#### **LCB Members**

Please be reminded that we are back to in-person meetings. LCB members attending via Zoom may participate but may not vote and will be counted as absent for attendance purposes.

Join Zoom Meeting for Public viewing and comment only

Time: Feb 21, 2023 09:00 AM Eastern Time (US and Canada)

https://us02web.zoom.us/j/89197184623?pwd=Y3hsTkwrLzhLcDZI WnlvQkNJQk9GQT09

Meeting ID: 891 9718 4623

Passcode: 299810

One tap mobile

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# Local Coordinating Board (LCB) PUBLIC WORKSHOP

February 21, 2023 – 9:30 A.M. 310 Court Street, 1<sup>st</sup> Floor Conf. Room Clearwater, FL 33756

THE PLANNING COUNCIL AND METROPOLITAN PLANNING ORGANIZATION FOR PINELLAS COUNTY

- 1. CALL TO ORDER Patti Reed, Chair
- 2. <u>PSTA AND FORWARD PINELLAS STAFF PRESENTATION ON THE</u>
  TRANSPORTATION DISADVANTAGED PROGRAM
- 3. PUBLIC COMMENT
- 4. ADJOURNMENT

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 three 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.

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# Local Coordinating Board (LCB) MEETING AGENDA

February 21, 2023 – 9:30 A.M. 310 Court Street, 1<sup>st</sup> 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 November 15, 2022
- 4. BOARD ACTIONS CONCERNING THE TD PROGRAM
- 5. <u>VETERANS SERVICES PRESENTATION</u>
- 6. COMMUNITY TRANSPORTATION COORDINATOR (CTC) REVIEW
- 7. ANNUAL APPROVAL OF LCB BYLAWS
- 8. ANNUAL APPROVAL OF FEDERAL POVERTY GUIDELINES
- 9. OTHER BUSINESS
  - A. Federal Transit Administration Section 5310 Grant Update
  - B. Community Transportation Coordinator (CTC) Update
  - C. Commission for the Transportation Disadvantaged (CTD) Update
  - D. Other

#### **10. INFORMATIONAL ITEMS**

- A. Trip/Expenditure Reports
- B. Complaints and Commendations
- 11. PUBLIC COMMENT
- 12. ADJOURNMENT

**NEXT REGULARLY SCHEDULED LCB MEETING - MAY 16, 2023** 

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 three days prior to the meeting.

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#### **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:** None required; informational item only

#### 3. Approval of Minutes



#### **SUMMARY**

The minutes of the November 15, 2022 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 – November 15, 2022

Form 8B

**ACTION:** Approve minutes

#### PINELLAS COUNTY LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED PROGRAM MEETING MINUTES NOVEMBER 15, 2022

The Pinellas County Local Coordinating Board for the Transportation Disadvantaged met on Tuesday, November 15, 2022 at 9:15 a.m. at 310 Court Street, 1st Floor Conference Room, Clearwater, FL.

#### MEMBERS PRESENT

Councilmember Patti Reed, Chair Elected Official

Jody Armstrong Local Agency for Persons with Disabilities

Joseph Camera Public Education – Pinellas County Schools

Ivonne Carmona (Zoom)

Department of Children and Families
Emily Hughart

Agency for Health Care Administration

Duncan Kovar Over 60
Gloria Lepik-Corrigan TD Rider
Ross Silvers (ex officio) PSTA

Michelle Tavares Florida Department of Elder Affairs

Brett Gottschalk (Zoom) Regional Agency for Persons with Disabilities

#### **MEMBERS ABSENT**

Yaridis Garcia Children At Risk – Juvenile Welfare Board

Amanda Honingford Department of Blind Services
Heath Kirby Local Medical Community

Zeffery Mims Pinellas County Veterans Services

Dave Newell FDOT

Shawna Peer Career Source Pinellas Brian Scott, Vice Chair

Transportation Provider for Profit Representative

#### OTHERS PRESENT

Bob Lasher (Zoom) PSTA Courtney Wright (Zoom) Guest

Dana Santos (Zoom) Forward Pinellas Staff
Chelsea Favero (Zoom) Forward Pinellas Staff
Rob Feigel Forward Pinellas Staff
Maria Kelly Forward Pinellas Staff

#### 1. CALL TO ORDER

Chair Reed called the meeting to order at 9:15 a.m. Attendees in the room introduced themselves. At this time, Chair Reed read a statement regarding allowing committee members present to make a motion to allow those members participating by Zoom (all names identified above) to participate and vote due to extenuating circumstances existing that make it impossible for some committee members to attend in person. A motion was made by Gloria Lepik-Corrigan that due to the extenuating circumstances created by COVID-19, some LCB members are prevented from joining in person.

Therefore, they will be allowed to participate and vote via Zoom since there was a physical quorum. This was seconded by Jody Armstrong and passed with a unanimous vote.

#### 2. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

No comments were made under this item.

#### 3. <u>APPROVAL OF MINUTES – May 19, 2022 and June 21, 2022</u>

The meeting minutes were approved with one correction, to remove "They are an advisory council to the Board of County Commissioners for all things disability related and are very active in planning and readiness for emergency response." from item 8 Disability Achievement Center's Programs and Services. This is not referencing the Disability Achievement Center; it is referencing Pinellas County Council for Persons with Disabilities. Jody Armstrong motioned approval as amended. Emily Hughart seconded the motion and it passed with a unanimous vote.

