



**JACKSON COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**  
JTrans  
3988 Old Cottondale Road, Marianna, Florida  
**Tuesday, September 5, 2017**  
10:00 AM Central Time



**MEMORANDUM**

**TO:** Transportation Disadvantaged Coordinating Board Members and Interested Parties

**FROM:** Kwentin Eastberg, Staff to the Local Coordinating Board

**SUBJECT:** Transportation Disadvantaged Coordinating Board Meeting, September 5, 2017

The Jackson County Transportation Disadvantaged Coordinating Board will meet at the above referenced time and location for the first quarter meeting of FY 2017-2018. If there are any questions, please contact Kwentin Eastberg at 850-488-6211, ext. 105 or by email at [keastberg@thearpc.com](mailto:keastberg@thearpc.com).

**BOARD AGENDA**

- |  |                           |
|--|---------------------------|
| Call to Order  | Clint Pate<br>Chairman    |
| Roll Call & Welcome New Members  | Kwentin Eastberg<br>Staff |
| 1. Approval of Meeting Minutes – June 2017<br>* <b>Requested Action:</b> Motion to Approve | Chairman                  |
| 2. Old Business:   |                           |
| 3. New Business:   |                           |
| a. Election of Vice Chairman<br>* <b>Requested Action:</b> Elect Vice Chair                | Mr. Eastberg              |
| b. Selection of Administrative Committee<br>* <b>Requested Action:</b> Select Committee    | Mr. Eastberg              |

- c. Selection of Grievance Committee Mr. Eastberg  
    - \***Requested Action:** Select Committee
  - d. Bylaws Mr. Eastberg  
    - \***Requested Action:** Motion to Adopt
  - e. Complaint & Grievance Procedures Mr. Eastberg  
    - \***Requested Action:** Motion to Adopt
  - f. Community Transportation Coordinator (CTC) Report Sharon Peeler  
Information Only
  - g. ARPC Staff Quarterly Report Mr. Eastberg  
Information Only
  - h. Commission for the Transportation Disadvantaged Update Mr. Eastberg  
Information Only
4. Other Business
- a. Records Update Mr. Eastberg  
Information Only
  - b. New Member Training Announcement Mr. Eastberg
5. **Public Comments:** Any individual who wishes to address the board is requested to fill out a Speaker Request Form obtained from RPC staff.
6. Adjourn

**The next LCB meeting is scheduled for Tuesday November 7, 2017 at 10:00AM Central Time**

VISIT OUR WEBSITE AT: <http://thearpc.com/what-we-do/transportation-disadvantaged/>  
 FOR AGENDA PACKETS, MEETING CALENDARS,  
 TRANSPORTATION DISADVANTAGED SERVICE PLANS, AND  
 OTHER TRANSPORTATION PLANNING INFORMATION

## TRANSPORTATION DISADVANTAGED DECODER

<b>ABE</b>	Annual Budget Estimate
<b>ADA</b>	Americans with Disabilities Act
<b>AER</b>	Actual Expenditure Report
<b>AHCA</b>	Agency for Health Care Administration
<b>AOR</b>	Annual Operating Report
<b>APR</b>	Annual Performance Report
<b>ARPC</b>	Apalachee Regional Planning Council
<b>BOCC</b>	Board of County Commissioners
<b>CTC</b>	Community Transportation Coordinator
<b>CTD</b>	Commission for the Transportation Disadvantaged (Commission)
<b>CTS</b>	Coordinated Transportation System
<b>DCF</b>	Department of Children & Families
<b>DEA</b>	Department of Elder Affairs
<b>DOE/VR</b>	Department of Education/Vocational Rehabilitation
<b>DOPA</b>	Designated Official Planning Agency
<b>DOT</b>	Department of Transportation
<b>DVA</b>	Department of Veteran Affairs
<b>FAC</b>	Florida Administrative Code
<b>FS</b>	Florida Statutes
<b>FTA</b>	Federal Transit Administration
<b>FY</b>	Fiscal Year
<b>LCB</b>	Local Coordinating Board
<b>MOA</b>	Memorandum of Agreement
<b>MPO</b>	Metropolitan Planning Organization
<b>PE</b>	Public Education
<b>RFP</b>	Request for Proposal
<b>RFQ</b>	Request for Qualifications
<b>SSPP</b>	Safety System Program Plan
<b>TD</b>	Transportation Disadvantaged
<b>TDCB</b>	Transportation Disadvantaged Coordinating Board
<b>TDSP</b>	Transportation Disadvantaged Service Plan
<b>TDTF</b>	Transportation Disadvantaged Trust Fund

## **AGENDA ITEM: 1**

**SUBJECT:** Approval of the minutes from the last quarters Local Coordinating Board (LCB) Meeting.

**BACKGROUND:** The Board shall... 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.  
Florida Administrative Code Rule 41-2.012(5)(a).

**ATTACHMENTS:** Minutes from the June 2017 LCB meeting

**REQUESTED ACTION:** A motion and vote to approve the June 2017 Board Meeting minutes.

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**ACTION TAKEN AT MEETING:**

**DRAFT MINUTES**  
**Jackson County Transportation Disadvantaged Coordinating Board**  
**JTrans**  
**3988 Old Cottondale Road, Marianna, Florida**  
**Tuesday, June 6, 2017**  
**11:00 AM Central Time**

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**Call to Order**

Vice-Chairman Ernest McNeill called the meeting to order. Kwentin Eastberg, staff to the Board, called the roll.

**Roll Call**

<b>Representation</b>	<b>Member's Name Alternate's Name</b>	<b>Sept. 2016</b>	<b>Nov. 2016</b>	<b>Feb. 2017</b>	<b>June 2017</b>
Chairman	Clint Pate	P	P	P	A
Elderly	Carrie Crawford	P	P	P	P
Disabled	Susie Small	P	P	P	P
Citizen Advocate	Mandy Griffin	A	A	A	A
Citizen Advocate/User	Evelyn Rainey	P	P	P	P
Veterans	Ernest McNeill	P	P	P	P
Community Action	Lisa Lamar Shareta Wright, alt.	P	A	A	A
Public Education	Charlotte Gardner Stacey Goodson, alt.	P	P	P	P
Children at Risk	Adrienne Jenkins Donna Carnley, alt.	A	A	A	A
Workforce Dvp Bd	Kenny Griffin Richard Williams, alt.	A	P	P	A
Medical	Mary Beth Gurganus Karen Edwards, alt.	P	P	ALT	P
FDOT	Kathy Rudd Vanessa Strickland, alt.	P	P	P	A
FDCF	Sandra Register	P	P	P	P
FDOE/VR	Keith Sutton Georgia Britt, alt.	P	A	P	P
FDEA	Denease Rhynes	P	P	P	P
AHCA	John Vinski (resign Feb. 2017) Tayna Hand (Feb. 2017)	P	P	P	A

**P=Present, A=Absent, ALT=Alternate attended, R=Resigned**

**Others Present**

Melissa Reddick	Chipola Healthy Start
Sharon Peeler	JTrans
Kwentin Eastberg	Apalachee Regional Planning Council

The Vice-Chairman requested that the minutes show a quorum was present.

