advantage Ride Pilot Project

Executive Summary

TBD

Project Overview

2017 Legislative Session

During the 2017 Florida Legislative Session, the Legislature directed the Agency for Persons with Disabilities (APD) to contract with an independent consultant to examine the state's transportation disadvantaged (TD) services, how such services are provided in urban and non-urbanized areas, and how to assist in the development and use of different provider models.

The University of South Florida's Center for Urban Transportation Research (CUTR) conducted the Transportation Disadvantaged State-Wide Service Analysis study. The study's goal was to provide an examination of the state's TD population with specific emphasis on individuals with intellectual or developmental disabilities (IDD).

The results and recommendations of the CUTR study included an innovative pilot program to provide a customer-oriented mobility service model for persons with IDD. The intent of the pilot program was to explore new techniques, technology and applications on a trial basis, to learn, refine and consider long term change that can significantly improve mobility services for customers.

2018 Legislative Session

Therefore, during the 2018 Florida Legislative Session, the Legislature tasked the Florida Commission for the Transportation Disadvantaged (CTD) to "competitively procure an entity that can provide a transportation services experience for persons with intellectual or developmental disabilities (IDD) as defined in section 393.063, Florida Statutes, that is consistent with recommendations provided in the Transportation Disadvantaged State-Wide Service Analysis by the Center for Urban Transportation Research, dated December 2017." The CTD shall report the findings to the President of the Senate and the Speaker of the House of Representatives by February 1, 2019.

The CTD, with technical assistance from the Florida Department of Transportation (FDOT), conducted a competitive procurement and selected UZURV to provide the transportation services experience for the pilot program.

UZURV

UZURV is an Adaptive Transportation Network Company (TNC). Its mission is to provide access to a better quality of life for all people through on-demand, reliable transportation. UZURV presents a full

menu of transportation options including Non-Emergency Medical Transportation using standard and wheel chair accessible vehicles. Reservations can be made through a web portal or its call center.

UZURV's service combines the convenience and affordability of on-demand transportation with the security of a reservation service that allows riders to select highly trained drivers and vehicles that match their specific needs. Highlights of UZURV's service characteristics illustrate the quality of the service UZURV provides for its customers and include the following:

1. Certified, Personal Drivers
 - Drivers are trained in CPR, first aid, and disability sensitivity.
 - Service includes ambulatory vehicles, as well as non-ambulatory.
 - Riders choose the transportation that meets their needs.
2. Reliable Rides
 - Rides are reserved and customized for the rider.
 - Riders can make a reservation with the driver and vehicle that is right for them within two hours or up to 30 days in advance.
3. Life Changing Service
 - Service includes a favorite driver, door-to-door service, confirmed reservation, and no waiting time.
 - Call center provides personalized one-on-one service.

Advantage Ride Pilot Scope

Objectives

- A. Improve an individual's and individual's caregiver awareness of and ability to use the transportation system in their area through travel training, outreach activities, and other methods;
- B. Use drivers who are trained to understand the sensitivity challenges associated with persons with intellectual or developmental disabilities;
- C. Provide various ways for an individual or individual's caregiver to schedule an immediate ride or a ride for a later date;
- D. Enhance a rider's personal safety before, during and after a trip;
- E. Provide, at a minimum, door-to-door services and transportation that crosses county lines, if requested by the individual or individual's caregiver;
- F. Ensure a rider is picked-up and dropped-off at the appointed time and place;
- G. Establish a transportation network that ensures a person with special mobility needs has access to accessible vehicles;
- H. Provide cost-effective transportation; and
- I. Collect data to measure transit performance.

Scope of Services

Services

UZURV shall –

- A. Provide on-demand and scheduled transportation services to eligible and enrolled individuals residing in Pinellas, Manatee, and Hillsborough Counties. The focus of transportation services for this contract will be for services in rural and suburban areas;
- B. Provide transportation services to enrolled individuals with intellectual or developmental disabilities and accompanied caregivers 24 hours a day, seven days a week;
- C. Provide, at a minimum, door-to-door transportation services and trips across county lines when requested by the individual or individual's caregiver;
- D. Provide the ability for persons with intellectual or developmental disabilities to travel to specific origins and destinations selected by the individual user at a time that is agreed upon by the user and the provider of the service, for which the destination does not have to be within Pinellas, Manatee or Hillsborough Counties;
- E. Ensure a rider who is a person with an intellectual or developmental disability is picked-up and dropped-off at the appointed time and place; and,
- F. Ensure a person with an intellectual or developmental disability requiring special mobility needs has access to an accessible vehicle.

