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July 3, 2017

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Union County Transportation Disadvantaged Coordinating Board meet **Tuesday, July 11, 2017 at 1:15 p.m.** in the Suwannee River Economic Council Office located at the Union County Transportation Facility, 255 SW 9th Avenue, Lake Butler, Florida. This is an important meeting of the Board. At this meeting, the Board will review and approve the Board Bylaws and Grievance Procedures. All Board members are encouraged to attend this meeting.

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

Attachments

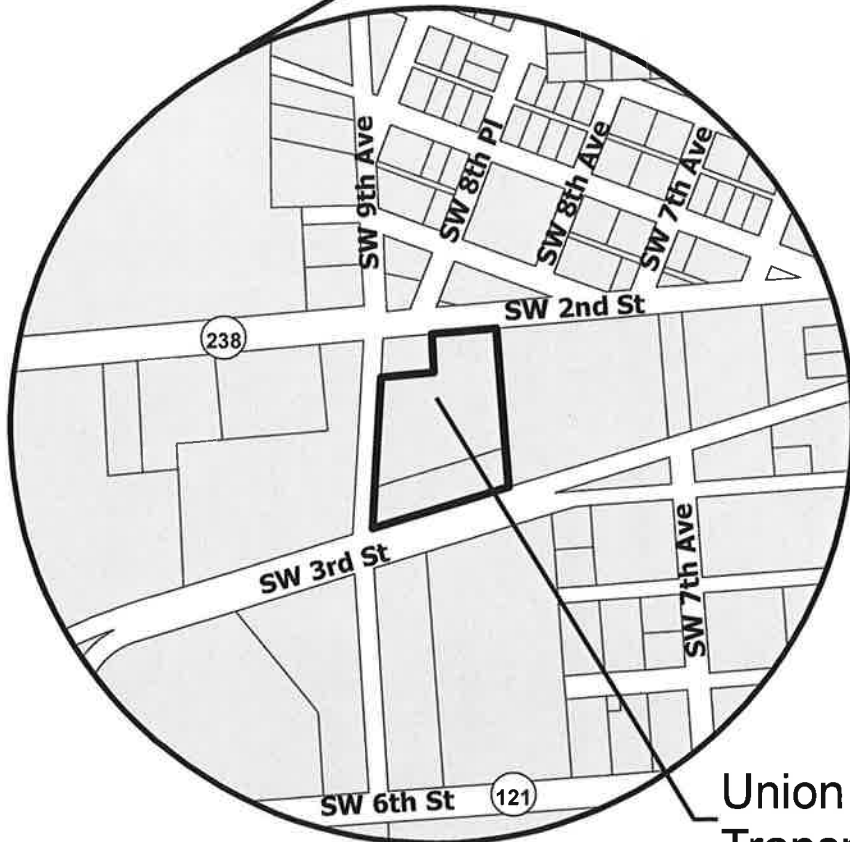
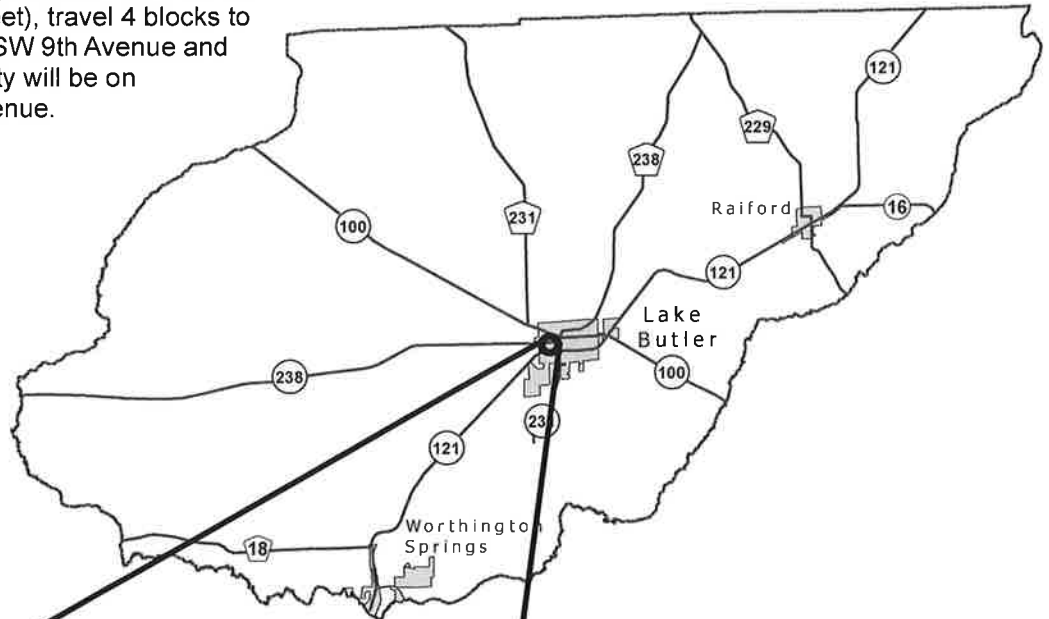
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# Union County Transportation Facility