**Agenda**

The agenda was approved as presented. (Gardner, Sutton)

## **Minutes – February 2017 LCB Meeting**

The minutes were reviewed and adopted as presented. (Register, Crawford)

### **Transportation Disadvantaged Service Plan (TDSP) Update**

Annually, the LCB is required to review and update the TDSP. Jointly, Mr. Eastberg and Ms. Peeler presented the recommended changes, including updating the rate model, although the actual rate didn't change much at all. The update was adopted as amended (amended pages 10, 16-20, 24, 30-31, 34-35, 45-53, 55).

A Roll-call vote is required for the TDSP update and was unanimously approved by those in attendance.

### **Community Transportation Coordinator Report**

Ms. Peeler presented the Operating Reports for January – March, 2017. For the quarter they showed 8 unmet trip requests and 103 No-Shows. Ms. Gurganus asked if the no-shows are to a specific place or random. Ms. Peeler explained no-shows are predominately Medicaid and there remains no repercussions for Medicaid rider no-shows.

### **Staff Report**

Mr. Eastberg presented the January to March 2017 Quarterly Report. This was the 3<sup>rd</sup> quarter report and was explained that the deliverables were sent to the Commission back in early April. He explained that at the March CTD Board meeting the commission had restructured their allocation formula for distributing trip funds to County providers. This new structure showed a significant decrease to the funding for JTrans in the coming Fiscal Year. The commission did however include some proviso funding for the second year and a row. Ms. Peeler said JTrans hasn't been able to use all their allocation in recent years so it might not be as big a blow as it sounds, especially with the availability of Proviso funding.

Ms. Gurganus asked about regional planning initiatives and Mr. Eastberg said he would be happy to discuss some ideas she might have after the meeting, as they weren't directly related to the LCB and JTrans, and more about the establishment of an RTPPO, and how an organization like that would collaborate well with the public health administrators of the county.

Mr. Eastberg continued onto the new FY17-18 Meeting Calendar. The highlighted portion of the Calendar can be used as a reference for our meetings for the next year in Jackson County.

He next highlighted the 2017 Florida Triple Crown Bus Rodeo was mentioned and congratulations went out to those who placed. It was identified that they are many outstanding drivers in our Region and JTrans very own Charles Ford took 2<sup>nd</sup> place in the Cutaway division, and with their combined score (Tommy Griffis in the Van division) between the 2 divisions JTrans repeated as the 2017 Overall Paratransit Champion. Also, an announcement of new member training which would take place immediately following our September meeting, and a thank you to all those members who returned to serve the board for another term.

**Items of Interest**

Mr. McNeill congratulated Ms. Peeler on her success at the Rodeo. Ms. Gardner said that they are beginning to expect JTrans continue winning every year.

**Public Comments**

None

**Adjournment**

There being no further business the meeting adjourned. (Register, Rhynes)

**Approved by majority vote of the Transportation Disadvantaged Coordinating Board on the 5<sup>th</sup> day of September 2017.**

**Signed:**

**Attest:**

\_\_\_\_\_  
Clint Pate, Chairman  
Ernest McNeill, Vice Chairman

\_\_\_\_\_  
Kwentin Eastberg  
TD Program Coordinator

**AGENDA ITEM: 3a**

**SUBJECT:** Election of a Vice Chairman.

**BACKGROUND:** The Coordinating Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Coordinating Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.  
Florida Administrative Code, Rule 41-2.012(2)

**ATTACHMENTS:** NONE

**REQUESTED ACTION:** A motion and vote to elect a Vice-Chairperson

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**ACTION TAKEN AT MEETING:**



## AGENDA ITEM: 3b

SUBJECT: Selection of an Administrative Committee

BACKGROUND: The Board will appoint the following committees:  
**Administrative** Committee – The Administrative Committee shall be composed of three members. This committee will assist the Planning Agency staff in any requested assistance with administrative duties of the Board or staff.  
Transportation Disadvantaged Coordinating Board (TDCB) Bylaws: (II.H.Committees)

ATTACHMENTS: NONE

REQUESTED ACTION: A motion and appointment of three TDCB members to the Administrative Committee.

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ACTION TAKEN AT MEETING:

## AGENDA ITEM: 3c

SUBJECT: Selection of a Grievance Committee

BACKGROUND: The Board shall... Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service.  
Florida Administrative Code Rule 41-2.012(5)(c).

The Board will appoint the following committees:  
**Grievance** Committee – The Grievance Committee shall be composed of three members, include a minimum of one minority representative. The Board’s Grievance Procedures shall compliment the Community Transportation Coordinator’s Grievance Procedures. This committee is further explained in Section VI, Local Coordinating Board Duties.  
Transportation Disadvantaged Coordinating Board (TDCB) Bylaws: (II.H.Committees)

ATTACHMENTS: NONE

REQUESTED ACTION: A motion and appointment of three TDCB members to the Grievance Committee.

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ACTION TAKEN AT MEETING:

## **AGENDA ITEM: 3d**

**SUBJECT:** Review, update, and adoption of the Bylaws.

**BACKGROUND:** The planning agency's contract with the Commission for the Transportation Disadvantaged requires an annual review of the bylaws for any necessary changes. The September Board meeting is considered the organizational meeting, as it is the first meeting of the new fiscal (grant) year. As part of the organizational meeting the Draft Bylaws are presented to the board for review and approve.

**ATTACHMENTS:** Draft Bylaws

**REQUESTED ACTION:** A motion and vote to approve the Bylaws.

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**ACTION TAKEN AT MEETING:**

**Jackson County  
Transportation Disadvantaged Coordinating Board**

**BYLAWS**

In accordance with Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code and the Local Coordinating Board and Planning Agency Operating Guidelines, April, 2014

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**I. PURPOSE OF THE TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The purpose of the Transportation Disadvantaged Coordinating Board, also uniformly referred to as the Board, is to determine local service needs and to provide information, advice and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged within the county. In general, the Board is considered an advisory body.

The Board shall perform duties in accordance with Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code and the Local Coordinating Board and Planning Agency Operating Guidelines, as amended April 2014.