Outreach

UZURV shall provide travel training and outreach activities for persons with intellectual or developmental disabilities. The travel training is intended to provide passengers the ability to travel independently, safely, and confidently. UZURV shall:

- A. Collaborate with the CTD and the Florida Developmental Disabilities Council (FDDC) to develop appropriate travel training materials addressing the transportation needs of riders with intellectual or developmental disabilities and their caregivers.
- B. Provide various methods to improve a person with intellectual or developmental disabilities' awareness of and ability to use the transportation system in Pinellas, Manatee and Hillsborough Counties. This will include conducting travel training to riders and their caregivers; giving riders and their caregivers a chance to meet drivers and learn how to use the system to make a reservation; and providing an opportunity for riders and their caregivers to use the transportation service, under supervision, to help reduce anxiety or complexity of the process.
- C. Attend CTD Local Coordinating Board meetings, local Agency for Persons with Disabilities Meetings, such as Waiver Support Coordinator meetings and Family Care Council meetings, local Florida Developmental Disability project meetings, and statewide meetings, if applicable, to inform and educate stakeholders about this pilot program.

Driver Training

UZURV shall:

- A. Collaborate with the CTD and FDDC to develop sensitivity training materials for Transportation Network Company (TNC) drivers and call center staff.
- B. Provide driver and call center training specialized for persons with intellectual or developmental disabilities, which shall include sensitivity training related to serving persons with intellectual or developmental disabilities.

Scheduling

Ease of scheduling is a vital requirement UZURV will provide to persons with intellectual or developmental disabilities. UZURV shall:

- A. Provide various technologies or methods that will be utilized for the ease of scheduling for a person with an intellectual or developmental disability, or the person's caregiver, to request an immediate ride or schedule a ride for a later date. Such as, provide a mobile app, web based app, and call center technology for an eligible individual and/or their caregiver to schedule an on-demand ride or schedule a ride for a later date.
- B. Provide a person with an intellectual or developmental disability, or the person's caregiver, the capability to schedule a ride 24 hours a day, 7 days a week.

Safety and Security

UZURV shall ensure passengers will be provided with safe and secure transportation. UZURV shall:

- A. Ensure TNC drivers selected for this pilot program meet the requirements of section 627.748, Florida Statutes.
- B. Ensure TNC drivers' vehicles are clean and neat, have at least four doors, be less than ten years of age, and have working air conditioning.
- C. Ensure that each driver selected for this program is trained and certified in CPR, First Aid, Defensive Driving, Disability Sensitivity, Passenger Assistance and HIPPA compliance.
- D. Make available technologies and methods that will be utilized to enhance the personal safety of a person with an intellectual or developmental disability before, during and after a trip, to include real-time monitoring of rides before, during and even after the ride has been executed.
- E. Provide the ability for a person with an intellectual or developmental disability, or the person's caregiver, to receive notifications when their ride is on its way to the pickup location, when it will arrive and the identification of the driver.

Operations

Outreach

UZURV conducted outreach activities to recruit, inform and educate stakeholders about this pilot program. Further, UZURV provide training so customers and vendors to ensure the Advantage Ride provided safe and independent travel options through Advantage Ride program. Between January 29, 2019 and March 31, 2019 UZURV conducted sixteen outreach and education sessions, eight customer training sessions and two vendor sessions.

Services

UZURV opened its call center to serve persons with intellectual or developmental disabilities participating in the Advantage Ride program on January 24, 2019. UZURV began providing trips on January 29 and became fully operational when its service included non-ambulatory riders in March 1, 2019. The Center for Urban Transportation is conducting the evaluation of the pilot service based on data provided by UZURV. The analysis is based on parameters established by CTD and UZURV and will include transit performance measures and customer satisfaction measures.

Evaluation Objectives

The key objectives of this task work order are to:

- Provide input to CTD and grant program advisory partners regarding performance metrics for a grant Request for Proposals (RFP).
- Provide technical assistance in reviewing grant applicant data collection plans and customer satisfaction survey methodology.
- Collect and validate data provided by CTD to CUTR for data analysis including any comparable industry data norms (e.g. on-time performance, cost per trip, etc.).
- Produce a project evaluation report of the pilot program.