#### 4. BOARD ACTIONS CONCERNING THE TD PROGRAM

Mr. Rob Feigel, Forward Pinellas staff, highlighted actions the Forward Pinellas Board took, related to the TD program. The Board met on October 12 and November 9, 2022. At the October meeting, the Board received a presentation from TBARTA on the Pinellas Aerial Gondola Feasibility Study. Regarding Waterborne Transportation, FDOT has nearly completed a new policy to increase the flexibility of some revenue sources for transit operating costs. Going forward, there might be a little more flexibility in considering Waterborne Transportation as a premium transport service. At the November meeting, the Board took action to adopt the Fall Update of the Transportation Improvement Program. The Board also took action to approve Countywide Plan Amendments.

#### 5. PSTA AND HURRICAN EVACUATIONS

Mr. Feigel gave a brief introduction, sharing that questions were raised on how the Transportation Disadvantaged are assisted during an evacuation and if Pinellas County had an evacuation procedure. Pinellas County has an evacuation procedure, but not a lot of people know about it. Bob Lasher with PSTA shared a presentation on PSTA's role in the evacuation process. PSTA serves 21 of the 24 municipalities and policy is set by 15 Board members appointed by the 21 member cities and the County. PSTA is always at the disposal of Pinellas County Emergency Management and at least one PSTA representative in the Emergency Operations Center, at all times during a declared emergency. Once an evacuation is ordered, PSTA waives all fares until shelters are empty after the storm; PSTA will provide emergency transportation as needed to and from assisted living facilities, hospitals, etc.; PSTA will provide transportation to all citizens regardless of whether they live in a PSTA member city. Most shelters are located on a PSTA route and PSTA will detour to the closest shelter if needed. PSTA will continue service until winds reach 40 mph and service will resume as soon as the winds drop below that level and roads are safe for travel. PSTA is working on converting diesel-electric hybrids into mobile electrical stations. PSTA has "Surviving the Storm" cards and brochures available to share its evacuation benefits to the public. Pinellas County Public Schools also offers evacuation transportation to shelters. Discussion ensued and it was suggested that more needs to be done to make the disabled and the elderly aware that these services are available and to get them

registered for evacuation assistance ahead of time. It was suggested that information should be put out year-round suggesting seniors and the disabled register for evacuation assistance. Questions were taken and appropriately answered.

#### 6. COUNTYWIDE TRENDS AND CONDITIONS REPORT

Mr. Feigel shared a presentation on the Countywide Trends and Conditions Report. The Trends and Conditions Report provides an annual snapshot of the county's transportation system, including roads, trails, sidewalks, bike lanes and transit services. In addition, the report provides data on economic and land use activity, waterborne transportation, and emerging technologies. The report serves as a tool to evaluate progress toward achieving the objectives of the Long Range Transportation Plan, identify improvements needed to address safety concerns and congestion problems, inform transportation safety studies and transportation project design, and target law enforcement activities related to safety. Working from home trends are increasing since the pandemic, from 7% in 2019 to 21% in 2021, just in Pinellas County. However, even with more people working from home, the traffic on the roads has only decreased by 5%. When looking at five-year averages for vehicular crashes, crashes are down 2.5% and injuries are down 8%. However fatalities are up by 6%. Through September 30<sup>th</sup> of this year, fatal crashes are down for pedestrians, bicyclists, and motorists compared to the same time period in 2021, however motorcycle crashes are up 23%. Forward Pinellas Initiatives to reduce crashes include: 1) Integrate Safety into all Aspects of Planning; 2) implement the Active Transportation Plan; 3) provide funding for Complete Streets Projects; 4) evaluate Crash Data/provide Technical Assistance; 5) Maintain the School Transportation Safety Committee; 6) Implement Safe Streets Pinellas (Vision Zero). Forward Pinellas' Goal is to eliminate transportation fatalities and serious injuries by 2045. Questions were taken and appropriately answered.

#### 7. 2023 MEETING SCHEDULE

Mr. Feigel shared the LCB meeting schedule for 2023. Calendar invites will be sent separately.

#### 8. OTHER BUSINESS

#### A. Federal Transit Administration Section 5310 Grant Update

Dave Newell, FDOT, was unable to attend but did relay there were no updates.

#### B. CTC Update

Ross Silvers shared updates for the CTC. For the transportation disadvantaged, bus fares are steadily increasing. PSTA is continuing extensive outreach to TD customers. The SunRunner is free for the first six months. In terms of funding, PSTA was awarded an Innovation Services Development Grant for the region for one year project being called TD Tampa Bay, which is a cross-county service, to get a ride from one county to another. There are approximately 60 people signed up for it. Cross-county rides cost \$6.00 per month. PSTA is offering free Travel Training, targeting people with disabilities and seniors who have barriers to using public transportation. A member of PSTA will meet the person and travel with them to show them how to travel safely and effectively on public transportation.

#### C. CTD Update

Mr. Feigel shared the CTD update. With regards to the TD Tampa Bay, the service is funded by the Innovative Services Development Grant, shared on a handout included in the agenda packet.

#### D. Other

#### 11. <u>INFORMATIONAL ITEMS</u>

#### A. <u>Trip Expenditure Reports</u>

The trip/expenditure reports were attached.