## 255 SW 9th Avenue

### Lake Butler, Florida 32054

Directions: From the intersection of State Road 100 (also known as Main St) and State Road 238 (also known as 6th Ave) in the City of Lake Butler, head Southwesterly onto State Road 238 (also known as 6th Ave) travel two blocks to State Road 238 (also known as SW 2nd Street), turn right (West) onto State Road 238 (also known as SW 2nd Street), travel 4 blocks to SW 9th Avenue, turn left (South) onto SW 9th Avenue and the Union County Transportation Facility will be on the left, on the East side of SW 9th Avenue.



1 inch = 500 feet

Union County  
Transportation Facility





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

Union County Transportation Facility  
255 SW 9th Avenue  
Lake Butler, Florida

Tuesday  
July 11, 2017  
1:15 p.m.

**I. BUSINESS MEETING – CALL TO ORDER**

**A. Introductions**

**B. Approval of the Meeting Agenda**

**ACTION REQUIRED**

**C. Approval of the April 11, 2017  
Minutes**

**Page 7**

**ACTION REQUIRED**

**II. NEW BUSINESS**

**A. Bylaws**

**Page 11**

**ACTION REQUIRED**

The Board needs to review and approve the Bylaws

**B. Grievance Procedures**

**Page 29**

**ACTION REQUIRED**

The Board needs to review and approve the Grievance Procedures

**C. Elect Vice-Chair**

**Page 47**

**ACTION REQUIRED**

The Board needs to re-elect Ms. Sandra Collins as Vice-Chair or elect a new Vice-Chair

**D. Suwannee River Economic Council  
Operations Reports**

**Page 49**

**NO ACTION REQUIRED**

**E. 2017 Transportation Disadvantaged  
Program Awards**

**Page 55 NO ACTION REQUIRED**

Attached is information regarding the 2017 Transportation Disadvantaged Program  
Awards

**III. OTHER BUSINESS**

**A. Comments**

**IV. FUTURE MEETING DATES**

- A. October 10, 2017 at 1:15 p.m.**
- B. January 9, 2018 at 1:15 p.m.**
- C. April 10, 2018 at 1:15 p.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.

**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Woody Kitler Local Elected Official/Chair	
Sandra Collins, Vice-Chair Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Amanda Bryant Florida Department of Children and Families Grievance Committee Member	Frederick Johnson Florida Department of Children and Families
Vacant Florida Department of Education	Jeff Aboumrad Florida Department of Education Grievance Committee Member
Libby Murphy Florida Department of Elder Affairs	James P. Mitzel Florida Department of Elder Affairs
Deweese Ogden Florida Agency for Health Care Administration Grievance Committee Member	Pamela Hagley Florida Agency for Health Care Administration
Darlene Strimple Regional Workforce Board	Selvin Cray Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2020	Vacant Florida Association for Community Action Term ending June 30, 2020
Vacant Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2020	Vacant Veterans Term ending June 30, 2020
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
Bill McGill Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2020	Vacant Elderly Term ending June 30, 2020
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
Vacant 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.



**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

Union County Transportation Facility  
255 SW 9th Avenue  
Lake Butler, Florida

Tuesday  
April 11, 2017  
1:15 p.m.