Transit Performance Measures

1. **Ridership** - Number of trips provided
2. **Ridership** - Number of unduplicated riders transported
3. **Demand** - Number of trips by time of day and day of the week including number of ambulatory and non-ambulatory trips provided
4. **On-Time Performance** - Percentage of pickups made within the designated service window
5. **Average trip lengths and durations** - Average length (miles) of trips provided and average duration (time) of trips provided
6. **Cost efficiency** - Average cost per trip

Customer Satisfaction Measures

1. Satisfaction with travel training, if rider requested training
2. Ease of scheduling a ride

3. Reliable vehicles that arrive on schedule
4. Courteous, friendly, helpful and sensitive drivers and call center personnel
5. Safe rider experience from pickup through arrival at destination
6. Vehicle meets accessibility needs of rider
7. Cleanliness of vehicle

Transit Performance Measures

Ridership

UZURV provided 1,351 trips between January 29, 2019 and March 31, 2019. During this period, participation in the pilot program has expanded with the average daily trips increasing from 12 in February to 38 in March. Additionally, seven days in this period provided over 50 trips daily. Figure 1 illustrates the total trips and the steady growth of services delivered. The trips are distributed throughout the three counties with 58% of the trips occurring in Hillsborough County, 38% of the trips in Pinellas and 4% of the trips in Manatee County. Figure 2 below portrays the origins and destinations of the trips provided by UZURV's services. It does not include the Lyft or wheelchair trips.

Figure 1 - Daily Trips and Accumulative Total

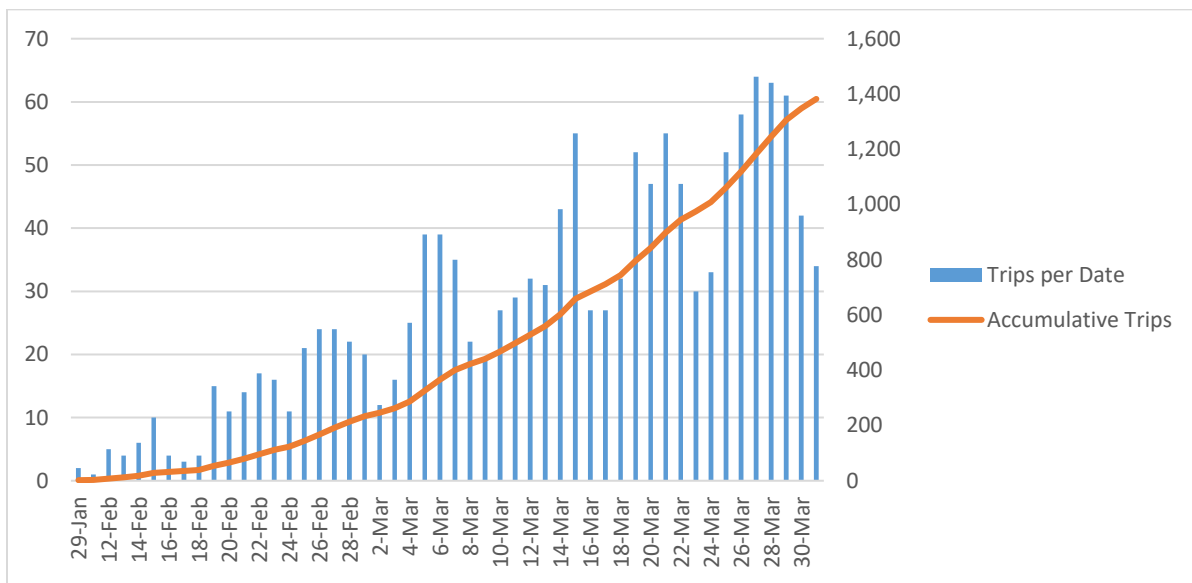
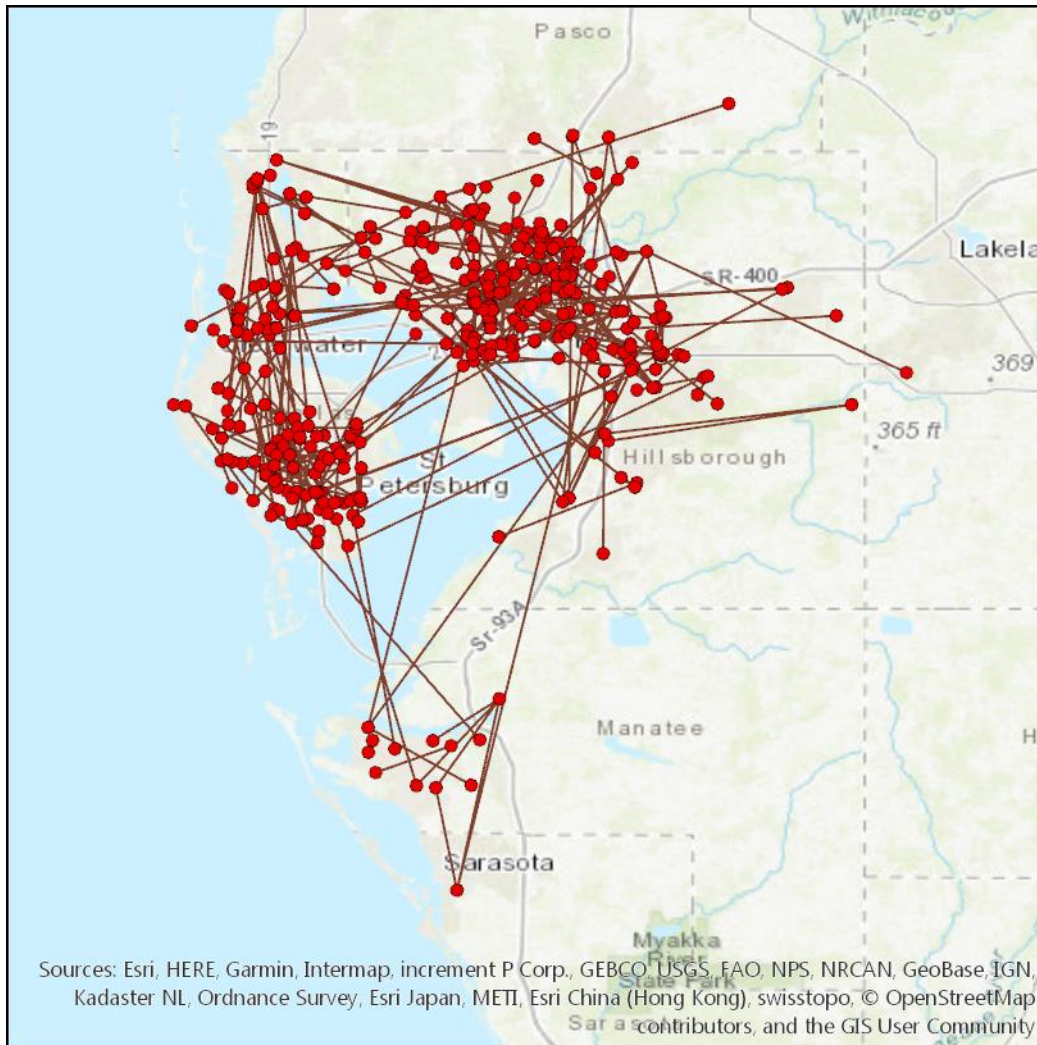