**II. ADMINISTRATION OF THE TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**A. Planning Agency Responsibilities**

The Apalachee Regional Planning Council or Designated Official Planning Agency (DOPA), also uniformly referred to as the Planning Agency, shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. The responsibilities of the Planning Agency include assistance in the scheduling of meetings; training Board members; evaluating cost effectiveness; reviewing the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

**B. Meetings**

The Board shall hold an organizational meeting each year for the purpose of electing a vice chairperson and committee members. The Board shall meet at least quarterly or more often as necessary in order to meet its responsibilities.

All meetings, including committee meetings, will function under the "Government in the Sunshine Law." The Board will conduct business using parliamentary procedures according to Robert's Rules of Order.

### **C. Quorum**

At all meetings of the Board, the presence, in person, of at least forty percent (40%) of the voting members, or their alternates, shall be necessary and sufficient to constitute a quorum for the transaction of business. Vacant positions on the Board shall not be included in the number of persons required to be present in order to constitute a quorum.

Board members can participate (and vote) in meetings via conference call; however, a physical quorum must be present to vote on action items.

The Planning Agency staff shall make every effort to secure a quorum. In the absence of a quorum, the chairperson may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum is present.

In situations where a quorum is not obtained, the members present may elect to either cancel the meeting and reschedule the meeting at a later date, or, continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

### **D. Voting**

Each Board member shall have one (1) vote. A majority vote of those present and voting shall decide any question, unless as otherwise expressly required by law or these bylaws.

Alternate representatives shall enjoy full voting rights in the absence of the appointed member.

Board member may not abstain from voting when an official decision, ruling or other official act is to be taken, except when there is a conflict of interest. Conflict of interest is defined as a situation in which concern for a private interest tends to lead to disregard of a public duty or interest. It generally involves something, which works to the member's special private gain or to the special gain of a principal by whom the member is retained. The member must state, at the meeting, the conflict of interest in order to abstain from voting on an issue. More complete procedures on how to record a conflict of interest are found in the Code of Ethics, Section 112, Florida Statutes.

Proxy voting shall not be allowed.

## **E. Meeting Notices**

**Full Board Meeting Notices** - A schedule for the required quarterly meetings of the Board shall be adopted at the last regularly scheduled meeting of each year. Proposed topics shall be listed on the schedule. The schedule shall be provided to the Florida Commission for the Transportation Disadvantaged and other interested parties upon adoption by the Board.

All Board meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and telephone number to call for additional information and request accessible formats.

**Emergency Meeting Notices and Committee Meeting Notices** - Planning Agency staff shall give the Florida Commission for the Transportation Disadvantaged, the Board members and all interested parties one week notice, if possible, of the date, time, location, and proposed agenda for the Board committee meetings and emergency meetings. Meeting materials shall be provided as early as possible. Emergency/ Committee Meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

## **F. Agendas**

Planning Agency staff shall provide the agenda and meeting package to the Florida Commission for the Transportation Disadvantaged, the Board members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the Transportation Disadvantaged Service Plan, shall be given for additional review time.

The agenda shall include a public participation opportunity.

## **G. Minutes**

Planning Agency staff is responsible for preparing and maintaining an official set of minutes for each Board meeting regardless of the presence of a quorum. The minutes shall be prepared in a reasonable time following the meeting and shall include an attendance roster indicating what agency, organization or position each member represents and reflect a summary of official actions taken by the Board. The record of official actions shall include who initiated and seconded the motion, as well as who voted for and against the motions. If there is no quorum, action items will be tabled until the next Board meeting. Minutes shall reflect that no official action was taken and shall include a summary of discussions. Meeting minutes shall be provided at the next regularly scheduled Board meeting for approval. Copies of approved minutes shall be sent to the Florida Commission for the Transportation Disadvantaged in the quarterly report. Committee meetings minutes may be in the form of

a brief summary of basic points, discussions, decisions, and recommendations to the full Board.

## **H. Committees**

All committee members shall be voting members of the Board.

The Board will appoint the following committees:

**Administrative Committee** – The Administrative Committee shall be composed of three members. This committee will assist the Planning Agency staff in any requested assistance with administrative duties of the Board or staff.

**Grievance Committee** – The Grievance Committee shall be composed of three members, include a minimum of one minority representative. The Board’s Grievance Procedures shall compliment the Community Transportation Coordinator’s Grievance Procedures. This committee is further explained in Section VI, Local Coordinating Board Duties.

**Other Committees** – The chairperson shall appoint other standing, temporary or special purpose committees, as approved by the Board.

## **III. MEMBERSHIP OF THE TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Members of the Board shall be appointed by the Planning Agency in accordance with Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code and the Local Coordinating Board and Planning Agency Operating Guidelines, as amended April 2014. The Planning Agency shall attempt to appoint individuals who have positions of responsibility within the agencies at a level high enough to allow for adequate agency representation during Board discussions and when issues require a vote. Members shall serve without compensation.

### **A. Voting Members**

1. An elected official from the service area, serving as the chairperson;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. A person who is recognized by the Veterans Service Office representing the veterans in the county;

7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
8. A person over sixty representing the elderly in the county;
9. A person with a disability representing the disabled in the county;
10. A citizen advocate representatives in the county;
11. A citizen advocate representative in the county who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
12. A local representative for children at risk;
13. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator.
14. A local representative of the Florida Department of Elder Affairs;
15. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the Community Transportation Coordinator. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the Transportation Disadvantaged Coordinating Board;
16. A local representative of the Florida Agency for Health Care Administration;
17. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
18. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

Membership of the Board shall consist of individuals who represent the appropriate governmental agencies or groups of people as defined above. The membership shall also represent, to the maximum degree possible, a cross section of the local community.

No employee or family member of the coordinated system shall serve as voting member of the Board. The Community Transportation Coordinator and their employees are not prohibited from serving on a Board in an area where they are not the Community Transportation Coordinator. An elected official serving as Chairperson of the Board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator shall not be precluded from serving as voting members of the Board.

## **B. Terms of Appointment**

Except for the Chairperson and state agency representatives, the Board members shall be appointed for three year staggered terms with initial memberships being appointed equally for one, two and three years to avoid a significant turnover during a particular period (41-2.012(4) FAC).

Board members can be reappointed for more than one term.



Any Board member may resign at any time by written notice to the Planning Agency. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Planning Agency.

### **C. Technical Advisors – Non-Voting Board Members**

Upon a majority vote of a quorum of the Board, technical advisors may be approved for the purpose of providing the Board with technical advice as necessary.

### **D. Alternates**

Alternates are to be appointed in writing and filed with the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency, if desired.

Each alternate may vote only in the absence of that Board member on a one-vote-per-member basis.