**VOTING MEMBERS PRESENT**

Jeff Aboumrad, Florida Department of Education Representative  
Sandra Collins, Florida Department of Transportation Representative  
Barbara Fischer, Veterans Representative  
Frederick Johnson representing Amanda Bryant, Florida Department of Children and Families Representative  
Deweece Ogden, Florida Agency for Health Care Administration Representative

**VOTING MEMBERS ABSENT**

Commissioner Woody Kitler, Chair  
Mike Pittman, Public Education Representative  
Bill McGill, Persons with Disabilities Representative

**OTHERS PRESENT**

Matthew Pearson, Suwannee River Economic Council

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Due to Chair Kitler's absence, Vice-Chair Collins called the meeting to order at 1:16 p.m.

**A. Approval of the Meeting Agenda**

**ACTION:** Barbara Fischer moved to approve the meeting agenda. Deweece Ogden seconded; motion passed unanimously.

**B. Approval of the January 10, 2017 Minutes**

**ACTION:** Deweece Ogden moved to approve the January 10, 2017 meeting minutes. Barbara Fischer seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. 2017/18 Union County Transportation Disadvantaged Service Plan**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Suwannee River Economic Council prepared the 2017/18 Union County Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the Board's approval. She said Service Plan must be approved by the Board and submitted to the Florida Commission for the Transportation Disadvantaged annually.

Ms. Godfrey stated that staff is recommending the addition of language in the Transportation Disadvantaged Program eligibility criteria policy to not require individuals with permanent disabilities to recertify their eligibility annually.

**ACTION:** Barbara Fischer moved to approve the 2017/18 Union County Transportation Disadvantaged Service Plan with the noted addition. Deweece Ogden seconded; motion passed unanimously.

**B. Appoint Grievance Committee Member**

Ms. Godfrey stated that the Grievance Procedures require five Board members to serve on the Grievance Committee. She said currently there are four committee members.

Deweece Ogden volunteered to serve on the Grievance Committee.

**C. Suwannee River Economic Council Operations Reports**

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, discussed the operations reports.



**D. 2017 Florida Legislative Session**

Ms. Godfrey stated that the Governor's recommended budget for the Transportation Disadvantaged Program includes additional revenues for the Trip and Equipment Grant Program and to fund a second year of the Mobility Enhancement Grant Program. In addition, she stated that the Senate's Appropriations Subcommittee on Transportation, Tourism and Economic Development budget includes the additional revenues in the Governor's recommended budget. She said the House budget does not include the additional revenues included in the Governor's and Senate's budgets. She encouraged everyone to educate their legislators on the importance of the Transportation Disadvantaged Program.

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

There were no member comments.

**2. Citizens**

There were no citizen comments.

**IV. FUTURE MEETING DATES**

Vice-Chair Collins stated that the next Board meeting is scheduled for July 11, 2017 at 1:15 p.m.

**ADJOURNMENT**

The meeting was adjourned at 1:45 p.m.

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Coordinating Board Chair

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Date

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July 3, 2017

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Union 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

t:\lynn\td2017\union\memos\bylaws.docx



# Bylaws

July 11, 2017

## Union County Transportation Disadvantaged Coordinating Board





# Bylaws

Approved by the  
**Union County**  
**Transportation Disadvantaged Coordinating Board**

2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org/mtpo](http://www.ncfrpc.org/mtpo)  
352.955.2000

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**Woody Kitler, Chair**

with Assistance from



North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

July 11, 2017

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12



# Table of Contents

Chapter I: Union County Transportation Disadvantaged Coordinating Board Bylaws .....	1
A. Preamble .....	1
B. Agency Description .....	1
C. Definitions .....	1
D. Name and Purpose .....	2
E. Membership .....	2
F. Officers.....	4
G. Meetings.....	4
H. Administration .....	6
I. Duties.....	6
J. Committees.....	8
K. Amendments.....	8
L. Certification .....	8

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# **Chapter I: Union County Transportation Disadvantaged Coordinating Board Bylaws**

## **A. Preamble**

The following sets forth the bylaws which shall serve to guide the proper functioning of the Union 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 Union 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 Union 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 Union 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.
- (5) **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.

- (6) **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.

- (7) **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.