Figure 2 - Geographic Distribution of UZURV Trips



Unduplicated Head Count

The unduplicated head count represents the total unique customers served. The advantage ride program served 157 customers between January 29, 2019 and March 31, 2019. As stated earlier, these customers took over 1,300 trips.

Demand

On average, the Advantage Ride program provides 28 trips a day. The daily average is increasing since its inception, from 12.4 trips per day in February up to 38 trips per day in March. Figure 3 below indicates the distribution of the total trips provided by the day of the week. Figure 4 shows the distribution of trips by hour of the day, revealing the participant's peak travel time coincides with typical workday hours including increases during lunch hours and fewer late night and early morning trips. Figure 5 displays the total hours of service by day of the week. Similarly, the weekends and Mondays have the fewest hours of service during the week.

Figure 3 - Distribution of Total Trips by Days of the Week

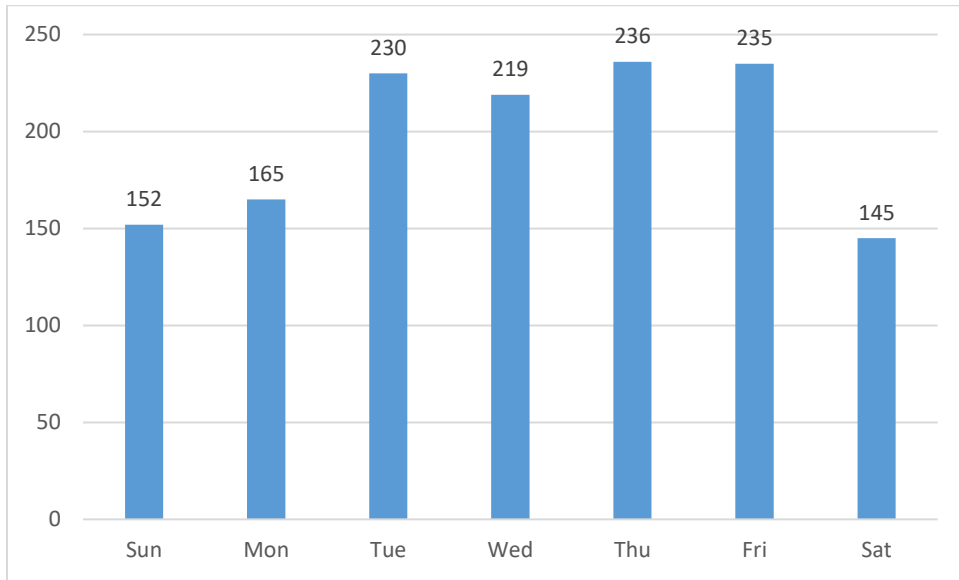


Figure 4 - Distribution of Service by Hours of the Day

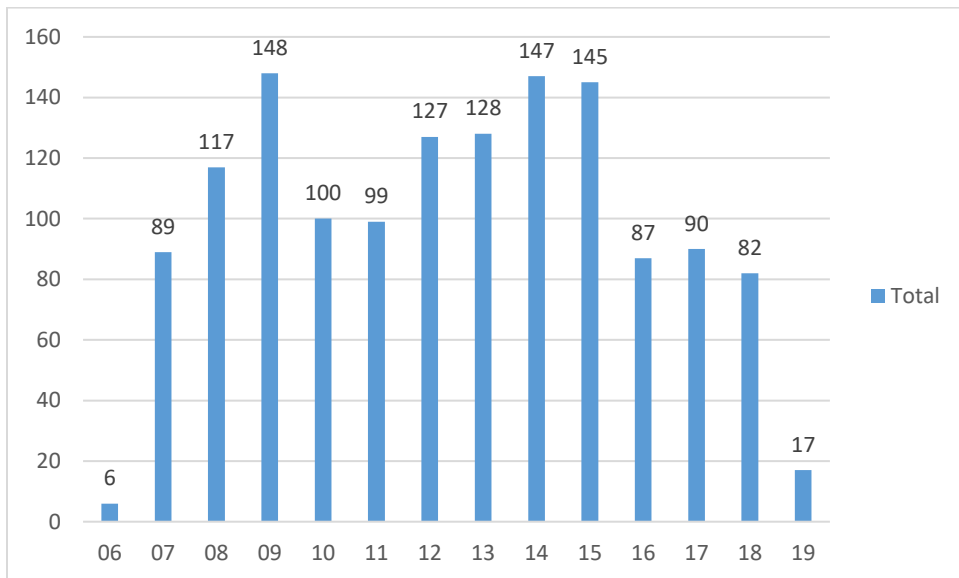
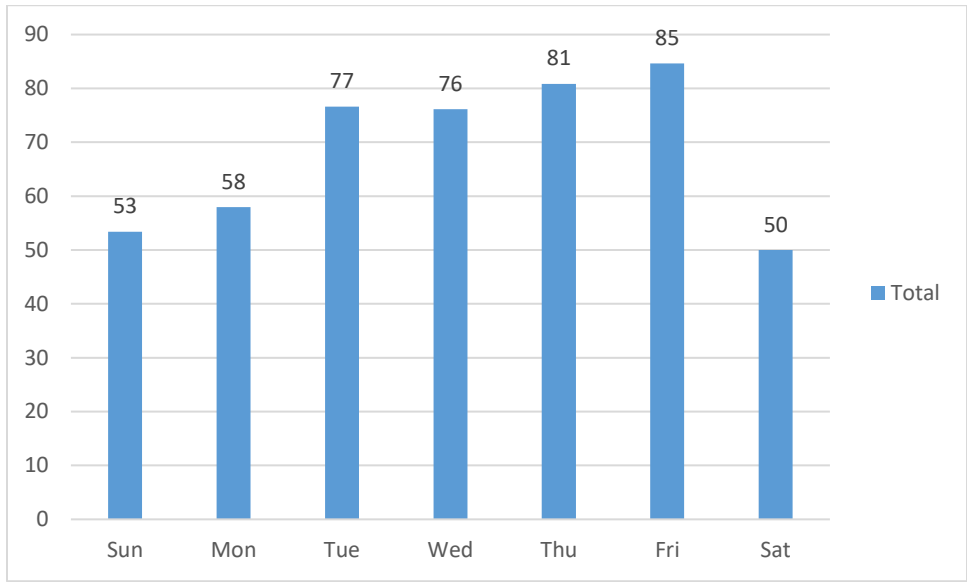