Alternates must be a representative of the same interest as the primary Board member.

### **E. Attendance**

The Planning Agency shall review, and consider rescinding, the appointment of any member who fails to attend three consecutive meetings. A letter shall be sent to members advising of the impending action. The Board shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings.

Board members shall be responsible for notifying the Planning Agency of their absence prior to the meeting.

The Planning Agency must complete attendance roster for each local coordinating Board meeting.

Board members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

## **F. Duties**

The Board shall:

**Memorandum of Agreement.** Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged.

**Transportation Disadvantaged Service Plan (TDSP).** Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The Transportation Disadvantaged Coordinating Board shall ensure that the TDSP has been developed by involving all appropriate parties in the process.

**Community Transportation Coordinator Evaluation.** Annually, provide the MPO/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 (41-2.012(5)(b) FAC). As part of the Community Transportation Coordinator's performance, the Transportation Disadvantaged Coordinating Board 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. The Transportation Disadvantaged Coordinating Board shall utilize the Florida Commission for the Transportation Disadvantaged's Quality Assurance Performance Evaluation Tool to evaluate the performance of the Community Transportation Coordinator. This evaluation Tool and Summary will be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Transportation Disadvantaged Coordinating Board. In areas where a planning agency serves as the Community Transportation Coordinator, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the Community Transportation Coordinator.

**Applications for Local Government, State or Federal Funds.** In cooperation with the Community Transportation Coordinator, review and provide recommendations to the Florida Commission for the Transportation Disadvantaged and the MPO or Designated Official Planning Agency, on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the Coordinating Board and Community Transportation Coordinator have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. Such a process should include at least the review of applications to ensure that they are consistent with the TDSP. This review shall consider a) the need for the requested funds or services; b) consistency with local government comprehensive plans; c) coordination with local transit agencies, including

the Community Transportation Coordinator; d) consistency with the TDSP; e) whether such funds are adequately budgeted amounts for the services expected; and, f) whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations and the notification to the Florida Commission for the Transportation Disadvantaged of any unresolved funding requests without delays in the application process.

**Eligibility Guidelines and Trip Priorities.** When requested, assist the Community Transportation Coordinator in establishing eligibility guidelines and trip priorities.

**Coordination Strategies or Service Provision.** Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.

**Grievance Committees.** 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 Community Transportation Coordinators in the designated service area, and make recommendations for the local Coordinating Board or to the Florida Commission for the Transportation Disadvantaged, when local resolution cannot be found, for improvement of service. The Transportation Disadvantaged Coordinating Board 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 Florida Commission for the Transportation Disadvantaged's Local Grievance Guidelines. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Florida Commission for the Transportation Disadvantaged's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Transportation Disadvantaged Coordinating Board. (41-2.012(5)(c), FAC).

**Coordination Contracts.** Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).

**Public Hearing.** Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately

following or prior to the Transportation Disadvantaged Coordinating Board meeting). A public hearing held jointly with the Florida Commission for the Transportation Disadvantaged will satisfy this annual requirement.

**LCB Training.** All Board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).

**Regional Workforce Board.** 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 (427.0157(7), FS).

**Regional Transportation Opportunities.** Evaluate multi county or regional transportation opportunities (427.0157(6), FS)

## **G. Officers**

**Chairperson.** The Planning Agency shall appoint an elected official to serve as the official Chairperson for all Board meetings. The appointed Chairperson shall be an elected official from the county that the Board serves. The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

The responsibilities of the Chairperson include overseeing the working organization of the Board; seeing that all policies of the Board are implemented; presiding over all Board meetings; signing instruments carrying out authorized Board purposes; serving as an ex-officio member of committees; appointing members to committees; and carrying out other duties as may be imposed by these bylaws

**Vice Chairperson.** The Board shall hold an annual organizational meeting for the purpose of electing a Vice Chairperson. The Vice Chairperson must be a voting member of the Board. The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the Board. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. The Vice Chairperson may serve more than one term.

The responsibilities of the Vice Chairperson include acting in the Chairperson's absence or inability to act; and performing other duties that the Board may assign.

## **IV. AMENDMENTS TO THE BYLAWS**

The Bylaws shall be reviewed, updated (if necessary), and adopted annually. Approved Bylaws shall be submitted to the Florida Commission for the Transportation Disadvantaged. The Bylaws can be amended at any regular or special meeting of the Board by a two-thirds vote of the members present and voting at said meeting, provided that written notice of such proposed action has been extended to each member of the Board at least one week prior to the meeting and that such notice include the nature of the proposed amendment.

## V. DEFINITIONS

**Community Transportation Coordinator (CTC) or Coordinator** is the transportation entity that shall ensure that coordinated transportation services are provided to the transportation disadvantaged population in the county. The Community Transportation Coordinator is recommended by the planning agency and approved by the Florida Commission for the Transportation Disadvantaged.

**Designated Official Planning Agency or Planning Agency** is the body or agency designated by the Florida Commission for the Transportation Disadvantaged to provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the duties of the Board. This includes, but is not limited to, assistance in the scheduling of meetings; training Board members; evaluating cost effectiveness; reviewing the local Transportation Disadvantaged Service Plan; preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

**Florida Commission for the Transportation Disadvantaged (CTD) or Commission** is the entity created by the Florida Legislature for the purpose of accomplishing the coordination of transportation services provided to the transportation disadvantaged in the State of Florida as authorized by Chapter 427, Florida Statutes.

**Minority Person** is a lawful, permanent resident of Florida who is an African American, a Hispanic American, an Asian American, a Native American, or an American woman (Chapter 288.703(3), Florida Statutes).

**Non-sponsored Trip** is a passenger trip that is sponsored in whole by the Transportation Disadvantaged Trust Fund.

**Sponsored Trip** is a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source.

**Transportation Disadvantaged (TD)** are 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 Section 411.202, Florida Statutes.

**Transportation Disadvantaged Coordinating Board (TDCB) or Board** is the advisory entity in the county composed of representatives appointed by the planning agency to provide assistance to the Community Transportation Coordinator relative to the coordination of transportation services.

**Transportation Disadvantaged Service Plan (TDSP)** is a five-year implementation plan, which contains the provisions of service delivery in the coordinated transportation system.

**Transportation Disadvantaged Trust Fund (TDTF)** is a fund administered by the Florida Commission for the Transportation Disadvantaged to carry out the Florida Commission for the Transportation Disadvantaged's responsibilities and to subsidize a portion of a transportation disadvantaged person's transportation costs that are not sponsored by an agency.

**Transportation Operator** is a public, private for profit, or private non-profit entity engaged by the Community Transportation Coordinator to provide services to the transportation disadvantaged persons pursuant to the Transportation Disadvantaged Service Plan.

