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July 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Bradford County Transportation Disadvantaged Coordinating Board will meet **Tuesday, July 12, 2016 at 9:30 a.m.** in the City of Starke Commission Meeting Room located at 209 N. Thompson Street in the City of Starke. All Board members are encouraged to attend.

Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

Attachments

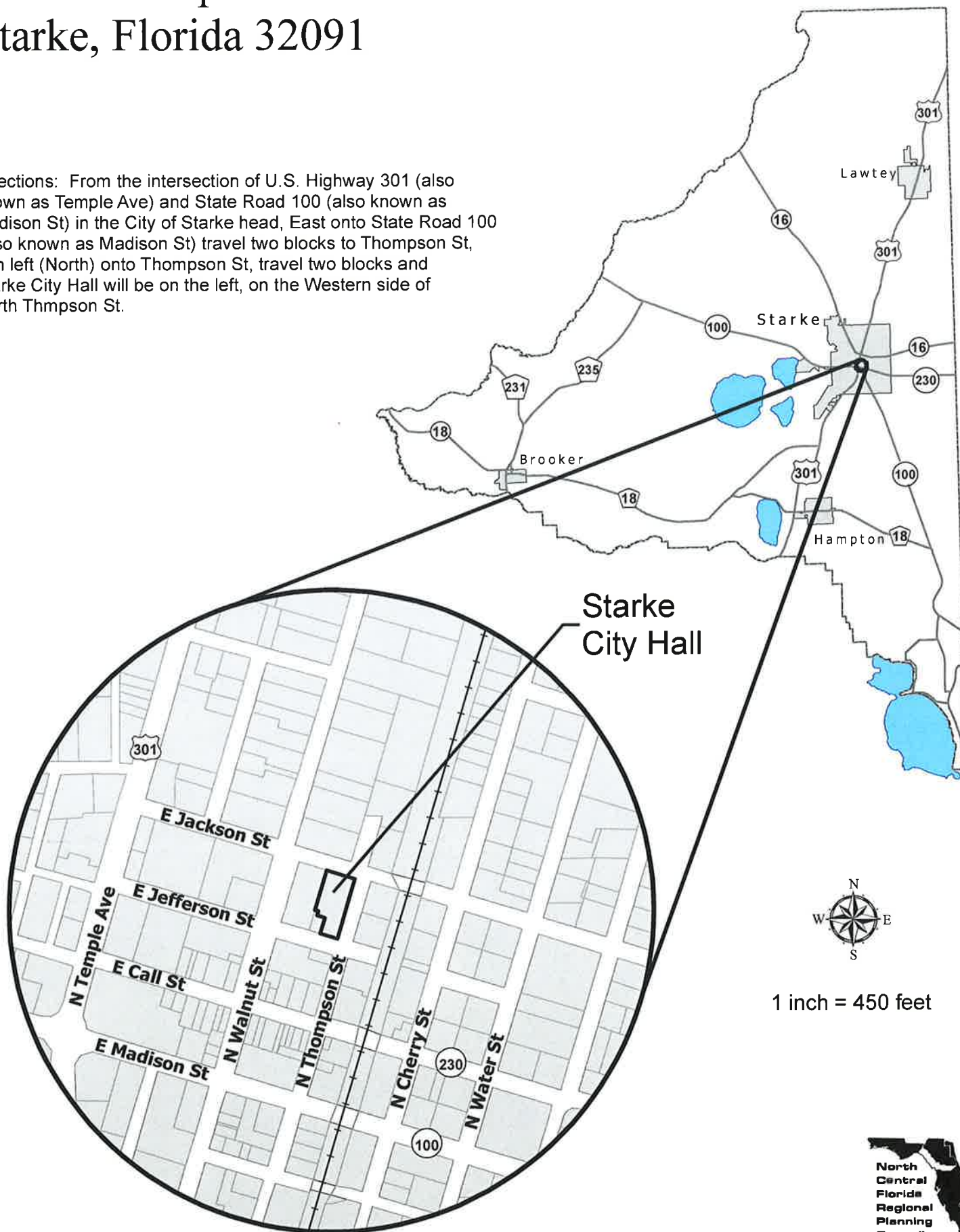
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Starke City Hall

North Thompson St

Starke, Florida 32091

Directions: From the intersection of U.S. Highway 301 (also known as Temple Ave) and State Road 100 (also known as Madison St) in the City of Starke head, East onto State Road 100 (also known as Madison St) travel two blocks to Thompson St, turn left (North) onto Thompson St, travel two blocks and Starke City Hall will be on the left, on the Western side of North Thompson St.





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**BRADFORD COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEETING ANNOUNCEMENT AND AGENDA**

City Commission Meeting Room
209 N. Thompson Street
Starke, Florida

Tuesday
July 12, 2016
9:30 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

**C. Approval of the April 12, 2016
Minutes**

Page 7

ACTION REQUIRED

II. NEW BUSINESS

A. Mobility Enhancement Grant

Page 11

NO ACTION REQUIRED

**B. Bradford County Transportation
Disadvantaged Service Plan Amendments**

Page 27

ACTION REQUIRED

The Board needs to review and approve amendments to the Bradford County
Transportation Disadvantaged Service Plan

C. Bylaws

Page 31

ACTION REQUIRED

The Board needs to review and approve the Bylaws

D. Grievance Procedures

Page 49

ACTION REQUIRED

The Board needs to review and approve the Grievance Procedures

E. Operations Reports

Page 67 NO ACTION REQUIRED

III. OTHER BUSINESS

A. Comments

1. Members

2. Citizens

IV. FUTURE MEETING DATES

A. October 11, 2016 at 9:30 a.m.

B. January 10, 2017 at 9:30 a.m.

C. April 11, 2017 at 9:30 a.m.

* Please note that this is a tentative meeting schedule, all dates and times are subject to change.