- (8) **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."
- (9) **Proxy Voting.** Proxy voting is not permitted.
- (10) **Parliamentary Procedures.** The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (11) **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 workshop.
- (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 Union 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 Union County Transportation Disadvantaged Coordinating Board the 11th day of July 2017.

---

Woody Kitler, Chair  
Union County Transportation Disadvantaged Coordinating Board

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# Union 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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## Union County Transportation Disadvantaged Coordinating Board

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

[www.ncfrpc.org/td](http://www.ncfrpc.org/td)



## II.B

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Suwannee • Taylor • Union Counties

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

July 3, 2017

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Union 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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# Transportation Disadvantaged Grievance Procedures

July 11, 2017

Union County  
Transportation Disadvantaged Coordinating Board







# Transportation Disadvantaged Grievance Procedures

Approved by the  
Union County  
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org/mtpo](http://www.ncfrpc.org/mtpo)  
352.955.2000

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**Woody Kitler, Chair**

with Assistance from



North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
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July 11, 2017

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# Table of Contents

Chapter I: Union County Transportation Disadvantaged Coordinating Board .....	1
Grievance Procedures .....	1
A. Preamble .....	1
B. Agency Description .....	1
C. Definitions .....	1
D. Purpose .....	2
E. Membership .....	3
F. Officers .....	3
G. Meetings .....	3
H. Administration .....	4
I. Duties .....	4
J. Procedures .....	4
K. Appeals .....	6
L. Suspension Reconsideration .....	7
M. Prohibition Against Retaliation .....	7
N. Alternative Recourse .....	7
O. Certification .....	8

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# **Chapter I: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures**

## **A. Preamble**

The following sets forth the procedures for the Union 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 Union 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 Chair, subject to approval by the Board, 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:  
  
Union 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:

Union 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 Union 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 Union County Transportation Disadvantaged Coordinating Board the 11th day of July 2017.

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Woody Kitler, Chair  
Union County Transportation Disadvantaged Coordinating Board

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# Union County Transportation Disadvantaged Coordinating Board

## *Grievance Procedures Team*

Scott R. Koons, AICP, Executive Director

- \* Lynn Franson-Godfrey, AICP, Senior Planner

- \* Primary Responsibility



Use the QR Reader App  
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visit our website!

## Union County Transportation Disadvantaged Coordinating Board

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

[www.ncfrpc.org/td](http://www.ncfrpc.org/td)



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July 3, 2017

TO: Union County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Elect Vice-Chair

RECOMMENDATION

**Re-elect Ms. Sandra Collins as the Board's Vice-Chair or elect a new Vice-Chair.**

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

If you have any questions concerning this matter, please contact me at extension 110.

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July 3, 2017

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Suwannee River Economic Council - 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 2017 Operations Report;
2. Fiscal Year 2016/17 Transportation Disadvantaged Trust Fund Status Report;
3. January - March 2017 Complaint/Commendation Report; and
4. January - March 2017 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  
UNION COUNTY  
JANUARY - MARCH 2017**

OPERATING DATA	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>1,312</b>
Florida Transportation Disadvantaged Program	519
Florida Managed Medical Care Program (Medicaid)	639
Aging Program - Title III B	154
<b>TOTAL VEHICLE MILES</b>	<b>40,068</b>
<b>TOTAL VEHICLE HOURS</b>	<b>1,981</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$50,857.09</b>
Florida Transportation Disadvantaged Program	\$29,233.05
Florida Managed Medical Care Program (Medicaid)	\$20,084.04
Aging Program - Title III B	\$1,540.00
<b>AVERAGE COST PER TRIP</b>	<b>\$38.76</b>
Florida Transportation Disadvantaged Program	\$56.33
Florida Managed Medical Care Program (Medicaid)	\$31.43
Aging Program - Title III B	\$10.00
<b>AVERAGE COST PER MILE</b>	<b>\$1.27</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$25.67</b>
<b>TRIP PURPOSE*</b>	
Medical	1,158
Employment	0
Education/Training	0
Shopping	0
Meal Site	154
Recreation	0
Other	0
<b>NUMBER OF TRIPS DENIED</b>	<b>0</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>41</b>
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	<b>3%</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>187</b>
<b>NUMBER OF VEHICLES</b>	<b>7</b>
<b>NUMBER OF ROADCALLS</b>	<b>0</b>

