

LCB Members

In order to roll out the poverty/rate model changes that were made at the last LCB meeting in a timely manner and update the TDSP to reflect the same, we have called a Special Meeting of the LCB for June 21, 2022 at 9:15 AM. This will allow PSTA to roll out the poverty/rate model changes as soon as possible so that people can benefit from the changes ASAP.

We ask that all LCB members take the survey from the link below so that we can use the feedback as part of the TDSP update process and ultimately to better serve the community. We ask that you please to push this link out to your customers/clients via email blasts and ask them to complete the survey as well.

https://docs.google.com/forms/d/e/1FAIpQLSfWghLAI9faxgVxB5XrBc6SwBX7IEbUMz1TOvYWEwBo3hszTA/viewform?usp=sf_link

As such, please email me (mkelly@forwardpinellas.org) directly to indicate if you will be joining the LCB meeting in-person or if you will attend virtually. With a physical quorum present, we are able to vote in the room and are also able to offer voting to Zoom participants. As a reminder, we will utilize social-distancing, masks and provide hand sanitizer for in-person participants. (Zoom information below)

The in-person meeting will be held at 9:15 am at **310 Court Street, 1st Floor Conference Room, Clearwater.**

If you will be attending by Zoom, here is the Zoom meeting information:

Forward Pinellas is inviting you to a scheduled Zoom meeting.

Topic: SPECIAL LCB MEETING

Time: Jun 21, 2022 09:15 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/82387830196?pwd=NGVhc28xWWQ5SFNoeWlobC9YZWlxUT09>

Meeting ID: 823 8783 0196

Passcode: 379943

One tap mobile

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+13017158592,,82387830196#,,,,*379943# US (Washington DC)



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

**June 21, 2022 – 9:15 A.M.
310 Court Street, 1st Floor Conf. Room
Clearwater, FL 33756**

THE PLANNING COUNCIL AND METROPOLITAN PLANNING ORGANIZATION FOR PINELLAS COUNTY

FACE MASKS WILL BE ENCOURAGED BUT NOT REQUIRED

- 1. CALL TO ORDER AND INTRODUCTIONS**
- 2. PUBLIC COMMENT PERTAINING TO ITEMS NOT ON THE AGENDA**
- 3. ANNUAL APPROVAL OF GRIEVANCE PROCEDURES**
- 4. ANNUAL TDSP UPDATE**
- 5. MAJOR TDSP UPDATE**
- 6. PUBLIC COMMENT**
- 7. ADJOURNMENT**

NEXT REGULARLY SCHEDULED LCB MEETING – SEPTEMBER 20, 2022

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.

Forward Pinellas is committed to making our documents accessible to all audiences. If you have accessibility concerns, please contact aelmore@forwardpinellas.org or call 727-464-4880. Visit <https://forwardpinellas.org/legal/website-accessibility-statement/> for more information.

Local Coordinating Board – June 21, 2022

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: None required; informational item only

SUMMARY

The LCB is responsible for reviewing and approving grievance procedures for the TD Program annually. The grievance procedures are included as an appendix in the Transportation Disadvantaged Service Plan (TDSP). Staff has reviewed the grievance procedures and is not recommending making any changes at this time.

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

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

Forward Pinellas staff is seeking committee approval to add the specific grievance committee names listed above to the grievance procedures as part of the annual approval of grievance procedures.

ATTACHMENT(S): Grievance Procedures

ACTION: Approve Grievance Procedures for the Transportation Disadvantaged Program

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

GRIEVANCE COMMITTEE
POLICIES AND PROCEDURES

Originally Adopted: July 16, 1991
Last Amended: May 21, 2019
May 19, 2020
June 21, 2022