\* \* \*

**Approved by the Jackson County Transportation Disadvantaged Coordinating Board on the \_\_\_\_ day of September, 2017.**

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**Chairman**

## **AGENDA ITEM: 3e**

**SUBJECT:** Review, update, and adoption of the Grievance Procedures.

**BACKGROUND:** The planning agency's contract with the Commission for the Transportation Disadvantaged requires an annual review of the Grievance Procedures for any necessary changes. The September Board meeting is considered the organizational meeting, as it is the first meeting of the new fiscal (grant) year. As part of the organizational meeting the Draft Complaint and Grievance Procedures are presented to the board for review and approve.

**ATTACHMENTS:** Draft Grievance Procedures

**REQUESTED ACTION:** A motion and vote to approve the Grievance Procedures.

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**ACTION TAKEN AT MEETING:**

**Jackson County**  
**Transportation Disadvantaged Coordinating Board**

**Complaint & Grievance Procedures**

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**PURPOSE**

The purpose of the complaint and grievance process is to resolve issues affecting the service delivery system and administration of the transportation disadvantaged program in a timely manner.

**AUTHORITY**

**41-2.012(5)(c), Florida Administrative Code.**

*Appoint a Grievance Committee to serve as a mediator to process and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Transportation Disadvantaged Coordinating Board for improvement of service. The Transportation Disadvantaged Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner.*

These procedures are in accordance with the *Local Grievance Guidelines for Transportation Disadvantaged Services* prepared by the Commission for the Transportation Disadvantaged, dated February 2010.

**HEARING & DETERMINING A GRIEVANCE**

There is a distinct difference between “hearing” a grievance, and “hearing and determining” a grievance. There is no bar to a person or entity listening to or “hearing” a grievance. An entity may even investigate them, from a purely fact-finding perspective, as long as it does not, in the course of its investigation, impose requirements on third parties that are not supported by statute or contractual agreement.

However, when an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of specified person or persons, it is exercising “adjudicative” or “determinative” powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance.

It is noted that Chapter 427, F.S. grants no adjudicative powers to anyone. However, Rule 41-2, F.A.C. does provide for grievance process at the local level.



## DEFINITIONS

**Commission for the Transportation Disadvantaged (Commission).** A statewide agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged.

**Community Transportation Coordinator (CTC, Coordinator).** A transportation entity that ensures that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. CTC is required to:

- ❖ Post a toll free telephone number for reporting complaints, grievances and commendations in all vehicles in plain view of riders,
- ❖ Periodically notify the riders of the grievance process,
- ❖ Respond to all requests for the grievance process,
- ❖ Provide, upon request, the grievance process in a format accessible to persons with disabilities,
- ❖ Provide a copy of the grievance process to agencies contracting services,
- ❖ Provide a copy of the grievance process to all transportation operators, and
- ❖ Advise customers of the Commission for the Transportation Disadvantaged Ombudsman Program and Hotline Number.

**Complaint.** Routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the Community Transportation Coordinator or transportation operators, not local service standards established by the Community Transportation Coordinator and local Coordinating Board. If the Community Transportation Coordinator is also an operator, their statistics on service complaints should be included. Local standards should be developed regarding the reporting and parameters of service complaints.

Service complaints may include but are not limited to:

- ❖ Late trips (late pick-up and/or late drop off),
- ❖ No-show by transportation operator and/or client,
- ❖ Client and/or driver behavior,
- ❖ Passenger discomfort,
- ❖ Service denial (without an explanation as to why), and
- ❖ Others, as deemed appropriate by the TDCB.

**Grievance.** A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of transportation disadvantaged services by the Community Transportation Coordinator, Transportation Operators, Planning Agency, or Transportation Disadvantaged Coordinating Board. The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Grievances may include but are not limited to:

- ❖ Chronic or recurring or unresolved service complaints,
- ❖ Violations of specific laws governing the provision of transportation disadvantaged services,
- ❖ Contract disputes (agencies/operators),
- ❖ Coordination disputes,
- ❖ Bidding disputes,
- ❖ Agency compliance,
- ❖ Conflicts of interest,
- ❖ Supplanting of funds,
- ❖ Billing and/or accounting procedures, and
- ❖ Other, as deemed appropriate by the TDCB.

**Ombudsman Program.** A toll free telephone number established and administered by the Commission to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the CTC.

**Planning Agency.** An entity responsible for transportation planning and serves as staff to the Transportation Disadvantaged Coordinating Board.

**Transportation Disadvantaged (TD).** Those persons who, because of physical or mental disability, income status, or age or who for other reasons, are unable to transport themselves or to purchase transportation and are, therefore, dependent on 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 Section 411.202, Florida Statutes.

**Transportation Disadvantaged Coordinating Board (TDCB).** An entity to provide assistance to the CTC relative to the coordination of transportation services.

**Transportation Operator.** An entity engaged by the CTC to provide service to transportation disadvantaged persons pursuant to a Transportation Disadvantaged Service Plan.

## **COMPLAINT PROCEDURES**

1. Complaints, verbal or written, may be initiated by anyone regarding anyone or any situation, even another customer.
2. Determine if the complaint is valid. The complaint must contain: customer name, telephone number and/or address of person making the report in order to be contacted for additional information or to update on status, occurrence date and time (if time is available), and information regarding the complaint (service, policy or vehicle concern). If the customer wants to remain anonymous, the validity is questionable. However, the complaint may still need to be resolved.
3. If the complaint is not valid, determine if follow up is necessary. If no, close and file.
4. If the complaint is valid, complete a complaint form and start research. All critical issues must be written up and be handled immediately with supervisory action. Critical issues include, but are not limited to, physical, verbal or substance abuse, and any life-threatening situation (reckless driving, client abandonment, accidents/incidents).
5. If there is resolution at intake (client accepting response to complaint), close and file.
6. If there is no resolution at intake, the Coordinator has 10 working days to resolve the complaint. A maximum of 20 working days can be taken if there are extenuating circumstances. If there are extenuating circumstances, the Coordinator will contact the customer after initial 10 working day period to update the status of the complaint. Responses may be verbal or in writing. If there is any doubt about the customer's satisfaction, a written response should be recorded.
7. If the customer is satisfied with the resolution, close and file. If not satisfied, inform them of the formal grievance procedures, close and file.
8. Continual and/or unresolved complaints may be an indication of an operational issue that needs to be addressed. Quarterly, the CTC will compile a report for the TDCB to review. The report will contain information regarding the categories and types of concerns reported and how the CTC responded to the concerns. The report will also note how many unresolved complaints remain. Also, the TDCB should be made aware of any complaints that are serious and/or unresolved.