#### B. Complaints and Commendations

There were no complaints.

#### 12. PUBLIC COMMENT

Jody Armstrong wanted to share that the Disability Achievement Center has been advocating for mats on the beaches and the City of St. Pete Beach will be holding a ribbon cutting for the 2 mobi-mats being laid down. The event will be held at 6850 Beach Plaza Road, St. Pete Beach on Monday, December 5, 2022 at 10:00 a.m.

Duncan Kovar shared that we should be talking about blended transportation plans.

#### 13. ADJOURNMENT

The meeting adjourned at 10:18 a.m. The next LCB meeting is February 15, 2023.

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

LAST NAME—FIRST NAME—MIDDLE I	NAME	NAME OF BOAR	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE								
MAILING ADDRESS		THE BOARD, CO WHICH I SERVE		UTHORITY OR COMMITTEE ON							
CITY	COUNTY	□ CITY	□ COUNTY	OTHER LOCAL AGENCY							
OTT	COONTT	NAME OF POLIT	FICAL SUBDIVISION:								
DATE ON WHICH VOTE OCCURRED		MY POSITION IS									
			☐ ELECTIVE	□ APPOINTIVE							

#### **WHO MUST FILE FORM 8B**

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

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

#### **INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES**

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

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

#### **ELECTED OFFICERS:**

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

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

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

#### **APPOINTED OFFICERS:**

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

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

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

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#### **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 i	retained me.
(b) The measure before my agency and the nature of my conflicting into	erest 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.

CE FORM 8B - EFF. 1/2000 PAGE 2





#### **SUMMARY**

Forward Pinellas staff will highlight Forward Pinellas Board actions since the last LCB meeting.

ATTACHMENT(S): None

**ACTION:** None required; informational item

#### 5. Veterans Services



#### SUMMARY

Pinellas County's Veterans Services provides information, assistance and resources to veterans, dependents of veterans, surviving spouses, surviving children, active duty service members, reservists and National Guard members. Veterans Services helps veterans apply for programs and services free of charge. Programs and services may include information regarding possible travel benefit for qualifying benefits to and from VA medical facilities, compensation and pension, education benefits, funeral benefits, healthcare, home loans, life insurance, survivor benefits and vocational rehabilitation and employment services. They also offer expert guidance and assistance in understanding services and programs, developing and presenting claims, filing claims, appealing claims and helping obtain documents such as discharge papers, marriage certificates, divorce certificates, death certificates and medical records.

Zeffery Mims, Director of Pinellas County Veterans Services is a member of the Local Coordinating Board and will give a brief overview of Veterans Services.

ATTACHMENT(S): None

**ACTION:** None required; informational item only

#### 6. Community Transportation Coordinator Review



#### SUMMARY

The Local Coordinating Board is charged with evaluating the Community Transportation Coordinator (CTC) annually, with assistance from Forward Pinellas, the designated planning agency. The LCB formed a subcommittee in the fall to assist with the evaluation. Michael Taylor, Jody Armstrong and Duncan Kovar agreed to participate as subcommittee members and are scheduled to meet with Ross Silvers and Rob Feigel on February 10, 2023 to review and discuss the initial draft of the CTC Review Workbook. Subcommittee review of the evaluation includes a review of the CTC's compliance with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, as well as on-site observations and surveys. Forward Pinellas staff and the CTC evaluation subcommittee members will present their findings and recommendations, if any, to the LCB at this time. Any final recommendations by the LCB will subsequently be added to the CTC Review Workbook.

#### ATTACHMENT(S):

- DRAFT CTC Review Workbook
- LCB Subcommittee Minutes

**ACTION:** Following review and discussion of the LCB subcommittee's recommendations, approve DRAFT CTC Review Report and Workbook

#### DRAFT

# PINELLAS COUNTY LOCAL COORDINATING BOARD SUBCOMMITTEE MEETING FOR THE TRANSPORTATION DISADVANTAGED PROGRAM MEETING MINUTES FEBRUARY 10, 2023

The Pinellas County Local Coordinating Board Subcommittee for the Transportation Disadvantaged met on Friday, February 10, 2021 at 1:00 a.m. at 310 Court Street, 1st Floor Conference Room, Clearwater, FL.

#### MEMBERS PRESENT

Jody Armstrong Local Agency for Persons with Disabilities

Michael Taylor Regional Agency for Persons with Disabilities

Duncan Kovar Over 60 Ross Silvers (ex officio) PSTA Staff

Rob Feigel Forward Pinellas Staff

#### OTHERS PRESENT

Patrick Murray PSTA Staff

#### 1. CALL TO ORDER

Mr. Rob Feigel, Forward Pinellas staff, called the meeting to order at 1:00 p.m.

#### 2. PUBLIC COMMENT

#### 3. CTC EVALUATION

Mr. Rob Feigel, Forward Pinellas staff, gave a PowerPoint presentation which included an overview of the TD Program, the LCB's role in the CTC evaluation process, and an overview of the annual CTC evaluation process. Consistent with Chapter 427.013, Florida Statutes and Rule 41-2.003 Florida Administrative Code, CTD standards and local standards, the LCB evaluates PSTA each year to evaluate its operations and performance as the CTC for Pinellas County, Florida.