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

OPERATING DATA	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>1,019</b>
Florida Transportation Disadvantaged Program	558
Florida Managed Medical Care Program (Medicaid)	244
Aging Program - Title III B	217
<b>TOTAL VEHICLE MILES</b> (CORRECTED)	<b>37,044</b>
<b>TOTAL VEHICLE HOURS</b> (CORRECTED)	<b>1,749</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$43,015.82</b>
Florida Transportation Disadvantaged Program	\$26,194.52
Florida Managed Medical Care Program (Medicaid)	\$14,651.30
Aging Program - Title III B	\$2,170.00
<b>AVERAGE COST PER TRIP</b>	<b>\$42.21</b>
Florida Transportation Disadvantaged Program	\$46.94
Florida Managed Medical Care Program (Medicaid)	\$60.05
Aging Program - Title III B	\$10.00
<b>AVERAGE COST PER MILE</b>	<b>\$3.89</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$50.85</b>
<b>TRIP PURPOSE*</b>	
Medical	802
Employment	0
Education/Training	0
Shopping	0
Meal Site	217
Recreation	0
Other	0
<b>NUMBER OF TRIPS DENIED</b>	<b>0</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>74</b>
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	<b>7%</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>204</b>
<b>NUMBER OF VEHICLES</b>	<b>5</b>
<b>NUMBER OF ROADCALLS</b>	<b>0</b>

Source: Suwannee River Economic Council

**2016-2017 TRIP/EQUIPMENT GRANT SUMMARY  
UNION COUNTY**

**Suwannee River Economic Council**

**Rates:**

**Ambulatory: \$1.92 per passenger mile**

**Wheelchair: \$3.29 per passenger mile**

**Stretcher: \$6.86 per passenger mile**

**CONTRACT AMOUNT: \$116,936.00**

<b>MONTH/ YEAR</b>	<b>TOTAL DOLLARS SPENT</b>	<b>TRUST FUND (90%)</b>	<b>LOCAL MATCH (10%)</b>	<b>TOTAL AMOUNT REMAINING</b>	<b>NUMBER OF TRIPS</b>	<b>AVERAGE COST PER TRIP</b>
Jul-16	\$9,746.31	\$8,771.68	\$974.63	\$107,189.69	186	\$52.40
Aug-16	\$9,744.23	\$8,769.81	\$974.42	\$97,445.46	205	\$47.53
Sep-16	\$9,743.71	\$8,769.34	\$974.37	\$87,701.75	170	\$57.32
Oct-16	\$9,744.60	\$8,770.14	\$974.46	\$77,957.15	167	\$58.35
Nov-16	\$9,744.19	\$8,769.77	\$974.42	\$68,212.96	147	\$66.29
Dec-16	\$9,745.49	\$8,770.94	\$974.55	\$58,467.47	167	\$58.36
Jan-17	\$9,744.27	\$8,769.84	\$974.43	\$48,723.20	180	\$54.13
Feb-17	\$9,744.37	\$8,769.93	\$974.44	\$38,978.83	165	\$59.06
Mar-17	\$9,744.41	\$8,769.97	\$974.44	\$29,234.42	174	\$56.00
Apr-17				\$29,234.42		#DIV/0!
May-17				\$29,234.42		#DIV/0!
Jun-17				\$29,234.42		#DIV/0!
Total						
Adjustment						

**UNION COUNTY  
QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS  
JANUARY - MARCH 2017**

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

Source: Suwannee River Economic Council

**UNION COUNTY  
UNMET TRANSPORTATION NEEDS  
JANUARY - MARCH 2017**

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

Source: Suwannee River Economic Council



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July 3, 2017

TO: Union County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2017 Transportation Disadvantaged Program Awards

RECOMMENDATION

**For information only. No action is required.**

BACKGROUND

The Florida Commission for the Transportation Disadvantaged is seeking nominations for the 2017 Transportation Disadvantaged Program awards. Attached are nomination forms for each award category. Award nominations are due to the Florida Commission for the Transportation Disadvantaged by July 21, 2017.

If you have any questions concerning this agenda item, please do not hesitate to contact me at extension 110.