If you have any questions concerning the enclosed materials, please do not hesitate to contact me at 1-800-226-0690, extension 110.

**BRADFORD COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Danny Riddick Local Elected Official/Chair	Commissioner Tommy Chastain Local Elected Official
Sandra Collins Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Amanda Bryant Florida Department of Children and Families Grievance Committee Member	Jaime Sanchez-Bianchi Florida Department of Children and Families
Jeffrey Aboumrad Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Deweese Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Linda Tatum Regional Workforce Board	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Louette Smith Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Vacant Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Vacant Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Sherry Ruszkowski Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Vacant Medical Community Term ending June 30, 2019	Vacant Medical Community Term ending June 30, 2019
Vacant Children at Risk Term ending June 30, 2019	Vacant Children at Risk Term ending June 30, 2019
Steve Futch - Vice -Chair Private Transit Term ending June 30, 2019	Vacant Private Transit Term ending June 30, 2019

Note: Unless specified, members and alternates serve at the pleasure of the North Central Florida Regional Planning Council.

**BRADFORD COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

PUBLIC HEARING/MEETING MINUTES

City Commission Meeting Room
209 N. Thompson Street
Starke, Florida

Tuesday
April 12, 2016
9:30 a.m.

VOTING MEMBERS PRESENT

Commissioner Danny Riddick, Chair
Jeffrey Aboumrad, Florida Department of Education Representative
Amanda Bryant, Florida Department of Children and Families Representative
Sandra Collins, Florida Department of Transportation Representative
Barbara Fischer, Veterans Representative
Steve Futch, Private Transit Representative, Vice-Chair
Deweece Ogden, Florida Agency for Health Care Administration Representative
Sherry Ruskowski, Persons with Disabilities Representative

VOTING MEMBERS ABSENT

Louette Smith, Public Education Representative
Linda Tatum, Regional Workforce Development Board Representative

OTHERS PRESENT

Stephanie Barrington, Suwannee River Economic Council
Cassey Bennett, Communities in Schools

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. PUBLIC HEARING CALL TO ORDER

Chair Riddick called the public hearing to order at 9:30 a.m.

A. Introductions

Chair Riddick asked everyone to introduce themselves.

B. Receive Public Testimony

There was no public testimony received.

C. Close Public Hearing

Chair Riddick closed the public hearing at 9:31 a.m.

II. BUSINESS MEETING CALL TO ORDER

Chair Riddick called the meeting to order at 9:31 a.m.

A. Approval of the Meeting Agenda

ACTION: Steve Futch moved to approve the meeting agenda. Sherry Ruskowski seconded; motion passed unanimously.

B. Approval of the January 12, 2016 Minutes

ACTION: Sandra Collins moved to approve the January 12, 2016 meeting minutes. Barbara Fischer seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2016/17 Bradford County Transportation Disadvantaged Service Plan

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Chapter 427, Florida Statutes requires Suwannee River Economic Council prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the local Coordinating Board's approval. She said the Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

The Board reviewed the 2016/17 Bradford County Transportation Disadvantaged Service Plan.

ACTION: Steve Futch moved to approve the 2016/17 Bradford County Transportation Disadvantaged Service Plan. Sherry Ruskowski seconded; motion passed unanimously.

B. Operations Reports

Ms. Godfrey stated that the operations reports for the fourth quarter of 2015 are included in the meeting packet for the Board's review. She said there is no action required on this agenda item.

The Board reviewed the operations reports.

C. 2016 Florida Legislative Session

Ms. Godfrey stated that the Florida Legislature authorized an increase in Transportation Disadvantaged Trust Funds in Fiscal Year 2016-17. She said the additional funds will be used for the following:

1. study the existing Transportation Disadvantaged Trust Fund distribution formula;
2. provide additional transportation services in rural areas for persons with disabilities, older adults, and people with low incomes; and
3. award competitive grants to Community Transportation Coordinators to support transportation projects that: (1) enhance the access of older adults, persons with disabilities, and persons with low income individuals to health care, shopping, education, employment, public services, and recreation; (2) assist in the development, improvement, and use of transportation systems in non-urbanized areas; (3) promote the efficient coordination of services; (4) support intercity bus transportation; and (5) encourage private transportation provider participation.

III. OTHER BUSINESS

A. Comments

1. Members

There were no member comments.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Chairman Riddick stated that the next meeting of the Board will be held Tuesday, July 12, 2016 at 9:30 a.m.

ADJOURNMENT

The meeting adjourned at 9:45 a.m.

Coordinating Board Chair

Date

t:\lynn\td2016\bradford\minutes\apr.doc



July 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Mobility Enhancement Grant

RECOMMENDATION

For information only. No action required.

BACKGROUND

The 2016 Florida Legislature authorized \$1,750,000 of non-recurring funds to be competitively awarded by the Florida Commission for the Transportation Disadvantaged through a Mobility Enhancement Grant Program. The Florida Commission for the Transportation Disadvantaged was directed to award grant funds to Community Transportation Coordinators to support projects that:

- 1) enhance the access of older adults, persons with disabilities, and low income individuals to healthcare, shopping, education, employment, public services, and recreation;
- 2) assist in the development, improvement, and use of transportation systems in non-urbanized areas;
- 3) promote the efficient coordination of services;
- 4) support inter-city bus transportation; or
- 5) encourage private transportation provider participation.