Mr. Feigel reviewed the coordination efforts between Forward Pinellas and PSTA staff to date and provided a summary of the updates to the CTC Workbook to date, reviewed the monitoring of contractors and surveys. The subcommittee reviewed the CTC Workbook, general questions, comments and recommendations. Following the staff presentation, the subcommittee made the following comments and recommendations, which will be included as part of the CTC Workbook:

- a. Comment: PSTA should be commended on its remarkable and innovative TD Late Shift program, Direct Connect program and participation in the TD Tampa Bay program.
- b. Recommendations:

- a. Continue to work with the Florida Department of Transportation to coordinate monitoring efforts of coordination contractors receiving FTA 5310 funds.
- b. Continue innovative programs such as the TD Late Shift program and Direct Connect program.
- c. Recommendation: One of the Commission standards is that PSTA shall maintain a database of pertinent information on the passengers transported through the brokered program. Operators providing services outside the brokered system shall also maintain passenger information files. Upon review of the TDSP for the Commission standards, the TDSP does not contain this service standard in Table 8. Therefore, it is recommended that Table 8 of the TDSP be amended to add language consistent with this CTD standard.
- d. Comment: When the CTC submits an AOR to the LCB, it should include complete spreadsheets submitted by each agency and highlight and explain any major changes compared to overall totals of the previous year.
- e. Recommendation: Continue to pursue innovations and work to address barriers to the coordinated system.

The comments and recommendations made by the LCB subcommittee will be provided to the LCB at its regularly scheduled meeting on February 21, 2023 along with the updated CTC Workbook. Upon completion of the review, staff will issue a Review Report based upon the LCB's final comments and recommendations from the February meeting. Once the CTC has received the Review Report, it will submit a Status Report to the LCB within 30 working days.

#### 11. PUBLIC COMMENT

No comments were made and nobody from the public attended the meeting

#### 12. ADJOURNMENT

The meeting adjourned at 2:23 p.m. The next LCB meeting is February 21, 2023.





#### **SUMMARY**

The Commission for the Transportation Disadvantaged (CTD) requires that the Local Coordinating Board review and approve its bylaws annually. The current set of bylaws were approved in February 2021. There are currently no proposed changes to the LCB bylaws.

ATTACHMENT(S): Current Bylaws

ACTION: Approve LCB bylaws, with the changes as discussed by the LCB



# Local Coordinating Board Bylaws for Pinellas County, Florida

Adopted February 21, 2023

**Local Coordinating Board Chair** 

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

#### **BYLAWS**

SECTION I: NAME

The name of the Board shall be the Pinellas County Metropolitan Planning Organization Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the Local Coordinating Board (LCB).

SECTION II: PURPOSE

In accordance with Chapter 427.0157, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, the purpose of the Local Coordinating Board is to:

- 1. Develop local service needs; and
- 2. Provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS).

SECTION III: DEFINITIONS

#### A. Local Coordinating Board

According to Chapter 427.011(7), Florida Statutes, the Local Coordinating Board is defined as:

"An advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization, or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services."

#### B. <u>Designated Official Planning Agency</u>

According to Rule 41-2.002(3), the Designated Official Planning Agency is defined as:

"The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations."

In Pinellas County, the Designated Official Planning Agency is the Forward Pinellas, in its role as the Pinellas County Metropolitan Planning Organization (hereinafter referred to as the MPO).

#### C. <u>Designated Service Area</u>

According to Rule 41-2.002(4), the designated service area is defined as:

"A geographical area recommended by a designated official planning agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged."

#### SECTION IV: LOCAL COORDINATING BOARD MEMBERSHIP

The voting membership of the Local Coordinating Board shall be constituted as defined in Rule 41-2.012. Members shall be appointed to the Local Coordinating Board according to the procedures prescribed below. Appointments shall be approved by the Forward Pinellas Board.

#### A. Appointment of Agency/Group Members

Each agency or group, as defined in Rule 41-2.012, represented on the Local Coordinating Board shall recommend appointment from that agency's staff one person to act as a voting member of the Local Coordinating Board on its behalf.

#### B. Appointment of Non-Agency/Group Members

The MPO shall develop appropriate procedures to select persons appointed to the Local Coordinating Board as non-agency/group members.

#### SECTION V: OFFICERS

#### A. Chairperson

The MPO shall appoint an elected official to serve as the official Chairperson to preside at all Local Coordinating Board meetings. The Chairperson shall serve until replaced by the Designated Official Planning Agency.

#### B. <u>Vice Chairperson</u>

The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the Local Coordinating Board. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election.

In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting.

#### SECTION VI: TERMS OF THE APPOINTMENT

Except for the Chairperson and state agency representatives, the members of the Board shall be appointed for three (3) year staggered terms with initial membership being appointed equally for one, two, and three years.

#### SECTION VII: <u>ATTENDANCE</u>

The absence of any Local Coordinating Board member from three consecutive meetings shall cause the following actions to be taken:

- 1. If the member is a representative of an agency as mandated by Florida Statute Chapter 427, written correspondence shall be sent to the respective agency from the Chairperson of the Local Coordinating Board requesting attention to excessive absences of the representative in question.
- If the member is a private citizen representative or otherwise not affiliated with any mandated agency member, the appointment of said member shall be reviewed by the Designated Official Planning Agency for reconsideration and possible removal from the Local Coordinating Board.