Attachments

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**Dispatcher / Scheduler of the Year**

**Step 1: Provide your contact information (Nominator)**

Nominator's Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Address: \_\_\_\_\_

**Step 2: List who you will be nominating for the above category (individual/organization).**

Nominee's Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Address: \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC or supervisor, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

Please email the nomination form and related materials to [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## **Dispatcher / Scheduler of the Year**

**Purpose:** To honor an individual or a team, who is either a scheduler or dispatcher for the CTC or for a transportation operator/coordination contractor under contract with the CTC, who has performed in an outstanding manner and has shown care and concern for TD passenger(s).

**Criteria:** The individual's/team's dedication should be considered when making a nomination. Please cite specific examples of work with passengers that exhibit the nominee's caring attitude and reasons for nomination. **A letter of support from the employee's supervisor or the CTC, if different, must be submitted with the nomination.** Nominations can include compliments/commendations from consumers. Please do not include training certifications and employee performance evaluations with your nominations. This information should be summarized in the support letter provided by the employee's supervisor or the CTC.

---

Describe the reliability/dependability of the individual/team.

Describe the positive/caring attitude of the individual/team.

Provide number and summary of complaints/commendations for the period July 1, 2016 through June 30, 2017.

Describe the individual's/team's responsiveness to internal and external customers.

Provide a summary of training completed related to the TD program. Do NOT provide copies of all training certificates.

Summarize performance evaluation history of nominee. Do NOT include actual performance evaluations.

Identify the unique characteristics of the dispatcher/scheduler that you feel should be considered to be selected for this award.

Additional Comments and/or Narrative.

### **Driver of the Year**

#### **Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

#### **Step 2: List who you will be nominating for the above category.**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

#### **Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

#### **Step 4: Submittal Instructions**

Please email the nomination form and related materials to [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## Driver of the Year

**Purpose:** To honor an individual, who is either a driver for the CTC or for a transportation operator/coordination contractor under contract with the CTC, who has performed in an outstanding manner and has shown care and concern for the TD passenger(s).

**Criteria:** The safety record of the individual and their dedication should be considered when making a nomination. Please cite a specific example of the driver's work with passengers or toward fellow drivers that is exemplary of the characteristics for which the driver is being nominated. **A letter of support from the driver's supervisor and the CTC, if different, must be submitted with the nomination.** Please do not include training certifications and employee performance evaluations with your nominations. This information should be summarized in the support letter provided by the driver's supervisor or the CTC.

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Identify how long the driver has been driving in the coordinated system.

Provide information regarding the nominee's driving record.

Identify number of customer complaints or commendations received for that driver during his/her employment.

Identify number of accidents the driver has been involved in during his/her employment with your agency. State whether they were charged with this accident.

Identify efforts the driver takes to ensure the safety of his/her passengers.

Identify the unique characteristics of the driver that you feel should be considered to be selected for this award.

Additional Comments and/or Narrative.

**Elected Official of the Year**

**Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List who you will be nominating for the above category.**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

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**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

### **Elected Official of the Year**

**Purpose:** To recognize an elected official who has demonstrated his/her support to those who are transportation disadvantaged.

**Criteria:** Consideration will be given to local, state, and/or federal elected officials who have supported their constituents by working to ensure mobility options remain available to those who depend on them. This elected official has demonstrated commitment to assisting individuals maintain their independence and quality of life.

---

Identify how this individual has demonstrated/supported to those who are transportation disadvantaged.

Additional Comments and/or Narrative.

**Innovation Award**

**Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List who you will be nominating for the above category (individual/organization).**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

Please email the nomination form and related materials to [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## **Innovation Award**

**Purpose:** To recognize a CTC, an individual, or a team that has used innovative approaches to coordinate transportation, improve customer service, enhance the safety of the system and/or increase efficiencies.

**Criteria:** Nominations should include unique processes and/or technology used to meet the needs of customers, enhance system safety and/or efficiencies – something that is not commonly used in the industry. Although many CTCs have invested in newer technology (better scheduling software, mobile data terminals, etc.), that alone is not considered innovative. A process that has been implemented or additional software program that has been developed to address a challenge, improve safety, efficiency or quality of service is considered innovative. Other examples include: creating mobility options, inter-county coordination efforts for long-distance trips, driver training programs, utilizing technology to improve customer experience, techniques used for streamlining operations and/or improve quality of service or customer relations.