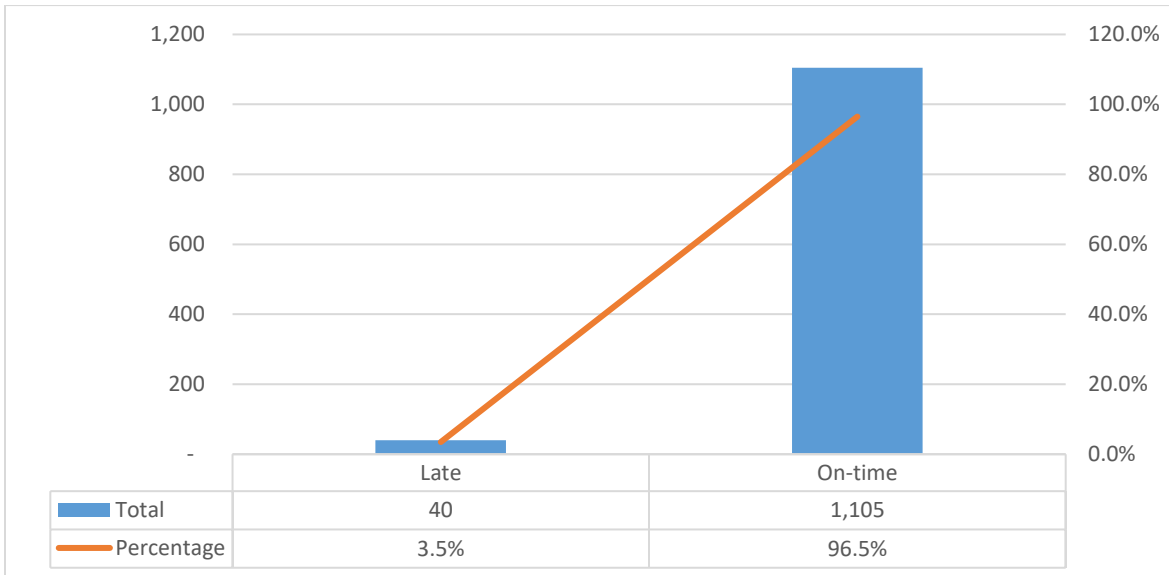
Figure 5 - Hours of Service by Day of the Week



On Time performance

On-time performance, defined as trips arriving within 15 minutes of the scheduled pick up, is based on actual trips performed and not trip requested or reserved. Over 96% of the trips provided by the Advantage Ride program are on-time. Figure 6 below illustrates the total and percentage of the on-time trips provided by the Advantage Ride program.

Figure 6 - On-time Performance



Service Characteristics

Between the dates of January 29, 2019 and March 31, 2019, the Advantage Ride program has provided 11,623 miles of service to customers in Hillsborough, Pinellas and Manatee County and the average trip length is 10.5 miles. Figure 7 illustrates the total trips grouped into three categories of less than 15 miles, 15 – 30 miles and over 30 miles. Over 80% of the trips are under 15 miles and small portion (2%) of the trips are more than 30 miles. Further, the average trip time is 21 minutes and 53.5% of the trips are less than 20 minutes and a small percentage (6.4%) of the trips are over 45 minutes. Figure 8 illustrates the distribution of the travel time for the Advantage Ride customers.