All agency representatives shall appoint at least one alternate to attend meetings of the Local Coordinating Board in their absence. Alternates may replace agency representatives who are no longer on the LCB. Alternates may continue to represent the agency if the agency representative position is temporarily vacant. For the purposes of attendance, agency representatives shall be considered to be present when represented by their alternate. Any LCB member may have an alternate or multiple alternates. The list of alternates will be maintained by Forward Pinellas.

Attendance by telephone shall be permissible under extraordinary circumstances. LCB members can participate and vote in meetings via conference call, however, a physical quorum must be present to vote on action items. If there is a physical quorum present and a LCB member is voting by telephone, the LCB member must clearly announce his/her name and position on the motion. There shall be no provisions for excused absences.

#### SECTION VIII: BYLAWS AND PARLIAMENTARY PROCEDURES

The Local Coordinating Board shall annually review, update if necessary, and adopt its Bylaws. The Coordinating Board will conduct business using the Chairman's Rules, wherein all questions of parliamentary procedure are determined by the Chairperson of the Coordinating Board, unless overturned by a majority vote of the Coordinating Board members present.

#### SECTION IX: DUTIES

#### A. Chapter 427.0157, Florida Statutes

According to Chapter 427.0157, Florida Statutes, the Board has the following duties:

- 1. Review and approve the Transportation Disadvantaged Service Plan, including the memorandum of agreement, prior to submittal to the Commission.
- 2. Evaluate services provided in meeting the approved plan.
- 3. In cooperation with the Community Transportation Coordinator, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged.
- 4. Assist the Community Transportation Coordinator in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies.
- 5. Review coordination strategies for transportation disadvantaged services in the area to seek innovative ways to increase ridership to a broader population by improving a) cost effectiveness; b) efficiency; c) safety; and d) types and hours of service.
- 6. Evaluate multicounty or regional transportation opportunities
- 7. Work cooperatively with regional workforce boards established in Chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

#### B. Rule 41-2.

In addition to these duties, Rule 41-2.012 and Rule 41-2.008 provides for additional duties as follows:

- Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the Designated Official Planning Agency.
- 2. Annually, provide the Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP. As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. This evaluation will be submitted to the Commission subsequent to approval by the LCB. The designation solely of the CTC may be considered a substitution for the annual evaluation.
- 3. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations to the Local Coordinating Board or to the Commission, when local resolution cannot be reached to address the grievance. The LCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Riderbrochures or other documents provided to users or potential users of the systemshall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible formats upon request by a citizen. Members appointed to the committee shall be voting members of the LCB. [41-2.012(5)(c), F.A.C.]. The Expedited Appeal Committeeshould be comprised of a minimum of three members, should not include more than one LCB Member, and no person who was involved in the original decision on the action taken. All expedited appeals must be resolved within 72 hours of receiving the appeal request.
- 4. Annual review of coordination contracts should be conducted by the Coordinating Board to advise the CTC whether the continuation of said contract provides the most cost-effective transportation available.

#### C. Conflicts of Interest

#### 1. Voting Conflicts

If a member of the Forward Pinellas Board or its advisory committees declares a voting conflict pursuant to Section 112.3143, Florida Statutes on a matter before the Forward Pinellas Board or its advisory committees, that member may no

longer participate in that matter before the Forward Pinellas Board, and local government board that has a member of Forward Pinellas on it, or any other committee of Forward Pinellas. For the purposes of this subsection, the term "participate" means any attempt to influence the decision by oral or written communication, whether made by the member of Forward Pinellas or its advisory committee or at the member's direction.

In the event a Board member has a conflict of interest, they are required to complete Form 8B – Memorandum of Voting Conflict for County, Municipal, and Other Local Public Officers and turn it into Forward Pinellas staff for insertion in the minutes of the meeting where said conflict existed, in compliance with Section 112.3143, Florida Statutes.

#### 2. Lobbying Policy

Lobbying of evaluation committee members, Forward Pinellas staff, or elected officials regarding Requests for Proposals, Requests for Qualifications, bids, or contracts during the pendency of bid protest by the bidder/proposer/ protestor, or any member of the bidder's/proposer's/protestor's staff, an agent of the bidder/proposer/protestor, or any person employed by the legal entity affiliated with or representing an organization that is responding to the Requests for Proposal, Requests for Qualification, bid or contract, or has a pending bid protestis strictly prohibited either upon advertisement or on a date established by Forward Pinellas and shall be prohibited until either an award is final or the protest is finally resolved by the Forward Pinellas Board or Executive Director, provided, however, nothing herein shall prohibit a prospective bidder/proposer from contacting the Forward Pinellas staff to address situations such as clarification and/or questions related to the procurement process. For purposes of this provision, lobbying activities shall include but not be limited to influencing or attempting to influence action or non-action in connection with any Requests for Proposals, Requests for Qualifications, bid or contract through direct or indirect oral or written communication or an attempt to obtain goodwill of personsand/or entities specified in this provision. Such action may cause any Requests for Proposals, Requests for Qualifications, bid, or contract to be rejected.

#### SECTION X: MEETINGS AND NOTICES

In accordance with Rule 41-2.012, the Local Coordinating Board shall hold regular meetings at least once a quarter, duly noticed as prescribed by law, to the public and membership no less than three days prior to the meeting date.