The resolution to complaints will vary depending on each situation. Some complaints can be resolved while speaking with the customer and others will require research in order to be resolved. The following chart depicts how certain complaints should be handled.

Received From	Response	Priority	Time Frame
Customer	Verbal/Written Verbal/Written	Quick Resolution Critical	Immediately Within 10 working days
Agency	Verbal/Written	Depends on the agency	Within 10 working days
Legislative	Written	Depends on the issue	When situation is resolved. ASAP

### ***GRIEVANCE PROCEDURE***

1. The aggrieved person is to present a formal (written) grievance to the Community Transportation Coordinator **within 10 working days of the incident or as expeditious as possible considering the circumstances** to JTrans, Post Office Box 1117, Marianna, Florida 32446. A formal grievance must be written and contain name, address and telephone number of the aggrieved person, date, time and place of the incident, a statement of the grounds for the grievance, supplemented by supporting documentation, made in a clear and concise manner and an explanation by the aggrieved person of the improvements needed to address the complaint. A grievance form is available from the Coordinator for the convenience of the aggrieved person but is not required.
2. The Community Transportation Coordinator will have **10 working days from the date of receipt of the grievance** to respond in writing to the aggrieved person. The response will include the right to appeal to the Transportation Disadvantaged Coordinating Board Grievance Committee. The Community Transportation Coordinator shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee **within 2 working days** after responding to the aggrieved person.
3. The aggrieved person, dissatisfied with the response from the Community Transportation Coordinator, has **5 working days of the received response** to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee. The request is to be sent to the Apalachee Regional Planning Council, TD Program, 2507 Callaway Road, Suite 200, Tallahassee, Florida 32303.
4. The Transportation Disadvantaged Coordinating Board Grievance Committee has **10 working days from the date of receipt of the request** to hear the grievance and recommend to the Community Transportation Coordinator in writing any actions that may assist in dealing with the stated grievance. The Grievance Committee will report to the Transportation Disadvantaged Coordinating Board at the next regular meeting.

5. The aggrieved person, dissatisfied with the advice of the Grievance Committee, has **10 working days from the date of receipt of the response** to request in writing a hearing before the Transportation Disadvantaged Coordinating Board. The request is to be sent to the Apalachee Regional Planning Council, TD Program, 2507 Callaway Road, Suite 200, Tallahassee, Florida 32303.
6. The Transportation Disadvantaged Coordinating Board will hear the grievance **within 60 calendar days**, either at its next regular meeting or special called meeting as requested by the Grievance Committee Chairman, based on severity of the issue. The findings, explanations and recommendations of the Transportation Disadvantaged Coordinating Board will be in written form, recorded and transmitted to the aggrieved person and the Community Transportation Coordinator **within 10 working days following the hearing**. The determination of the Transportation Disadvantaged Coordinating Board is final.
7. The Community Transportation Coordinator will have **10 working days from receipt of the recommendations** to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.
8. The Transportation Disadvantaged Coordinating Board will review the Community Transportation Coordinator's response to the recommendations at **the next meeting** of the Transportation Disadvantaged Coordinating Board. A record of the grievances, their status (i.e., resolved, unresolved) and the response to the Transportation Disadvantaged Coordinating Board's recommendations will be included in the Community Transportation Coordinator's annual evaluation. The grievance record will also be reviewed during the development of the Community Transportation Coordinator's service plan.
9. The aggrieved person, dissatisfied with the advice of the Transportation Disadvantaged Coordinating Board, can file a formal grievance with the Commission for the Transportation Disadvantaged. The aggrieved person may begin this process by contacting the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450 or through the TD Helpline (1-800-983-2435), or by email ([www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)). Upon request of the aggrieved person the Commission will provide the aggrieved person with an accessible copy of the Commission's Grievance Procedures.
10. If the Commission is unable to resolve the grievance, the aggrieved person will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

***Aggrieved person with proper standing may also have recourse through the Chapter 120, Florida Statutes administrative hearing process. Nothing in this process is intended to preclude the aggrieved person from pursuing legal action. Aggrieved persons may contact the Florida Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.***

# **CONTACT INFORMATION**

## **COMMUNITY TRANSPORTATION COORDINATOR**

JTrans

Sharon Peeler, Executive Director

Post Office Box 1117

Marianna, Florida 32446

Telephone (850) 482-7433

Facsimile (850) 482-7592

[speeler.jtrans@embarqmail.com](mailto:speeler.jtrans@embarqmail.com)

## **TRANSPORTATION DISADVANTAGED COORDINATING BOARD and GRIEVANCE COMMITTEE**

Kwentin Eastberg, TD Program Coordinator

Apalachee Regional Planning Council

2507 Callaway Road, Suite 200

Tallahassee, Florida 32303

Telephone (850) 488-6211 Ext. 105

Facsimile (850) 488-1616

[keastberg@thearpc.com](mailto:keastberg@thearpc.com)

## **COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

605 Suwannee Street, MS-49

Tallahassee, Florida 32399-0450

OMBUDSMAN HOTLINE: 1-800-983-2435

[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)

## **DEPARTMENT OF CHILDREN & FAMILIES**

**Office of Public Assistance Appeals Hearings**

1317 Winewood Boulevard, Building 5, Room 203

Tallahassee, Florida 32399-0700

Telephone (850) 488-1429

Facsimile (850) 487-0662

\* \* \*

**Approved by the Jackson County Transportation Disadvantaged Coordinating Board on the \_\_\_\_ day of September, 2017.**

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Chairman

## **AGENDA ITEM: 3f**

**SUBJECT:** Community Transportation Coordinator Report

**BACKGROUND:** The Local Coordinating Board serves as an advisory Board to the CTC and evaluates their services and seeks innovative ways to improve cost-effectiveness, efficiency, and safety. To fulfill this requirement the CTC provides a quarterly summary of coordination activities and a financial report of sponsored and non-sponsored trip costs.