Figure 7 - Distribution of Trips Lengths

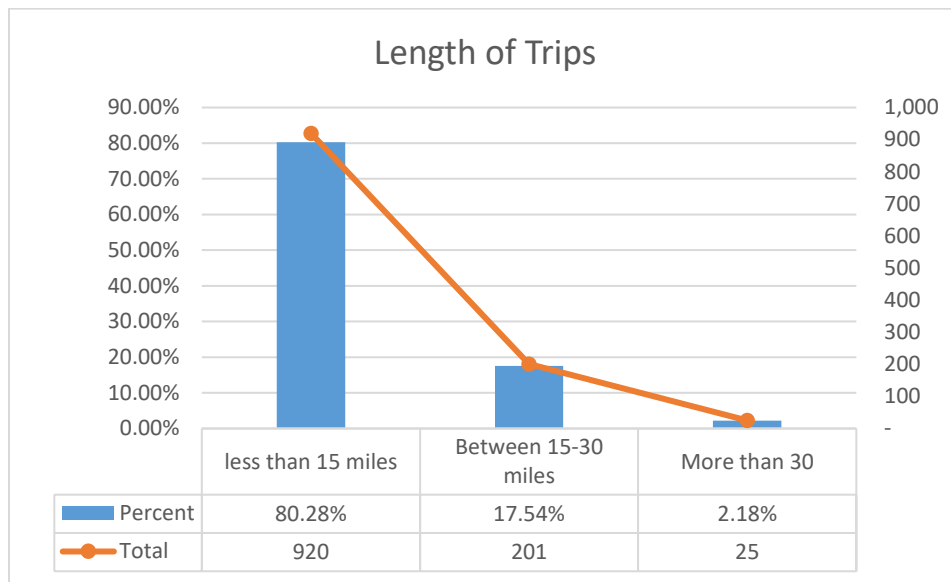
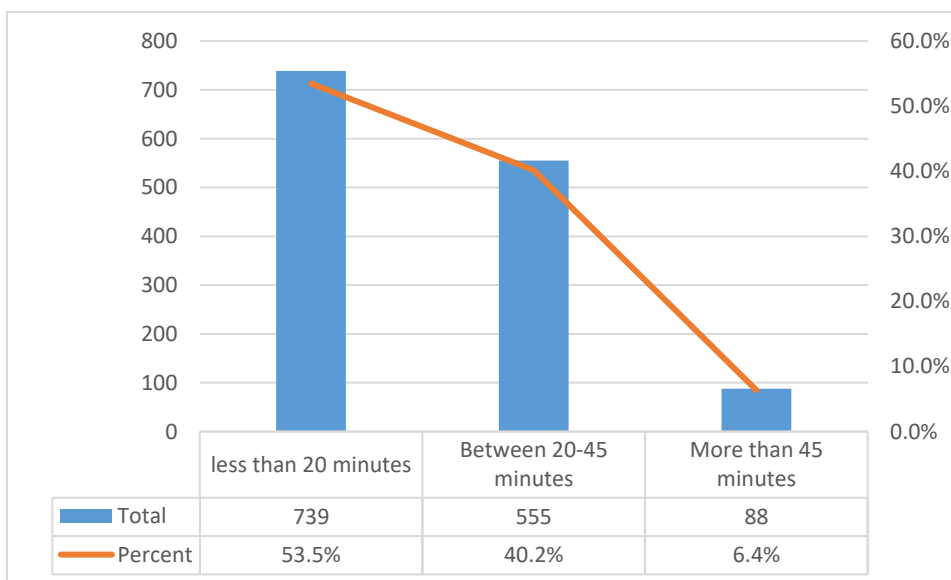


Figure 8 – Distribution of Travel Time



Service Costs

On average each trip in the advantage ride program costs \$41.80 or \$4.13 per mile. The unique needs of the customers served, economies of scale and investigational nature of the pilot project make cost comparisons of the Advantage Ride program difficult. However, to provide relative understanding of the cost of the Advantage Ride program we can look at data from the Commission for the Transportation Disadvantaged Annual Operating Reports for the corresponding counties where the pilot is operating, Hillsborough, Manatee, Pinellas counties. Hillsborough County CTD services for paratransit passengers range from \$40.28 to \$29.43 between 2016 and 2018. Manatee County's cost per paratransit trip ranged between \$82.49 to \$49.44 between 2016 and 2018. Pinellas County average cost per paratransit trip ranged between \$35.90 and \$46.93 between 2016 and 2018. Costs per mile comparisons are similarly challenging because the CTD reports the cost per total mile for all trips and not paratransit trips.

Wheelchair Accessible Trips

The transportation needs of non-ambulatory or wheelchair customers are acute. Accordingly, the pilot program seeks to address the transportation needs of this segment of the market. Partnering with wheelchair accessible transportation companies, UZURV began providing wheelchair accessible rides in March 2019. CUTR examined the wheelchair accessible reservations and trips and found it provides 162 trips.

Customer Satisfaction

CUTR examined customer satisfaction data from satisfaction surveys mailed to UZURV customers or their caregivers and surveys conducted via telephone calls. The mailed surveys asked 9 questions with a straightforward yes or no choice and an area for written comments. Similarly, the telephone administered surveys asked the same 9 questions and included comments for clarification from the rider or caregiver. Overall, the Advantage Ride program is a well-received program with very high rating and satisfaction on all the satisfaction survey. Below are the 9 questions asked of the customers with a brief reporting of the responses.

1. Did you get travel training from Advantage Ride?
2. Did the training help you feel more independent and safe when you traveled?
3. Were you able to schedule a ride easily?
4. Were you satisfied with the arrival time of your driver?
5. Was your driver polite, friendly and helpful to you?
6. Did you feel safe when your driver picked you up and while you were riding in the vehicle?
7. Was the vehicle accessible to your transportation needs?
8. Was your vehicle clean and comfortable?
9. If your vehicle was wheelchair accessible, was your wheelchair properly tied down?