The Chairperson of the Local Coordinating Board may, at his or her discretion, convene an emergency meeting of the Local Coordinating Board with no less than three days written notice to the public and membership.

Meetings held by subcommittees and work groups appointed by the Chairperson of the Local Coordinating Board shall be subject to the above requirements of public notice.

The Local Coordinating Board shall annually hold, at a minimum, one public hearing for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services.

#### SECTION XI: QUORUM

There shall be a quorum for conducting business at meetings. A quorum is defined as three or more Local Coordinating Board members.

H:\USERS\TRANS\TD\Bylaws\LCB Bylaws rev 2012 - Approved 1-17-06 - Reprinted 6-7-07.doc, Amended 3/09, Amended 3/10, Amended 1/12-Adopted, amended 3/12, Amended 2/13, Amended 5/14, Adopted 2/15, Adopted 2/16, Amended 2/17, Adopted 2/18, Adopted 2/20, Amended 11/20, Adopted 2/21

#### 8. Annual Approval of Federal Poverty Guidelines



#### **SUMMARY**

The Pinellas County TD Program uses the Federal Poverty Guidelines, published by the United States Department of Health and Human Services, to determine whether an individual qualifies for the TD Program. An individual's monthly household income must be at or below 200% of the federal poverty level to qualify for TD Program services. Each year, the updated guidelines are presented to the LCB for review and approval. A table showing incomes calculated at 200 percent of the Federal Poverty for 2023 and 2022 is provided below:

#### 200% of the 2023 Federal Poverty Guidelines

Persons in Family/ Household	2023 Gross Yearly Income Limit	2023 Gross Monthly Income Limit	2022 Monthly Income Limit for Comparison
1	\$29,160	\$2,430.00	\$2,265.00
2	\$39,440	\$3,286.67	\$3,051.67
3	\$49,720	\$4,143.33	\$3,838.33
4	\$60,000	\$5,000.00	\$4,625.00
5	\$70,280	\$5,856.67	\$5,411.67
6	\$80,560	\$6,713.33	\$6,198.33
7	\$90,840	\$7,570.00	\$6,985.00
8	\$101,120	\$8,426.67	\$7,771.67
For each additional person	\$10,280	\$856.67	\$786.67

ATTACHMENT(S): None

**ACTION:** Approve 2023 Federal Poverty Guidelines as shown in the above table for use in qualifying TD Program Applicants

#### 9. Other Business



#### **SUMMARY**

#### A. Federal Transit Administration Section 5310 Grant Update

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

#### B. Community Transportation Coordinator (CTC) Update

PSTA staff will provide an update on recent activities.

#### C. Commission for the Transportation Disadvantaged (CTD) Update

Staff will provide a Commission for the Transportation Disadvantaged update.

D. Other

ATTACHMENT(S): None

#### 10. Informational Items



#### **SUMMARY**

#### A. <u>Trip/Expenditure Reports</u>

The trip/expenditure reports are attached.

#### B. Complaints and Commendations

PSTA received no TD Program complaints.

**ATTACHMENT(S):** Trip/Expenditure Reports

### Pinellas County Transportation Disadvantaged Program CTC Sponsored Trip Summary 2022-2023

Provider	22-Jul	22-Aug	22-Sep	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	TOTAL
First Transit Wheelchair	16	41	5	11	12	17							102
First Transit Ambulatory	36	17	52	68	77	35							285
BAM-TDLS Ambulatory	370	399	341	0	0	0							1,110
Bay Area Metro Ambulatory	193	240	331	300	245	235							1,544
PARC (Amb)	219	211	273	258	196	249							1,406
PARC (W/C)	2	0	0	0	2	5							9
PARC (Group)	486	527	513	922	536	771							3,755
Arc Tampa Bay	1,190	1,443	1,085	1,303	1115	1,389							7,525
NCN (Amb)	1,162	1,280	1,131	1,395	1506	1,522							7,996
NCN (W/C)	147	142	138	132	90	82							731
NCN (Group)	57	43	68	39	42	496							745
Total Trips	3,878	4,343	3,937	4,428	3,821	4,801	0	0	0	0	0	(	25,208
Puo popogo 21 day	2,328	2,465	2,013	2,387	2,331	2,289							12 012
Bus passes – 31 day	,		,										13,813
Bus passes – 10 day	27	57	43	43	36	38						_	244
Total Bus Passes	2355	2522	2056	2430	2367	2327	0	0	0	0	0		14057

**Pinellas County School Board** 

Mode	22-Jul	22-Aug	22-Sep	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	TOTAL
Ambulatory	1	33	67	75	64	47						(	287
Wheelchair	0	0	0	0	0	0	0	0	0	0	0	(	0
Total Trips (excluding bus													
passes)	1	33	67	75	64	47	0	0	0	0	0	C	287

#### **Pinellas County Human**

Services

OCI VIOCO													
Mode	22-Jul	22-Aug	22-Sep	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	TOTAL
Ambulatory	0	0	0	0	0	0	0	0	0	0	0	0	0
Wheelchair	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Trips (excluding bus													
passes)	0	0	0	0	0	0	0	0	0	0	0	0	0