**ATTACHMENTS:** CTC Quarterly Report

**REQUESTED ACTION:** Information Only

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**ACTION TAKEN AT MEETING:**

COMMUNITY TRANSPORTATION COORDINATOR			
OPERATIONAL REPORT			
<b>COUNTY/CTC</b>		Jackson/JTTrans	
<b>REPORTING PERIOD</b>		Apr-17	
<b>NAMES OF OTHER OPERATORS</b>			
<b>TRIP PURPOSE</b>	<b># TRIPS</b>	<b>VEHICLES</b>	<u>31</u>
Medical	<u>1494</u>	<b>VEHICLE MILES</b>	<u>54426</u>
Employment	<u>1126</u>	<b>REVENUE MILES</b>	<u>44906</u>
Education/Training	<u>240</u>	<b>PASSENGER MILES</b>	<u>63218</u>
Shopping	<u>0</u>		
Nutrition	<u>427</u>	<b>ACCIDENTS</b>	
Other	<u>225</u>	Persons Only	<u>0</u>
<b>TOTAL TRIPS</b>	<u>3512</u>	Vehicles Only	<u>0</u>
		Veh & Persons	<u>0</u>
<b>PURCHASERS</b>	<b># TRIPS</b>	<b>ROADCALLS</b>	<u>1</u>
<i>List all purchasers -</i>			
CTD/Non-Sponsored	<u>629</u>	<b>COMMENDATIONS</b>	<u>0</u>
<u>MMA</u>	<u>1103</u>	<b>SUGGESTIONS</b>	<u>0</u>
<u>APD</u>	<u>1397</u>	<b>CONCERNS</b>	<u>0</u>
<u>AAA</u>	<u>382</u>	<b>GRIEVANCES</b>	<u>0</u>
<u>Other</u>	<u>1</u>		
<u>OOD</u>	<u>0</u>	<b>UNMET REQUESTS</b>	<u>0</u>
		<b>DEFERRED TRIPS</b>	<u>4</u>
		<b>NO-SHOWS</b>	<u>43</u>
<b>TOTAL TRIPS</b>	<u>3512</u>	<b>UNDUP PASSENGERS</b>	<u>379</u>
<b>CONTRACTS</b>	<b>CONTRACT PERIOD</b>	<b>ANNUAL AMOUNT OF ALLOCATION</b>	<b>AMOUNT SPENT TO DATE</b>
CTD/Non-Sponsored	July-June	\$471,175.00	\$276,420.33
<b>Attachments:</b> Year-to-date Financial Report including Revenue sources & amounts and Expenditures by cost categories.			
<b>Also attach:</b> grievances & complaints, advertising efforts, monitoring reports conducted by funding agencies.			



**COMMUNITY TRANSPORTATION COORDINATOR  
OPERATIONAL REPORT**

<b>COUNTY/CTC</b>	Jackson/JTrans
<b>REPORTING PERIOD</b>	May-17
<b>NAMES OF OTHER OPERATORS</b>	

<b>TRIP PURPOSE</b>	<b># TRIPS</b>	<b>VEHICLES</b>	<u>30</u>
Medical	<u>1676</u>	<b>VEHICLE MILES</b>	<u>60625</u>
Employment	<u>1330</u>	<b>REVENUE MILES</b>	<u>49480</u>
Education/Training	<u>339</u>	<b>PASSENGER MILES</b>	<u>74568</u>
Shopping	<u>0</u>		
Nutrition	<u>489</u>	<b>ACCIDENTS</b>	
Other	<u>239</u>	Persons Only	<u>0</u>
<b>TOTAL TRIPS</b>	<u>4073</u>	Vehicles Only	<u>0</u>
		Veh & Persons	<u>0</u>
<b>PURCHASERS</b>	<b># TRIPS</b>	<b>ROADCALLS</b>	<u>2</u>
<i>List all purchasers -</i>			
CTD/Non-Sponsored	<u>792</u>	<b>COMMENDATIONS</b>	<u>0</u>
<u>MMA</u>	<u>1145</u>	<b>SUGGESTIONS</b>	<u>0</u>
<u>APD</u>	<u>1687</u>	<b>CONCERNS</b>	<u>0</u>
<u>AAA</u>	<u>437</u>	<b>GRIEVANCES</b>	<u>0</u>
<u>Other</u>	<u>12</u>		
<u>OOD</u>	<u>0</u>	<b>UNMET REQUESTS</b>	<u>3</u>
		<b>DEFERRED TRIPS</b>	<u>0</u>
		<b>NO-SHOWS</b>	<u>46</u>
<b>TOTAL TRIPS</b>	<u>4073</u>	<b>UNDUP PASSENGER</b>	420

<b>CONTRACTS</b>	<b>CONTRACT PERIOD</b>	<b>ANNUAL AMOUNT OF ALLOCATION</b>	<b>AMOUNT SPENT TO DATE</b>
CTD/Non-Sponsored	July-June	\$471,175.00	\$316,696.62

**Attachments:** Year-to-date Financial Report including Revenue sources & amounts and Expenditures by cost categories.

**Also attach:** grievances & complaints, advertising efforts, monitoring reports conducted by funding agencies.

COMMUNITY TRANSPORTATION COORDINATOR OPERATIONAL REPORT			
<b>COUNTY/CTC</b>		Jackson/JTrans	
<b>REPORTING PERIOD</b>		Jun-17	
<b>NAMES OF OTHER OPERATORS</b>			
<b>TRIP PURPOSE</b>	<b># TRIPS</b>	<b>VEHICLES</b>	<u>29</u>
Medical	<u>1666</u>	<b>VEHICLE MILES</b>	<u>59333</u>
Employment	<u>1322</u>	<b>REVENUE MILES</b>	<u>48944</u>
Education/Training	<u>328</u>	<b>PASSENGER MILES</b>	-
Shopping	<u>217</u>		
Nutrition	<u>449</u>	<b>ACCIDENTS</b>	
Other		Persons Only	<u>0</u>
<b>TOTAL TRIPS</b>	<u>3982</u>	Vehicles Only	<u>0</u>
		Veh & Persons	<u>0</u>
<b>PURCHASERS</b>	<b># TRIPS</b>	<b>ROADCALLS</b>	<u>0</u>
<i>List all purchasers -</i>			
CTD/Non-Sponsored	<u>880</u>	<b>COMMENDATIONS</b>	<u>0</u>
<u>MMA</u>	<u>1028</u>	<b>SUGGESTIONS</b>	<u>0</u>
<u>APD</u>	<u>1659</u>	<b>CONCERNS</b>	<u>0</u>
<u>AAA</u>	<u>396</u>	<b>GRIEVANCES</b>	<u>0</u>
<u>Other</u>	<u>19</u>		
<u>OOD</u>	<u>0</u>	<b>UNMET REQUESTS</b>	<u>0</u>
		<b>DEFERRED TRIPS</b>	<u>2</u>
		<b>NO-SHOWS</b>	<u>55</u>
<b>TOTAL TRIPS</b>	<u>3982</u>	<b>UNDUP PASSENGERS</b>	<u>394</u>
<b>CONTRACTS</b>	<b>CONTRACT PERIOD</b>	<b>ANNUAL AMOUNT OF ALLOCATION</b>	<b>AMOUNT SPENT TO DATE</b>
CTD/Non-Sponsored	<u>July-June</u>	<u>\$471,175.00</u>	<u>\$412,639.06</u>
<b>Attachments:</b> Year-to-date Financial Report including Revenue sources & amounts and Expenditures by cost categories.			
<b>Also attach:</b> grievances & complaints, advertising efforts, monitoring reports conducted by funding agencies.			