SECTION 1: CREATION OF A BOARD

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

SECTION 2: DEFINITIONS

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

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

SECTION 3: OBJECTIVES

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

SECTION 4: MEMBERSHIP

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

SECTION 5: TERMS OF MEMBERS

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

SECTION 6: GRIEVANCE PROCEDURES

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

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

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

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

SECTION 7: POWERS AND DUTIES OF THE GRIEVANCE COMMITTEE

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

SECTION 8: MODIFICATION OF PROCEDURES

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

GRIEVANCE FORM

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

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

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

Complainant's Signature: _____ Date: _____

II. Attach comments by Agency Program Manager:

Signature: _____

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

Signature: _____

THIS SECTION TO BE COMPLETED BY MPO ONLY

I. Date report received by Forward Pinellas: _____

II. Action requested of Grievance Committee:

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

IV. Action taken by Grievance Committee:

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

SUMMARY

The Transportation Disadvantaged Service Plan (TDSP) is the state required planning and operational guide for the TD Program. It provides a needs assessment of program services, socioeconomic data on the TD community, goals and strategies, quality assurance standards, service rates and operational information. The TDSP is updated annually to reflect changes in operations, policies, rates and/or information relating to the administration of the program. Major updates involving a comprehensive review of the TDSP, and an assessment of unmet needs based on socioeconomic and population data are conducted every five years. The current TDSP (2022) is available on the Forward Pinellas website at <https://forwardpinellas.org/wp-content/uploads/2017/10/TransportationDisadvantagedServicePlan.pdf>.

Proposed amendments associated with this TDSP update include an updated list of operators and coordination contractors, approval and inclusion of updated Rate Model, approval and inclusion of an increase from 150% to 200% for the TD eligibility requirements and grammar and formatting corrections.

ATTACHMENT(S): [Draft Transportation Disadvantaged Service Plan](#)

ACTION: Approve the annual update of the TDSP with an updated rate model and an increase from 150% to 200% for the TD eligibility requirements

5. Transportation Disadvantaged Service Plan Major Update

SUMMARY

Statewide, each Transportation Disadvantaged (TD) Program is guided by a five-year service plan, which is required to be updated annually. However, a new service plan must be developed following the designation of the Community Transportation Coordinator. The Pinellas Suncoast Transit Authority (PSTA) was re-designated as the local Community Transportation Coordinator earlier this year, prompting the need to develop a new Pinellas County Transportation Disadvantaged Service Plan (TDSP) for 2022 to 2027.

Development of the new TDSP has been underway during the past few months, that has included a survey for public input and the approval of a rate model provided by the Commission for the Transportation Disadvantaged. The purpose of this Special LCB Meeting is to discuss the results of the survey and develop goals, objectives and strategies for the 2022 - 2027 TDSP.

Staff will review the TDSP requirements, the development of the plan and the components of 2022 - 2027 TDSP, including the results from the recent survey (attached).

Additional components of the plan development are underway, and a final draft will be presented at the September 20, 2022 LCB meeting. It will then go to the Forward Pinellas Board for approval at its October 12, 2022 meeting before being transmitted to the Commission for the Transportation Disadvantaged before their October 31, 2022 deadline.

ATTACHMENT(S): Survey Analytics Summary

ACTION: Following presentation and discussion, provide guidance regarding the development of the five-year update to the TDSP as deemed appropriate by the LCB



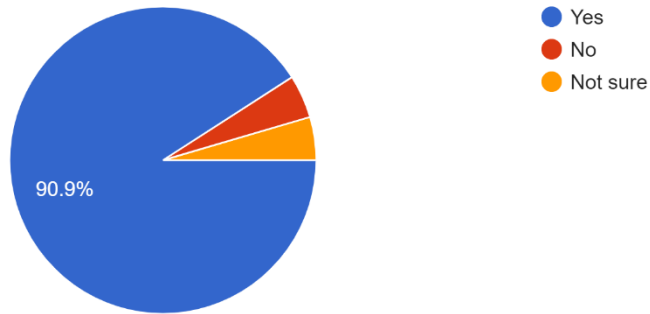
**FORWARD
PINELLAS**
Integrating Land Use & Transportation

Transportation Disadvantaged Service Plan (TDSP)

2022 Survey Analytics

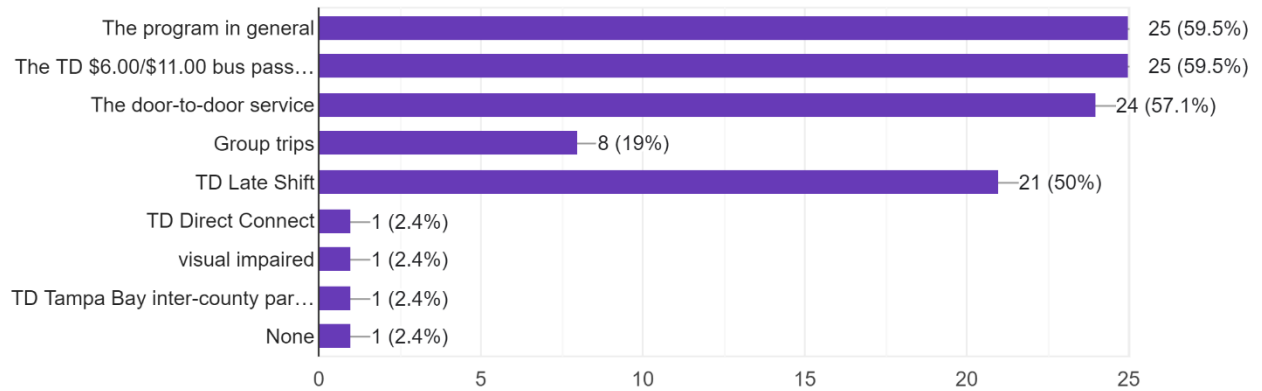
Are you familiar with the Transportation Disadvantaged (TD) Program