## Pinellas County Transportation Disadvantaged Program CTC Sponsored Trip Summary 2021-2022

Provider	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec	22-Jan	22-Feb	22-Mar	22-Apr	22-May	22-Jun	TOTAL
First Transit Wheelchair	23	21	18	28	22	14							126
First Transit Ambulatory	50	55	44	36	78	15							278
UZURV Ambulatory	47	26	40	42	25	17							
Bay Area Metro Ambulatory	17	7	13	31	30	55							
PARC (Amb)	187	169	197	139	141	85							918
PARC (W/C)	0	0	0	0	0	0							0
PARC (Group)	501	303	398	517	334	349							2,402
Arc Tampa Bay	1,025	965	1,021	1,196	941	1,048							6,196
NCN (Amb)	859	1,078	1,139	739	973	888							5,676
NCN (W/C)	56	67	95	67	99	107							491
NCN (Group)	91	97	108	95	88	72							551
Lighthouse for the Blind	0	0	0	0	0	0							0
Total Trips	2,856	2,788	3,073	2,890	2,731	2,650	0	0	0	0	0	O	16,638
Bus passes – 31 day	0	551	1,423	1,712	1,788	2,259							7,733
Bus passes – 10 day	0	5	18	22	21	34							100
Total Bus Passes	0	556	1441	1734	1809	2293	0	0	0	0	0	0	7833

**Pinellas County School Board** 

Mode	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec	22-Jan	22-Feb	22-Mar	22-Apr	22-May	22-Jun	TOTAL
Ambulatory	0	0	0	0	0	0							0
Wheelchair	0	0	0	0	0	0							0
Total Trips (excluding bus passes)	0	0	0	0	0	0	0	0	0	0	0	0	0

**Pinellas County Human Services** 

Mode	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec	22-Jan	22-Feb	22-Mar	22-Apr	22-May	22-Jun	TOTAL
Ambulatory	0	0	0	0	0	0							0
Wheelchair	0	0	0	0	0	0							0
Total Trips (excluding bus passes)	0	0	0	0	0	0	0	0	0	0	0	0	0

	NCN	PARC	ARC-TB	BROKERED*	TOTAL AMT SPENT	AMT INVOICED CTD	MONTHLY DIFFERENCE	CUMULATIVE BALANCE
START	\$387,780.00	\$168,204.00	\$167,204.00	\$1,755,538.08	\$2,478,726.08			
JULY	\$35,915.41	\$11,205.11	\$13,858.74	\$153,939.14	\$214,918.40	\$274,124.00	\$59,205.60	\$59,205.60
BALANCE	\$351,864.59	\$156,998.89	\$153,345.26	\$1,601,598.94	\$2,263,807.68			
AUGUST	\$38,480.40	\$11,397.67	\$16,805.18	\$165,742.29	\$232,425.54	\$273,828.00	\$41,402.46	\$100,608.06
BALANCE	\$313,384.19	\$145,601.22	\$136,540.08	\$1,435,856.65	\$2,031,382.14			
SEPTEMBER	\$34,886.02	\$12,780.29	\$12,635.91	\$135,875.25	\$196,177.47	\$273,828.00	\$77,650.53	\$178,258.59
BALANCE	\$278,498.17	\$132,820.93	\$123,904.17	\$1,299,981.40	\$1,835,204.67			
OCTOBER	\$40,873.86	\$17,169.55	\$15,174.74	\$152,131.99	\$225,350.14	\$273,828.00	\$48,477.86	\$226,736.45
BALANCE	\$237,624.31	\$115,651.38	\$108,729.43	\$1,147,849.41	\$1,609,854.53			
NOVEMBER	\$41,880.40	\$11,528.46	\$12,985.29	\$147,456.28	\$213,850.43	\$273,828.00	\$59,977.57	\$286,714.02
BALANCE	\$195,743.91	\$104,122.92	\$95,744.14	\$1,000,393.13	\$1,396,004.10			
DECEMBER	\$47,224.84	\$15,400.34	\$16,176.29	\$143,996.33	\$222,797.80	\$273,828.00	\$51,030.20	\$337,744.22
BALANCE	\$148,519.07	\$88,722.58	\$79,567.85	\$856,396.80	\$1,173,206.30			
JANUARY					\$0.00	\$273,828.00	\$273,828.00	\$611,572.22
BALANCE	\$148,519.07	\$88,722.58	\$79,567.85	\$574,693.69	\$1,173,206.30			
FEBRUARY					\$0.00	\$273,828.00	\$273,828.00	\$885,400.22
BALANCE	\$148,519.07	\$88,722.58	\$79,567.85	\$574,693.69	\$1,173,206.30			
MARCH					\$0.00	\$273,828.00	\$273,828.00	\$1,159,228.22
BALANCE	\$148,519.07	\$88,722.58	\$79,567.85	\$574,693.69	\$1,173,206.30			
APRIL					\$0.00	\$273,828.00	\$273,828.00	\$1,433,056.22
BALANCE	\$148,519.07	\$88,722.58	\$79,567.85	\$574,693.69	\$1,173,206.30			
MAY					\$0.00	\$273,828.00	\$273,828.00	\$1,706,884.22
BALANCE	\$148,519.07	\$88,722.58	\$79,567.85	\$169,338.80	\$1,173,206.30			
JUNE					\$0.00	\$273,828.00	\$273,828.00	\$1,980,712.22
BALANCE	\$148,519.07	\$88,722.58	\$79,567.85	\$169,338.80	\$1,173,206.30			
END					0			