## AGENDA ITEM: 3f

SUBJECT: ARPC Quarterly Report

BACKGROUND: The Designated Official Planning Agency (DOPA) submits a quarterly report to the Commission for the Transportation Disadvantaged as part of the planning grant deliverables. The **fourth quarter** report is provided for review.

ATTACHMENTS: ARPC fourth quarter report

REQUESTED ACTION: Information Only

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ACTION TAKEN AT MEETING:

**APALACHEE REGIONAL PLANNING COUNCIL**  
**Planning Related Grant Agreement Tasks**  
**QUARTERLY PROGRESS REPORT**  
**JACKSON COUNTY**

Invoice # 4

Reporting Period: April 1, 2017 – June 30, 2017

FM # 432-029-11401

Contract # G0C54

**I. PROGRAM MANAGEMENT**

**PROGRESS**

A.	When necessary and in cooperation with the Local Coordinating Board (LCB), solicit and <b>recommend a Community Transportation Coordinator (CTC)</b> , in conformity with Chapters 287 and 427, F.S. Such recommendation shall be presented to the CTD by planning agency staff or their designee.	No activity to report.
B.	Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the LCB.	Reappointed members to LCB
C.	Prepare <b>agendas</b> for LCB meetings consistent with the <i>LCB and Planning Agency Operating Guidelines</i> . Ensure that operator payments are addressed as a standard agenda item.	Prepared and submitted June LCB agenda to CTD and LCB members. A copy of the agenda is attached.
D.	Prepare official <b>minutes</b> of LCB meetings (regardless of a quorum) and submit an approved copy along with the quarterly report to the CTD. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years.	Final minutes of the February 2017 LCB meeting are attached.  Draft minutes of the June 2017 LCB meeting are attached.
E.	Provide at least one <b>public hearing</b> annually by each LCB, and assist the CTD, as requested, in co-sponsoring public hearings. This public hearing must be in addition to the LCB meetings. It may, however, be held in conjunction with the scheduled LCB meeting (immediately following or prior to the LCB meeting.)	No activity to report.
F.	Provide staff support for <b>committees</b> of the LCB.	No activity to report.
G.	Develop and update annually <b>by-laws</b> for LCB approval. Approved by-laws shall be submitted to the CTD.	No activity to report.
H.	Develop, annually update, and implement LCB <b>grievance procedures</b> in accordance with the CTD guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the CTD's Ombudsman Program. In addition, procedures shall include the LCB's role in handling Medicaid Non-Emergency Transportation grievances and/or appeals (including a process for expedited appeals). A copy of the approved procedures shall be submitted to the Commission.	No activity to report.
I.	Provide the CTD with a current membership <b>roster and mailing list</b> of LCB members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership.	Updated roster and mailing list is attached.
J.	Provide <b>public notice</b> of LCB meetings and local public hearings in accordance with the <i>LCB and Planning Agency Operating Guidelines</i> . At a minimum, all LCB meetings and public hearings must be advertised in the Dept. of State's Florida Administrative Weekly (FAW). The date the meeting was advertised in the FAW shall be included in the quarterly report.	Public notice was emailed to the local newspaper announcing the June 2017 LCB meeting. A copy of the notice is attached.
K.	Review and comment on the <b>Annual Operating Report (AOR)</b> for submittal to the LCB, and forward comments/concerns to the CTD.	No activity to report.
L.	Review the <b>Transportation Disadvantaged Service Plan (TDSP)</b> , and recommend action to the LCB.	The TDSP was presented at the June 2017 meeting and recommendations were

		made to the LCB. Roll call vote and signature page attached.
M.	Report the <b>actual expenditures</b> (AER) of direct federal and local government transportation funds to the CTD no later than September 15th.	No activity to report.

## II. SERVICE DEVELOPMENT

## PROGRESS

A.	Jointly, with the CTC and the LCB, develop the <b>TDSP</b> by preparing the planning section following CTD guidelines.	The TDSP was presented at the June 2017 meeting and recommendations were made to the LCB.
B.	Encourage integration of “transportation disadvantaged” issues into <b>local and regional comprehensive plans</b> . Ensure activities of the LCB and CTC are consistent with local and state comprehensive planning activities including the Florida Transportation Plan.	Ongoing.
C.	Encourage the local CTC to work cooperatively with <b>regional workforce boards</b> established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program.	Ongoing.

## III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION PROGRESS

A.	Provide the LCB with <b>quarterly reports</b> of TD planning accomplishments and expenditures as outlined in the planning grant agreement and any other activities related to the TD program including but not limited to consultant contracts, special studies, and marketing efforts.	January-March 2017 Quarterly Report was emailed to the CTD in April and was provided to the LCB at the June 2017 meeting.
B.	Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training.	No activity to report.
C.	Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	No activity to report.
D.	Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No activity to report.
E.	Provide <b>training</b> for newly-appointed LCB members.	No activity to report.
F.	Provide <b>assistance</b> to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity to report.
G.	To the extent feasible, collect and review <b>proposed funding applications</b> involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB.	No activity to report.
H.	Ensure the LCB conducts, at a minimum, an annual <b>evaluation</b> of the CTC. The LCB shall evaluate the CTC using the CTD’s <i>Evaluation Workbook for CTCs and Providers in Florida</i> (at a minimum, using the modules concerning Competition in Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the TDSP.	No activity to report..
I.	Assist the CTD in <b>joint reviews</b> of the CTC.	No activity to report.
J.	Ensure the LCB annually reviews <b>coordination contracts</b> to advise the CTC whether the continuation of said contract provides the most cost	There are no coordination contracts. No activity to report.

	effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	
K.	Implement recommendations identified in the CTD's QAPE reviews.	No activity to report.

**IV. SPECIAL CONSIDERATIONS BY PLANNING AGENCY**

None

**V. SPECIAL CONSIDERATIONS BY COMMISSION**

None

**Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:**

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1. Presented TD information to the ARPC Board on 5/18/17.

**Deliverables – Attached:**

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1. February 2017 LCB meeting final minutes
2. June 2017 LCB meeting announcement, agenda, draft minutes
3. TDSP Update – June 2017 with Signature Page
4. Revised LCB Certification, Mailing List, and Roster




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Kwentin Eastberg  
TD Program Coordinator

July 1, 2017  
Date