44 responses



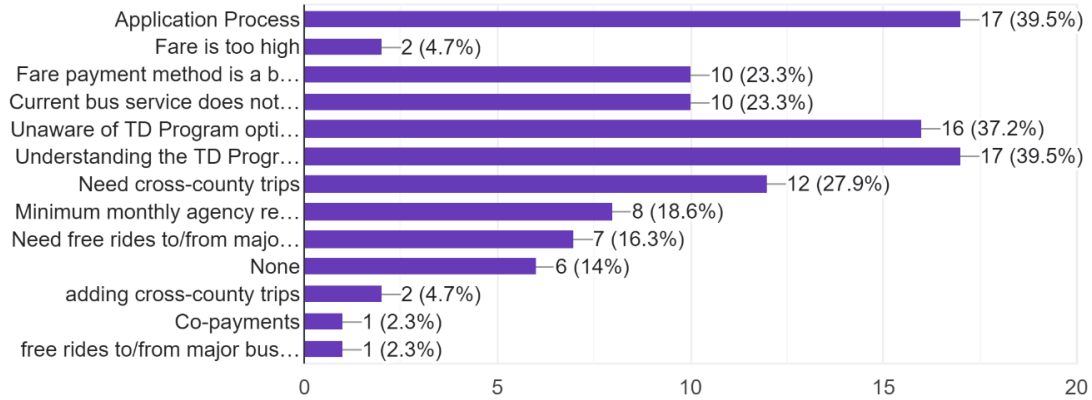
What part(s) of the TD Program are you familiar with? (check all that apply)

42 responses



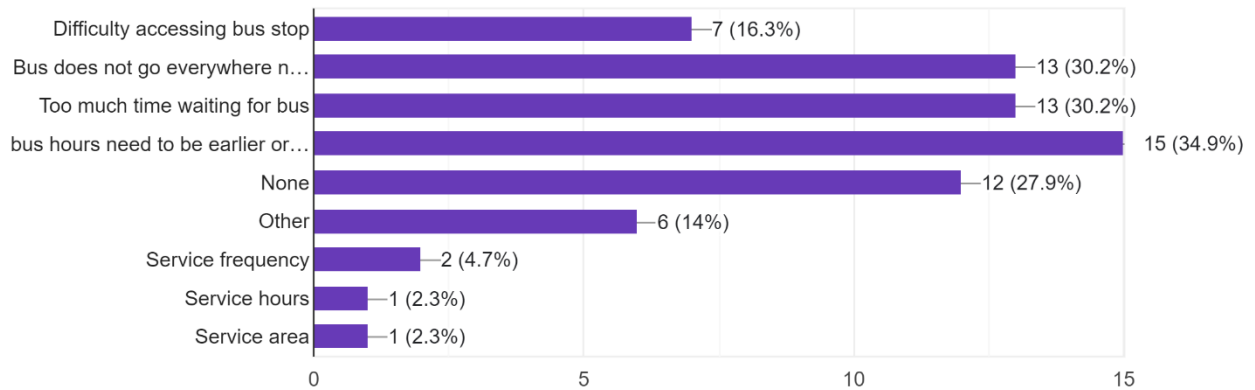
What barriers or challenges do you or your clients experience with the TD program (check all that apply)