\$3,286,232.00

	=	TD REIMBURSE	MENT REQUES	TS 2021/2022					
	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	\$18,662.46	\$8,276.88	\$9,806.17	\$0.00	\$2,675.07	\$39,420.58	\$274,124.00	\$234,703.42	\$234,703.42
BALANCE	\$313,382.54	\$137,018.12	\$135,588.83	\$5,155.00	\$1,752,863.01	\$2,344,007.50			
AUGUST	\$23,151.19	\$6,047.27	\$9,232.15	\$0.00	\$34,948.89	\$73,379.50	\$273,828.00	\$200,448.50	\$435,151.92
BALANCE	\$290,231.35	\$130,970.85	\$126,356.68	\$5,155.00	\$1,717,914.12	\$2,270,628.00			
SEPTEMBER	\$25,287.20	\$7,477.78	\$9,767.91	\$0.00	\$86,978.72	\$129,511.61	\$273,828.00	\$144,316.39	\$579,468.31
BALANCE	\$264,944.15	\$123,493.07	\$116,588.77	\$5,155.00	\$1,630,935.40	\$2,141,116.39			
OCTOBER	\$16,996.48	\$7,535.71	\$11,442.13	\$0.00	\$104,727.02	\$140,701.34	\$273,828.00	\$133,126.66	\$712,594.97
BALANCE	\$247,947.67	\$115,957.36	\$105,146.64	\$5,155.00	\$1,526,208.38	\$2,000,415.05			
NOVEMBER	\$22,131.04	\$5,822.21	\$9,002.55	\$0.00	\$109,400.88	\$146,356.68	\$273,828.00	\$127,471.32	\$840,066.29
BALANCE	\$225,816.63	\$110,135.15	\$96,144.09	\$5,155.00	\$1,416,807.50	\$1,854,058.37			
DECEMBER	\$20,694.95	\$4,922.43	\$9,739.21	\$0.00	\$136,635.76	\$171,992.35	\$273,828.00	\$101,835.65	\$941,901.94
BALANCE	\$205,121.68	\$105,212.72	\$86,404.88	\$5,155.00	\$1,280,171.74	\$1,682,066.02			
JANUARY						\$0.00	\$273,828.00	\$273,828.00	\$1,215,729.94
BALANCE	\$205,121.68	\$105,212.72	\$86,404.88	\$5,155.00	\$574,693.69	\$1,682,066.02			
FEBRUARY		,		. ,		\$0.00	\$273,828.00	\$273,828.00	\$1,489,557.94
BALANCE	\$205,121.68	\$105,212.72	\$86,404.88	\$5,155.00	\$574,693.69	\$1,682,066.02			
MARCH						\$0.00	\$273,828.00	\$273,828.00	\$1,763,385.94
BALANCE	\$205,121.68	\$105,212.72	\$86,404.88	\$5,155.00	\$574,693.69	\$1,682,066.02			
APRIL	• •	,		. ,		\$0.00	\$273,828.00	\$273,828.00	\$2,037,213.94
BALANCE	\$205,121.68	\$105,212.72	\$86,404.88	\$5,155.00	\$574,693.69	\$1,682,066.02			
MAY	, 11,	,,	, ,	, , , , , , , ,	, , , , , , , , , , , , , , , , , , , ,	\$0.00	\$273,828.00	\$273,828.00	\$2,311,041.94
BALANCE	\$205,121.68	\$105,212.72	\$86,404.88	\$5,155.00	\$169,338.80	\$1,682,066.02		. ,	
JUNE						\$0.00	\$273,828.00	\$273,828.00	\$2,584,869.94
BALANCE	\$205,121.68	\$105,212.72	\$86,404.88	\$5,155.00	\$169,338.80	\$1,682,066.02		·	
END	,	•				0			

\$3,286,232.00

#### Kelly, Maria

**Subject:** FW: LCB agenda

From: Ross Silvers < RSilvers@psta.net>
Sent: Thursday, February 2, 2023 10:11 AM
To: Feigel, Robert < reigel@forwardpinellas.org>

Cc: Ross Silvers < RSilvers@psta.net>

**Subject:** TD Complaints

**CAUTION:** This message has originated from outside of the organization. <u>**Do not**</u> click on links or open attachments unless you are expecting the correspondence from the sender and know the content is safe.

#### TD Dcomplaint to report today:

Bethany Gibson is unhappy because PSTA suspended her TD Late Shift account due to her having non-qualifying trips taken on her Late Shift account. She claimed it was because someone took her phone. We requested a copy of police report or other documentation of this, which she refused to provide. Since these unqualifying trips continued after PSTA gave her a warning, we have suspended her service for six months.

Ross Silvers (he, him, his)
ADA & Community Relations Officer
PSTA Mobility Office
rsilvers@psta.net
727-540-1844

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. WARNING! Fraud and email hacking/phishing attacks are on the increase. PSTA never gives out banking information to anyone via email or text message. If you receive such an email, DO NOT RESPOND TO THE EMAIL and only contact PSTA employees using the previously known contact information and NOT information provided in the email.

#### 11. Public Comment



#### **SUMMARY**

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