Suwannee River Economic Council was one of five applicants in the State to be awarded Mobility Enhancement Grant funds from the Florida Commission for the Transportation Disadvantaged. Suwannee River Economic Council was awarded \$53,450 to provide on-demand transportation service for local medical, pharmacy and shopping purposes.

Attached is information about the grant project. If you have any questions concerning this matter, please contact me at extension 110.

Attachment

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2016-17 Mobility Enhancement Grant Summary

County	Community Transportation Coordinator	Project Description	Committee Comments	Requested Total Project Cost (100%)	Requested TD Dollar Amount (90%)	Recommended Funding
Alachua	MV Contract Transportation	Partner with the City of Gainesville through its GRACE Marketplace (homeless shelter) to provide reduced fare bus passes for the homeless clients they serve. Current program providing bus passes will expire 5/18/16.	Develops partnership and supports employment activities. Would like to include additional performance measures of the number of individuals that obtained employment.	\$55,350.00	\$49,815.00	\$49,815.00
Bradford	Suwannee River Economic Council	Provide on-demand service (within 30 minutes) to designated stops in the City of Starke for medical, pharmacy and shopping.	Innovative. Supports development of future partnerships.	\$59,389.00	\$53,450.00	\$53,450.00
Hernando	Mid-Florida Community Services	Expand current service hours and days. Will also add 3 connector stops to fixed route service.	Improves access to fixed route services. Request to add number of transfers to/from FR service to performance measures.	\$220,000.00	\$200,000.00	\$200,000.00
Manatee	Manatee BOCC	Partner with local healthcare service providers to screen and distribute daily bus passes to eligible low-income individuals for medical appointments.	Enhancing access to medical care, building partnerships, and cost efficient.	\$100,000.00	\$90,000.00	\$90,000.00
Pinellas	Pinellas Suncoast Transit Authority	Partner with Uber, United Taxi, and Care Ride to provide affordable, on demand, door-to-door trips within 20 minutes of request to or from work. In addition, grant would also fund urgent TD trips for medical purposes.	Innovative, builds community partners, expands hours of service availability.	\$333,333.00	\$300,000.00	\$300,000.00

County	Community Transportation Coordinator	Project Description	Committee Comments	Requested Total Project Cost (100%)	Requested TD Dollar Amount (90%)	Recommended Funding
Columbia/ Hamilton/ Suwannee	Suwannee Valley Transit Authority	Transport dual enrolled students (high school and college) to North Florida Community College and Florida Gateway College for 2 semesters. Have designated pickup and drop off locations in Live Oak and Jasper for NFCC; Branford and Ft White for Gateway College.	Concerns with the lack of financial support from school district and colleges. Concern with projected ridership and future sustainability.	\$163,524.80	\$147,172.32	\$0.00
Flagler	Flagler BOCC	To fund an additional 1,600 (approximately) monthly trips that are not covered by any other grant program at this time.	Not enough information was provided.	\$150,000.00	\$135,000.00	\$0.00
Glades/Hendry (& Collier)	Good Wheels, Inc.	Rural circulator service between Immokalee, Moore Haven and LaBelle for healthcare and education trips.	Recognizes that the need exists, however concerns with sustainability, cost effectiveness, and local support.	\$508,400.00	\$457,560.00	\$0.00
Holmes/ Washington	Tri-Co Community Council	Additional trips provided.	Not enough information was provided.	\$20,000.00	\$18,000.00	\$0.00
Leon	City of Tallahassee - StarMetro	Provide enhanced trans to individuals who live outside of the 3/4-mile ADA corridor. Work with Tallahassee Senior Center County Outreach Program to increase the number shopping trips to additional rural communities within Leon County.	Not enough information was provided.	\$150,000.00	\$135,000.00	\$0.00
Okeechobee	MV Contract Transportation	Partner with Okeechobee Career Academy to assist with transportation for their clients attending educational classes, job application opportunities and employment.	Recognizes need for access to employment and support activities, however too early in the planning process to ensure the feasibility of the project.	\$80,000.05	\$72,000.45	\$0.00
Putnam	Ride Solution	Expand days and times for flex route. New days and hours will help to support employment rides.	Does not appear to be cost effective or sustainable.	\$344,215.00	\$309,793.00	\$0.00

County	Community Transportation Coordinator	Project Description	Committee Comments	Requested Total Project Cost (100%)	Requested TD Dollar Amount (90%)	Recommended Funding
Santa Rosa	Tri-Co Community Council	Provide additional trips in Navarre and Gulf Breeze Area.	Not enough information was provided.	\$20,000.00	\$18,000.00	\$0.00
Wakulla	Wakulla County Senior Citizens Council	Expand services for Saturday trips to Tallahassee.	Not enough information was provided.	\$25,000.00	\$22,500.00	\$0.00
Walton	Tri-Co Community Council	Provide additional trips in DeFuniak Springs area.	Not enough information was provided.	\$12,000.00	\$10,800.00	\$0.00
Total				\$2,637,999.45	\$2,376,199.41	\$693,265.00

Available: **\$1,750,000.00**

Remaining: **\$1,056,735.00**

EXHIBIT A

Commission for the Transportation Disadvantaged Grant Application Form for the Mobility Enhancement Grant

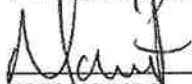
1. DATE SUBMITTED: 5/16/2016
2. LEGAL NAME OF APPLICANT: Suwannee River Economic Council, Inc.
3. FEDERAL IDENTIFICATION NUMBER: 59-1101989
4. REMITTANCE ADDRESS: P.O. Box 70
5. CITY AND STATE: Live Oak, FL ZIP CODE: 32060
6. CONTACT PERSON FOR THIS GRANT: Matthew Pearson, Executive Director
7. PHONE NUMBER: 386.362-4115 FAX NUMBER: 386-362-4078
8. E-MAIL ADDRESS: mattpearson@suwanneeec.net
9. PROJECT LOCATION [County(ies)]: Bradford County
10. PROPOSED START DATE: 7/1/2016 ENDING DATE: June 30, 2017
11. ESTIMATED PROJECT FUNDING REQUESTED:

Grant Funds \$	<u>53,450.10</u>	<u>90%</u>
Local Match \$	<u>5,938.90</u>	<u>10%</u>
TOTAL \$	<u>59,389</u>	<u>100%</u>

12. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

Matt Pearson, Executive Director

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE



SIGNATURE OF AUTHORIZED REPRESENTATIVE

5/16/2016

DATE

EXHIBIT B

SCOPE

Project Description:

Increase transportation availability within Bradford County/City of Starke. Enhance the current transportation services provided by Suwannee River Economic Council to improve access to health care and shopping for older adults, persons with disabilities, and persons with low income.

As the Aging Services provider in Bradford County, and, working with the Bradford County Transportation Disadvantaged Coordinating Board, Communities in Schools Program and the Four Corners Transportation Associates, Suwannee River Economic Council has identified a need for local transportation to medical services, pharmacies and grocery shopping within the City of Starke, Florida.

Current Service Description: Suwannee River Economic Council is the designated Community Transportation Coordinator for Bradford County, Florida. Door to door pre-scheduled trip reservation service is available through Florida's Transportation Disadvantaged Program. Trips are limited for non-emergency medical purposes due to funding limitations and the demand for out of county non-emergency medical transportation needs. Primary trip destinations include the Cities of Gainesville and Jacksonville, Florida. Multi-loading of passengers is required due to the average trip length.

The Communities in Schools Program (CISTO) provides van pooled transportation services to WIA, TANF, and Welfare recipients within Bradford County. CISO transportation service is available to individuals who need transportation to:

- Employment
- Job Readiness Training
- Vocational Training
- Educational Training

The ARC of Bradford County provides transportation services to their clients. Florida's Managed Medical Care Program provides non-emergency medical transportation to Managed Medical Care Program recipients residing in Bradford County.

Type of Service: Suwannee River Economic Council proposes to supplement the existing transportation disadvantaged services by providing an on-demand service within the City of Starke to Transportation Disadvantaged eligible riders. On-demand services will be provided for local medical, pharmacy and shopping purposes. Suwannee River Economic Council will operate this service as a 12 month pilot project.

Same day trips will be provided under this program. Trip origins and destinations must be within the City of Starke, Florida. Individuals will only be picked up and dropped off at the following locations:

- CVS Pharmacy - 209 S. Temple Avenue
- Walgreens Pharmacy - 205 W. Madison Street
- Walmart Supercenter - 14500 US Hwy 301
- Shands Starke Regional Medical Center - 922 E. Call Street
- Bradford Senior Center - 403 Georgia Street
- Starke Multi-Purpose Senior Center - 550 W. Georgia Street
- Winn Dixie - 470 W Madison Street

Service Area: On demand service will be available within the Starke City limits. Services will be provided to the following locations within the City of Starke (service area map attached):

- CVS Pharmacy - 209 S. Temple Avenue
- Walgreens Pharmacy - 205 W. Madison Street
- Walmart Supercenter - 14500 US Hwy 301
- Shands Starke Regional Medical Center - 922 E. Call Street
- Bradford Senior Center - 403 Georgia Street
- Starke Multi-Purpose Senior Center - 550 W. Georgia Street
- Winn Dixie - 470 W Madison Street

Days/Hours of Service: Monday through Friday, 9:00 a.m. to 5:00 p.m.

Accessing Service: Transportation Disadvantaged eligible Passengers must call Suwannee River Economic Council at least 30 minutes in advance to request a trip. Trips will be provided on an availability basis.

Advertising/Marketing: Suwannee River Economic Council with the assistance of the North Central Florida Regional Planning Council and the Bradford County Transportation Disadvantaged Coordinating Board will market/advertise service (example flyer attached) to Transportation Disadvantaged eligible riders. Suwannee River Economic Council will work with the North Central Florida Regional Planning Council staff and the Bradford County Transportation Disadvantaged Coordinating Board to develop advertising and marketing strategies as necessary.

Capital Need: Suwannee River Economic Council will need one MV-1 vehicle to provide this service.

Project Timeframe:

July 1, 2016 - June 30, 2017

If Suwannee River Economic Council determines the project be a success based on ridership, they will approach the following private businesses for continued financial support:

- CVS Pharmacy
- Walgreens Pharmacy
- Walmart Supercenter
- Winn Dixie

Suwannee River Economic Council will determine whether it is necessary to also request funding assistance from the City of Starke and/or Bradford County.

Project Performance Measures:

Suwannee River Economic Council will measure the ridership monthly with a goal of 210 trips per month. SREC will also measure time response to see if project is meeting the 30 minute pick up time goals.

Project Funding:

\$59,389 - operating cost, see attachment 1 for details. Reimbursement for operating expense will be invoiced monthly at a rate of \$23.57 per trip. Estimated 2,520 trips annually.

Required Resolution will be submitted after Suwannee River Economic Council, Inc. board approval at its meeting scheduled for June 27, 2016.