Based on the services provided between January 29, 2019 and March 31, 2019 there were 51 responses, 15 from the mail-in and 36 from phone administered surveys. Overall, 39% of the participants received travel training from Advantage Ride and 43% indicated the training helped feel more independent and safe when they traveled.

Ninety-Eight percent (98%) of respondents indicated scheduling with the advantage ride program easy. Further, 85% indicated they were completely satisfied with the arrival time of the driver. All respondents also indicated satisfaction with driver's friendly and polite attitude.

Similarly, all the respondents (100%) felt safe when being picked up and while in the vehicle. The survey results also revealed that all the respondents felt the vehicle was access to the riders needs and all the wheelchair riders indicated the wheelchairs were properly tied down.

The mail back survey also included opportunities to for customers to comment about their experience. Ten of the surveys contained comments and all but one about scheduling on Sundays was extremely positive.

Comments To date

“I love this transportation”

“It is a big help to me”

“Please keep this program running”

“...had help with bags from driver.”

“Love it!!”

“We are very pleased with service”

“It has been a positive experience for my son. Transportation adds time to his schedule and lessens his frustration level.

“The personal touch of straight to destination versus riding bus for an hour is ideal.”

“Thank you so much. I hope this service continues it is much needed”

“It is very useful and I like it”

“I love Advantage Ride Project. I wish it could stay forever. I love it. People are so nice and treat you like family”

“Very good, safe. 10+”

“I have complaints about being able to call and reach someone to schedule a ride. Nobody has been available to take my call on Sundays” (she gave thumbs up to question about easily scheduling a trip)

“They were always on time, to pick me up to the job and get me home. They always call to tell that they’re on their way. I am very happy with their services and like to have it all the time”

“Thank you for this service. It is very helpful and important to me.”

“I am very thankful for your ride program! It is a wonderful way to help those with disability to feel independent and able to get around to work, play and be healthy. My daughter used 3 times and felt secure with the responsible/safe drivers that she used. Please continue with the program!”

Overall Assessment

This report addresses services provided between January 29, 2019 and March 31, 2019. A complete and thorough assessment requires more time to observe the service may include a comparative evaluation of similar services in the three counties where the pilot is operating.

Nevertheless, preliminary results indicate the pilot is delivering on several of its performance metrics including customer satisfaction. On all dimensions, the Advantage Ride program is conforming to the performance metrics and providing quality care and efficient transportation alternatives for the target community. Future work should include examining the same performance metrics over the life of the service and provide findings and recommendations.

Local Coordinating Board – September 17, 2019



11. Informational Items

SUMMARY

A. Trip/Expenditure Reports

The trip/expenditure reports are attached.

B. Complaints and Commendations

No complaints or commendations were received.

ATTACHMENT(S): Trip/Expenditure Reports

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		

TD REIMBURSEMENT REQUESTS 2019/2020

	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	\$13,467.44	\$28,900.29	\$13,083.33	\$329.60	\$328,484.60	\$384,265.26	\$274,124.00	-\$110,141.26	-\$110,141.26
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$1,427,053.48	\$2,095,868.82			
AUGUST						\$0.00	\$273,828.00	\$273,828.00	\$163,686.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$1,427,053.48	\$2,095,868.82			
SEPTEMBER						\$0.00	\$273,828.00	\$273,828.00	\$437,514.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$1,427,053.48	\$2,095,868.82			
OCTOBER							\$273,828.00	\$273,828.00	\$711,342.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$1,427,053.48	\$2,095,868.82			
NOVEMBER							\$273,828.00	\$273,828.00	\$985,170.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$1,427,053.48	\$2,095,868.82			
DECEMBER							\$273,828.00	\$273,828.00	\$1,258,998.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$1,427,053.48	\$2,095,868.82			
JANUARY							\$273,828.00	\$273,828.00	\$1,532,826.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$574,693.69	\$2,095,868.82			
FEBRUARY							\$273,828.00	\$273,828.00	\$1,806,654.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$574,693.69	\$2,095,868.82			
MARCH							\$273,828.00	\$273,828.00	\$2,080,482.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$574,693.69	\$2,095,868.82			
APRIL							\$273,828.00	\$273,828.00	\$2,354,310.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$574,693.69	\$2,095,868.82			
MAY							\$273,828.00	\$273,828.00	\$2,628,138.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$169,338.80	\$2,095,868.82			
JUNE							\$273,828.00	\$273,828.00	\$2,901,966.74
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$169,338.80	\$2,095,868.82			
END						0			
	\$13,467.44	\$28,900.29	\$13,083.33	\$329.60	\$328,484.60	\$384,265.26	\$3,286,232.00		

Local Coordinating Board – September 17, 2019

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.