43 responses



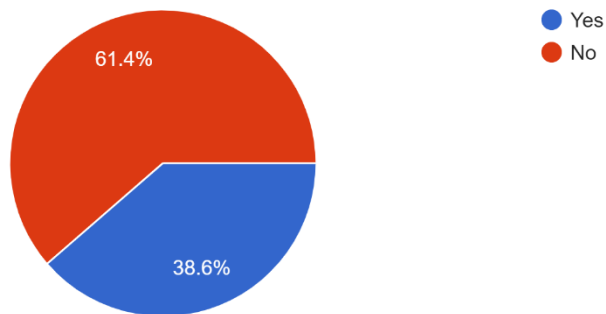
If the current bus services are not meeting your or your clients' needs, what factors are contributing to this? (check all that apply)

43 responses



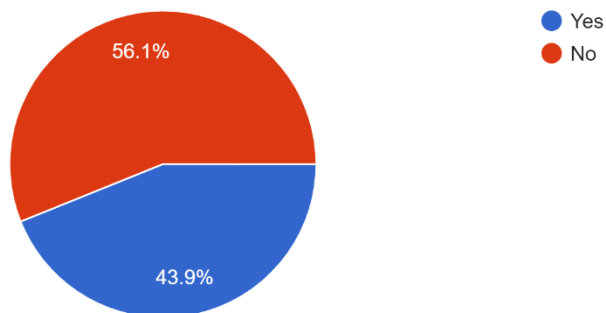
Would you like to be contacted with additional information about the TD Program?

44 responses



Are there transportation needs that are unmet by the TD Program?

41 responses



If yes, what are the unmet needs?

15 responses

Shared TNC rides countywide for \$4

Door-to-door service canceled on my parents without telling them due a tropical storm watch

Lots of clients like td door to door for church

cross county mainly, long waits for pick-up

Not enough awareness of the program

When it comes to making a change to a trip. They have to book at least 48hrs in advance but when it comes to making a change to the trip even by adjusting the time one hour before they still have to call 48hrs to the minute.

Many clients cannot afford even \$3 fair due to their extremely tight and fixed incomes, especially with inflation and increased cost of living.

Tampa Moffitt center medical appointment



Not familiar enough with scheduling TD rides to know

Funding needs to be restored to TD Tampa Bay; more types of trips need to be allowed on regular TD program.

cannot submit application online. Hard for the clients to pick up bus passes.

It would be much more efficient, if the agencies were able to approve and give out the initial TD bus pass to clients rather than them having to come to the bus station.

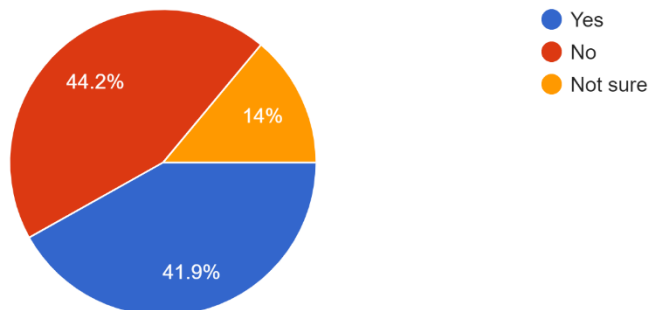
easy access to the program

Lack of weekend service

Subdivision Transportation for pwd



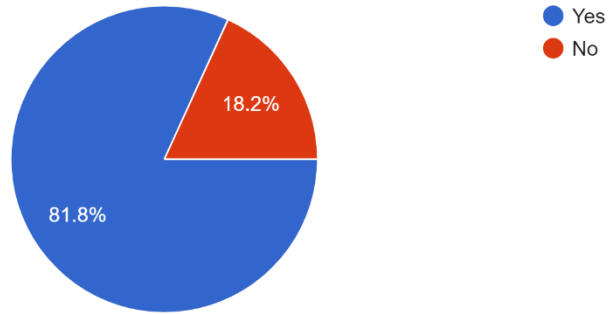
Are you aware of the Local Coordinating Board (LCB)? The LCB provides guidance to the TD Program and is composed of social service agencies working with the transportation disadvantaged.
43 responses



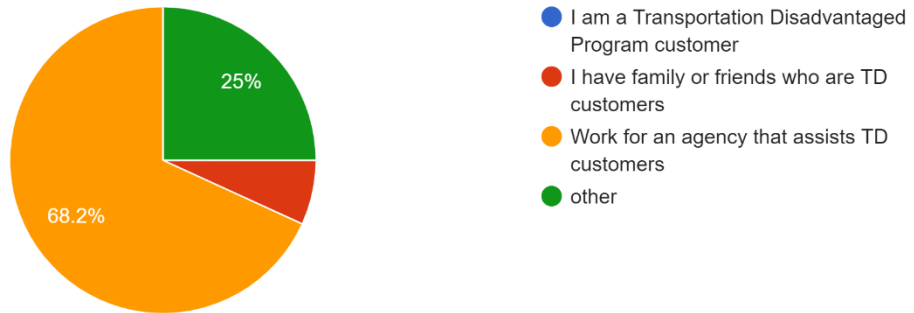
If you would like to be added to the LCB mailing list, please provide your email address.