EXHIBIT D

STANDARD ASSURANCES

The recipient hereby assures and certifies that:

- (1) The recipient will comply with the federal, state, and local statutes, regulations, executive orders, and administrative requirements which relate to discrimination on the basis of race, color, creed, religion, sex, age, and handicap with respect to employment, service provision, and procurement.
- (2) Public and private for-profit, transit and paratransit operators have been or will be afforded a fair and timely opportunity by the local recipient to participate to the maximum extent feasible in the planning and provision of the proposed transportation planning services.
- (3) The recipient has the requisite fiscal, managerial, and legal capacity to carry out the Transportation Disadvantaged Program and to receive and disburse State funds.
- (4) The recipient intends to accomplish all tasks as identified in this grant application.
- (5) The recipient is aware that the Mobility Enhancement Grant is a reimbursement grant. Reimbursement of funds will be approved for payment upon receipt of a properly completed invoice with supporting documentation.
- (6) The recipient is aware that the approved project must be complete by June 30, 2017, which means services must be provided by that date or reimbursement will not be approved.
- (7) Mobility Enhancement Grant funds will not be used to supplant or replace existing federal, state, or local government funds.
- (8) Vehicles shall meet or exceed the applicable criteria set forth in the Florida Department of Transportation's Guidelines for Acquiring Vehicles on file with the Commission on July 1, 2016, or criteria set forth by any other federal, state, or local government agency.
- (9) Capital equipment purchased through this grant shall comply with the recipient's competitive procurement requirements or Chapter 287 and Chapter 427, Florida Statutes.

This certification is valid for no longer than the agreement period for which the grant application is filed.

Signature:  Date: 5/16/2016

Name: Matt Pearson

Title: Executive Director

Attachment 1

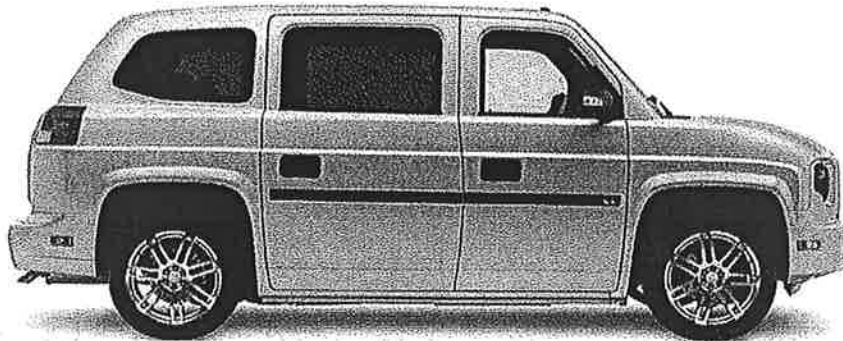
Estimated Annual Expenses

Driver Cost	\$36,000
Fuel	\$10,080
Communication	\$1,200
Insurance	\$1,850
Advertising	\$3,000
Maintenance	\$1,860
<u>Administrative cost</u>	<u>\$5,399</u>
Total Annual Cost	\$59,389

Reimbursement for operating expense will be invoiced to the CTD monthly, based on an average trip rate. SREC, Inc. estimates 10 trips per day (252 working days) for 2,520 trips annually. Reimbursement will be \$23.57 per trip.

Attachment 2

SREC On Demand



**Service Available
Monday through Friday
9:00 a.m. - 5:00 p.m.**




**For more information call:
Suwannee River Economic Council
904.964.6696
<http://srecinc.org/programs/aging/>
sbarrington@suwanneec.net**

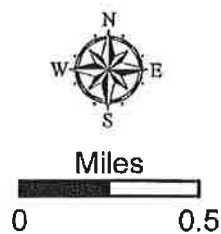


City of Starke



Legend

-  City Limits
-  Major Roads
-  Minor Roads





2009 NW 67th Place, Gainesville, FL 32653-1603 • 352.955.2200

July 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Bradford County Transportation Disadvantaged Service Plan Amendments

RECOMMENDATION**Approve the Bradford County Transportation Disadvantaged Service Plan amendments.****BACKGROUND**

Attached are draft amendments to the Bradford County Transportation Disadvantaged Service Plan. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

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Transportation Disadvantaged Program - Trip & Equipment Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2015/16	Bradford County	\$119,844 \$13,316	Transportation Disadvantaged Trust Fund Suwannee River Economic Council

Transportation Disadvantaged Program - Mobility Enhancement Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide on-demand service for local medical, pharmacy and shopping purposes.	2016/17	Bradford County - City of Starke	\$92,491.20 \$10,276.80	Transportation Disadvantaged Trust Fund Suwannee River Economic Council

5. Goals, Objectives and Strategies

GOAL I: Coordinate transportation disadvantaged services funded with local, state and/or federal government funds.

OBJECTIVE: Identify agencies that receive local, state and/or federal government public transportation funds that are not coordinated through the Community Transportation Coordinator.

Strategy a: Identify agencies in Bradford County that receive local, state and/or federal funds to transport clients or purchase vehicles.

Strategy b: Contact agencies to obtain information about coordination opportunities.

Strategy c: Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: Identify unmet transportation needs in Bradford County.

OBJECTIVE: Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy: The Community Transportation Coordinator shall report quarterly the number and types of transportation services that are requested which it is unable to provide.

z. Reliability

Rule 41-2.006 (4) (z), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 5 roadcalls during the evaluation period.

aa. Call-Hold Time

Rule 41-2.006 (4) (aa), F.A.C.: This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the local Coordinating Board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local Coordinating Board's evaluation of the Community Transportation Coordinator.