Do you work with an agency that represents clients who may be transportation disadvantaged?
44 responses

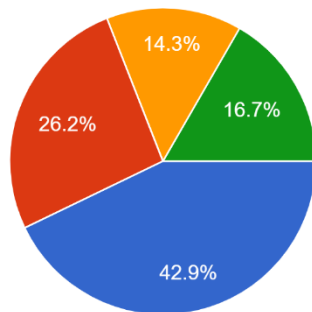


What is your relationship to the TD Program?
44 responses



Do you work with any of the following?

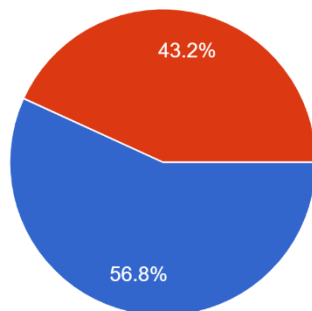
42 responses



- Persons with disabilities
- Low income individuals
- Individuals unable to transport themselves or purchase transportation due to age
- No

Does your agency provide transportation services?

44 responses

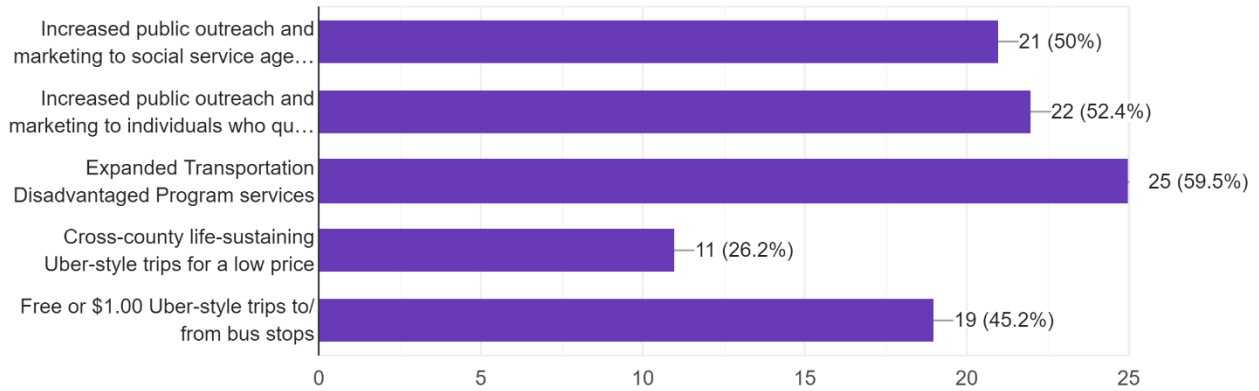


- yes
- no



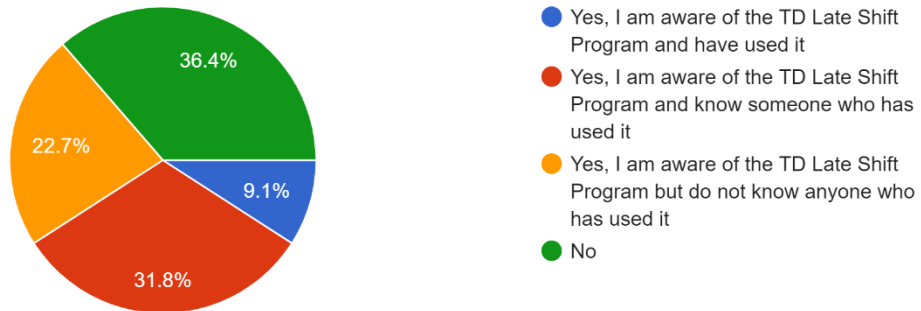
What improvements would you like to see to the TD Program? (check all that apply)

42 responses



Are you aware of the TD Late Shift Program? The TD Late Shift Program provides free rides between the hours of 10 p.m. and 6 a.m. to TD Pro...oing to or coming from their place of employment.

44 responses



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.