This standard is not applicable to this service area.

bb. Quality of Service

Rule 41-2.006 (4) (bb), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: Collect and publicly post passenger satisfaction survey ratings. There shall be no more than one complaint per 1,000 trips during the evaluation period.

cc. Safety Belt Usage

Chapter 316.614 (4), Florida Statutes: It is unlawful for any person: (a) To operate a motor vehicle in this state unless each passenger and the operator of the vehicle under the age of 18 years are restrained by a safety belt or by a child restraint device pursuant to s. 316.613, if applicable; or (b) To operate a motor vehicle in this state unless the person is restrained by a safety belt. (5) It is unlawful for any person 18 years of age or older to be a passenger in the front seat of a motor vehicle unless such person is restrained by a safety belt when the vehicle is in motion. (6)(a) Neither a person who is certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous nor an employee of a newspaper home delivery service while in the course of his or her employment delivering newspapers on home delivery routes is required to be restrained by a safety belt.

Local Policy: Passengers whose transportation is sponsored by Florida's Transportation Disadvantaged Program shall wear a safety belt while being transported unless they are certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous.



II . C .

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Marion • Suwannee • Taylor • Union Counties

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July 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Bradford County Transportation Disadvantaged Coordinating Board Bylaws

RECOMMENDATION

Approve the Board's Bylaws.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Bylaws annually. Attached are the Board's Bylaws for review and approval.

If you have any questions concerning the Bylaws, please contact me at extension 110.

Attachment

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Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

Bylaws

July 12, 2016

Bradford County Transportation Disadvantaged Coordinating Board



Bylaws

Approved by the
Bradford County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000

Daniel Riddick, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

July 12, 2016

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Chapter I: Bradford County Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the Bradford County Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

B. Agency Description

The Bradford County Transportation Disadvantaged Coordinating Board is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means 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.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means 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.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Name and Purpose

- (1) The name of the Coordinating Board shall be the Bradford County Transportation Disadvantaged Coordinating Board, hereinafter referred to as the Board.
- (2) The purpose of the Board is to identify local service needs and provide information, advice and direction to the Community Transportation Coordinator on the provision of services to the transportation disadvantaged within the designated service area. In general, the Board is considered an advisory body (Section 427.0157, Florida Statutes).

E. Membership

- (1) Voting Members. In accordance with Section 427.0157, Florida Statutes, all voting members of the Board shall be appointed by the Designated Official Planning Agency. The Designated Official Planning Agency for Bradford County is the North Central Florida Regional Planning Council.
 - (a) An elected official from the service area which the Board serves shall be appointed to the Board.
 - (b) A local representative of the Florida Department of Transportation;
 - (c) A local representative of the Florida Department of Children and Family Services;

- (d) A local 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;
- (e) 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;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) 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;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) 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 shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) 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.
- (r) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, 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 Coordinating Board.

It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.

- (2) **Alternate Members.** The North Central Florida Regional Planning Council may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend.

F. Officers

- (1) **Chair.** The North Central Florida Regional Planning Council shall appoint an official Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). For a multi-county Board, the Chair shall be from one of the counties in the designated service area. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. The Chair shall preside at all meetings.
- (2) **Vice-Chair.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chair (41-2.012(2) Florida Administrative Code). The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the first meeting after their election. For a multi-county Board, an elected official not serving as the Chair shall serve as Vice-Chair. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chair may serve more than one term.

G. Meetings

- (1) **Regular Meetings.** The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. Business meetings of the Board may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order.
- (2) **Emergency Meetings.** The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership.

North Central Florida Regional Planning Council staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency 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.

- (3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (4) Public Workshop. The Board shall hold a public workshop annually. Public workshops may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (45) Notice of Regular and Special Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Board members and other interested parties at least two weeks prior to each Board meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.

The North Central Florida Regional Planning Council shall provide the agenda and meeting package to the Florida Commission for the Transportation Disadvantaged, Board members and all other interested parties prior to the meeting. The agenda shall include a public participation opportunity.

- (56) Quorum. At all meetings of the Board, the presence in person of 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:
 - a) Cancel and reschedule the meeting; or
 - b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

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

- (67) Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.

- (78) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."
- (89) Proxy Voting. Proxy voting is not permitted.
- (910) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (1011) Attendance. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The North Central Florida Regional Planning Council must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.

H. Administration

- (1) Staff Support. The North Central Florida Regional Planning Council shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets and other necessary administrative duties as required by the Board within the limits of the resources available.
- (2) Minutes. The North Central Florida Regional Planning Council is responsible for 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. Meeting minutes shall be provided at the next regularly scheduled Board meeting for approval.

I. Duties

- (1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
- (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.

- (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.
- (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.
- (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.
- (e) Review coordination strategies for service provision to the transportation disadvantaged in the 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. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
- (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- (g) Assist the Community Transportation Coordinator in establishing eligibility guidelines and trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
- (h) 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.
- (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.
- (j) ~~Annually hold a public hearing workshop for the purpose of receiving input on unmet transportation needs or any other areas that relate to the local transportation services.~~
- (k) Annually review the Annual Operations Report.

J. Committees

The Chair subject to approval by the Board shall appoint a Grievance Committee to process and investigate complaints from agencies, users, transportation operators and potential users of the system in the designated service area. The Grievance Committee shall make recommendations to the Board or to the Florida Commission for the Transportation Disadvantaged for improvement of service. The Board shall establish a process and procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. 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 Transportation Disadvantaged Helpline service when local resolution has not occurred. When requested, all materials shall be made available in accessible format. Members appointed to the Grievance Committee shall be voting members of the Board. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse themselves from hearing the grievance.

Additional committees shall be appointed by the Chair, subject to approval by the Board, as necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures.

K. Amendments

These Bylaws may be amended by a majority vote of members present at regular meetings.

L. Certification

The undersigned hereby certifies that he/she is the Chair of the Bradford County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Bradford County Transportation Disadvantaged Coordinating Board the 12th day of July 2016.

Daniel Riddick, Chair
Bradford County Transportation Disadvantaged Coordinating Board

Bradford County Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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Bradford County Transportation Disadvantaged Coordinating Board

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July 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures

RECOMMENDATION

Approve the Board's Grievance Procedures.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Grievance Procedures annually. Attached are the Board's Grievance Procedures for review and approval.

If you have any questions concerning the Grievance Procedures, please contact me at extension 110.

Attachment

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Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

Transportation Disadvantaged Grievance Procedures

July 12, 2016

Bradford County
Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

Approved by the

Bradford County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000

Danny Riddick, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

July 12, 2016

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Chapter I: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Bradford County Transportation Disadvantaged Coordinating Board to address grievances from agencies, users, potential users, sub-contractors, and other interested parties concerning Florida's Coordinated Transportation System.

B. Agency Description

The Bradford County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means 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.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means 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.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida's Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Grievance means a written complaint to document any concerns regarding the operation or administration of services provided by Florida's Coordinated Transportation System by the Community Transportation Coordinator, subcontracted transportation operators, the Designated Official Planning Agency, or the Board. A grievance may also be a service complaint that has been left unresolved for more than 45 days.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Service complaint means 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. All service complaints shall be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Board.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Purpose

- (1) The Board shall 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 Board for the improvement of service.
- (2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

- (3) The Grievance Committee and the Board shall have the authority to hear and advise on grievances. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a 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. Chapter 427, Florida Statutes grants no adjudicative powers to anyone.

E. Membership

- (1) The Bradford County Transportation Disadvantaged Coordinating Board Chair shall appoint five (5) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the counties in the service area.
- (2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

- (1) The Grievance Committee shall elect a Chair and Vice-Chair.

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. Meetings may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. The Grievance Committee may meet following Board meetings to hear complaints and grievances. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

- (5) **Conflict of Interest.** In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuses themselves from hearing the grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

- (6) **Proxy Voting.** Proxy voting is not permitted.
- (7) **Parliamentary Procedures.** The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

H. Administration

- (1) **Staff Support.** The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.
- (2) **Minutes.** The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

The Grievance Committee shall make recommendations to the Board, the Community Transportation Coordinator, and/or to the Florida Commission for the Transportation Disadvantaged for improvement of service.

J. Procedures

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Bradford County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

- (1) Appeals of recommendations by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:

Bradford County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."

- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension of service by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The suspended rider will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended rider requesting the reconsideration.

M. Prohibition Against Retaliation

The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

N. Alternative Recourse

Apart from these grievance processes, aggrieved parties with proper standing, may also have recourse through Chapter 120, Florida Statutes, administrative hearings process or the judicial court system.

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Bradford County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Bradford County Transportation Disadvantaged Coordinating Board the 12th day of July 2016.

Danny Riddick, Chair
Bradford County Transportation Disadvantaged Coordinating Board

Bradford County Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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Bradford County Transportation Disadvantaged Coordinating Board

2009 NW 67th Place, Gainesville, FL 32653-1603

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July 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Operations Reports

RECOMMENDATION

No action required. This agenda item is for information only.

BACKGROUND

Attached are the following reports for the Board's review:

1. January - March 2016 Operations Report;
2. Fiscal Year 2015/16 Transportation Disadvantaged Trust Fund Status Report;
3. January - March 2016 Complaint/Commendation Report; and
4. January - March 2016 Trip Denial Report.

If you have any questions regarding the attached reports, please do not hesitate to contact me.

Attachments

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**QUARTERLY OPERATING REPORT
BRADFORD COUNTY
JANUARY - MARCH 2016**

OPERATING DATA	SREC	ARC of Bradford	TOTAL
NUMBER OF INVOICED TRIPS	2,595	3,419	6,014
Aging Program - Title III-B	370	0	370
Transportation Disadvantaged Program	1,183	0	1,183
Florida Agency for Persons with Disabilities	0	3,419	3,419
Florida Managed Medical Care Program (Medicaid)	1,042	0	1,042
TOTAL VEHICLE MILES	28,175	26,799	54,974
TOTAL REVENUE VEHICLE MILES	20,567	Not reported	20,567
TOTAL VEHICLE HOURS	2,154	1,237	3,391
TOTAL DOLLARS INVOICED	\$69,247.41	\$42,799.23	\$112,047
Aging Program - Title III-B	\$5,683.20	\$0.00	\$5,683
Transportation Disadvantaged Program	\$33,290.26	\$0.00	\$33,290
Florida Agency for Persons with Disabilities	\$0.00	\$42,799.23	\$42,799
Florida Managed Medical Care Program (Medicaid)	\$30,273.95	\$0.00	\$30,274
AVERAGE COST PER TRIP	\$26.68	\$12.52	\$18.63
Aging Program - Title III-B	\$15.36	#DIV/0!	\$15.36
Transportation Disadvantaged Program	\$28.14	#DIV/0!	\$28.14
Florida Agency for Persons with Disabilities	#DIV/0!	\$12.52	\$12.52
Florida Managed Medical Care Program (Medicaid)	\$29.05	#DIV/0!	\$29.05
AVERAGE COST PER MILE	\$2.46	\$1.60	\$2.04
AVERAGE COST PER REVENUE VEHICLE MILE	\$3.37	#VALUE!	\$5.45
AVERAGE COST PER HOUR	\$32.15	\$34.60	\$33.04
TRIP PURPOSE*	-	-	-
Medical	2,225	108	2,333
Employment	0	0	0
Education/Training	0	0	0
Fixed	0	2,760	2,760
Inclusion	0	132	132
Shopping	0	0	0
Meal Site	370	0	370
Recreation	0	0	0
Other	0	419	419
NUMBER OF TRIPS DENIED	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	155	0	155
PERCENT OF SINGLE PASSENGER TRIPS	6%	0%	3%
NUMBER OF ACCIDENTS	0	0	0
NUMBER OF VEHICLES	8	10	18
AVERAGE TRIPS PER VEHICLE	324	342	334
AVERAGE MILES PER TRIP	11	8	9
NUMBER OF ROADCALLS	0	0	0

**QUARTERLY OPERATING REPORT
BRADFORD COUNTY
JANUARY - MARCH 2015**

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	5,445
Medicaid (FCTD)	36
Title III-B	114
Transportation Disadvantaged Program	1,083
Agency for Persons with Disabilities	3,446
Florida Managed Medical Care Program (Medicaid)	766
TOTAL VEHICLE MILES	43,198
TOTAL REVENUE VEHICLE MILES	15,844
TOTAL VEHICLE HOURS	2,820
TOTAL DOLLARS INVOICED	\$104,219.00
Medicaid (FCTD)	\$5,653.00
Title III-B	\$1,751.00
Transportation Disadvantaged Program	\$36,347.00
Agency for Persons with Disabilities	\$38,362.00
Florida Managed Medical Care Program (Medicaid)	\$22,106.00
AVERAGE COST PER TRIP	\$19.14
Medicaid (FCTD)	\$157.04
Title III-B	\$15.36
Transportation Disadvantaged Program	\$33.56
Agency for Persons with Disabilities	\$11.13
Florida Managed Medical Care Program (Medicaid)	\$28.86
AVERAGE COST PER MILE	\$2.41
AVERAGE COST PER REV. VEH. MI.	\$6.58
AVERAGE COST PER HOUR	\$36.96
TRIP PURPOSE*	-
Medical	1,971
Employment	0
Education/Training	0
Fixed	2,744
Inclusion	188
Shopping	0
Meal Site	114
Recreation	0
Other	428
NUMBER OF TRIPS DENIED	0%
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	0
PERCENT OF SINGLE PASSENGER TRIPS	5%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	18
AVERAGE TRIPS PER VEHICLE	303
AVERAGE MILES PER TRIP	8

CTC: Suwannee River Economic Council

Rates Charged to TD Trust Fund:

Ambulatory: \$1.83 per passenger mile

Wheelchair: \$3.14 per passenger mile

Stretcher: \$6.55 per passenger mile

**2015-2016 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
BRADFORD COUNTY**

MONTH/YEAR	ALLOCATION	STATE FUNDS SPENT	STATE FUNDS REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-15	\$119,844.00	\$9,985.72	\$109,858.28	466	\$21.43
Aug-15	-	\$9,987.12	\$99,871.16	421	\$23.72
Sep-15	-	\$9,987.57	\$89,883.59	394	\$25.35
Oct-15	-	\$9,986.89	\$79,896.70	405	\$24.66
Nov-15	-	\$9,987.51	\$69,909.19	385	\$25.94
Dec-15	-	\$9,985.81	\$59,923.38	399	\$25.03
Jan-16	-	\$9,987.61	\$49,935.77	381	\$26.21
Feb-16	-	\$9,987.17	\$39,948.60	373	\$26.78
Mar-16	-	\$9,986.45	\$29,962.15	429	\$23.28
Apr-16	-		\$29,962.15		#DIV/0!
May-16	-		\$29,962.15		#DIV/0!
Jun-16	-	-	#VALUE!	-	-
TOTAL	-	\$89,881.85	-	3,653	\$24.60

BRADFORD COUNTY
QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS
JANUARY - MARCH 2016

TYPE OF COMPLAINT	Suwannee River Economic Council	Resolved
Vehicle Condition	0	-
Driver's Behavior	1	Yes
Client Behavior	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Service Denial	0	-
Other	0	-
TOTALS	1	-
COMMENDATIONS	0	-

**BRADFORD COUNTY
UNMET TRANSPORTATION NEEDS
JANUARY - MARCH 2016**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Out of Service Area Trip	0
Insufficient Advance Notice	0
After Hours Trip Request	0
Weekend Trip Request	0
Other	0
TOTALS	0

**ATTENDANCE RECORD
BRADFORD COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	7/21/15	10/13/15	1/12/16	4/12/16
Chair	Commissioner Danny Riddick	P	P	P	P
Alternate Chairperson	Commissioner Tommy Chastain	A	A	A	A
Florida Department of Transportation	Sandra Collins	P	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Amanda Bryant	A	P	A	P
Alternate Member	Jaime Sanchez-Biachi	A	A	A	A
Agency for Health Care Administration	Deweece Ogden		P	P	P
Alternate Member	Pamela Hagley		P	A	A
Florida Department of Education	Jeffrey Aboumrad	P	P	P	P
Alternate Member	Melinda Jordan				
Public Education	Louette Smith				
Alternate Member	(Vacant)				
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	Barbara Fischer	P	P	P	P
Alternate Member	(Vacant)				
Persons with Disabilities	Sherry Ruszkowski	P	P	A	P
Alternate Member	(Vacant)				
Florida Association for Community Action	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Private Transit	Steve Futch	A	A	P	P
Alternate Member	Laura Crews				
Regional Workforce Board	Linda Tatum	P	A	A	A
Alternate Member	(Vacant)				

LEGEND KEY: P-Present A-Absent - Not Applicable (newly appointed member)

ATTENDANCE POLICY: According to Article III, Section 5 of the Coordinating Board bylaws: "The North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings."