---

Describe your innovative process and/or technology.

Explain how this process or technology improved safety, efficiency and quality of transportation services.

Include any data that supports the improvements listed above (improved customer service, safety, on-time performance, etc.).

Has this innovation addressed an unmet service need?

Identify the unique characteristics of the innovative process and/or technology that you feel should be considered to be selected for this award.

Has this innovation improved the efficiency, effectiveness or quality of your business model?

Identify the unique characteristics of the innovative process and/or technology that you feel should be considered to be selected for this award.

Additional Comments and/or Narrative.



**Outstanding Coordinating Board of the Year****Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List who you will be nominating for the above category.**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

Please email the nomination form and related materials to [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## **Outstanding Coordinating Board of the Year**

**Purpose:** To recognize a coordinating board that has demonstrated dedication and support of the local service delivery system.

**Criteria:** Efforts to be considered are leadership of the board, oversight of costs, evaluation of the CTC, handling of grievances, or other extraordinary efforts. Consideration will also be given to those boards who consistently have excellent member attendance and participation at LCB meetings, representation at Commission-sponsored training and other community transportation events.

---

Identify the number of meetings held in the past year (2016-16 grant year) and the number of meetings where a quorum was present.

Identify the number of LCB members who actively participate in the preparation of the CTC evaluation.

Identify the unique characteristics or achievements of the Board that you feel should be considered for this award.

Additional Comments and/or Narrative.

**Planning Agency of the Year**

**Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List the name of the agency you are nominating for the above category.**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

Please email the nomination form and related materials to [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## **Planning Agency of the Year**

**Purpose:** To recognize a planning agency that went beyond the scope of their work to implement coordinated transportation.

**Criteria:** This award will be based on the success of an agency in staffing the local coordinating board, developing the Service Plan, preparing needs assessments, assisting in the evaluation of the CTC, and/or other areas. Consideration will be given to timely submission of planning grant deliverables and attendance at Commission-sponsored training. The strength of the local Coordinating Board(s) supported will also be considered in the evaluation of the nominations. In addition, nominations should include information about the agency's efforts to include transportation disadvantaged planning into local plans.

This award is for the agency that has gone beyond their scope to assist transportation disadvantaged citizens in their area. Examples include working closely with their CTC and other local partners to overcome local transportation barriers and to advocate on behalf of the transportation disadvantaged. Additionally, representing the transportation disadvantaged program at local events and meetings.

---

Identify LCB membership vacancies (agencies/groups represented) and period of vacancy. Please provide reason if period of vacancy is extensive.

State whether all grant deliverables and quarterly reports were completed and submitted timely. If not all tasks were completed, please explain.

Describe the Planning Agency's/Planner's efforts and process for training LCB Members?

Describe how the Planning Agency/Planner ensures Transportation Disadvantaged is included in other planning efforts.

Does the Planner attend/participate in Commission-sponsored Transportation Disadvantaged trainings?

Describe the Planning Agency's/Planner's involvement in the community with regard to TD.

Please describe the Planning Agency's/Planner's efforts in supporting the CTC.

Describe the qualities of the Planning Agency/Planner and explain why you believe they should be selected for this award.

Additional Comments and/or Narrative.

**Rural Community Transportation Coordinator**

**Step 1: Provide your contact information (Nominator)**

Nominator's Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Address: \_\_\_\_\_

**Step 2: List who you will be nominating for the above category (individual/organization).**

Nominee's Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Address: \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. Commission staff will compile information as it relates to the Annual Performance Report. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

Please email the nomination form and related materials to [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## **Rural Community Transportation Coordinator**

- Purpose:** To recognize a rural CTC who has performed in an outstanding manner as part of the fully coordinated system for the community and the transportation disadvantaged population. For the purpose of this effort, this designation will include information reported by the CTC in the Annual Operating Report.
- Criteria:** Consideration will be given to each nominee based on documented data presented in the Annual Performance Report, recent Quality Assurance reviews, the CTC evaluation conducted by the LCB, and/or timely submission of deliverables. Specific information from the Annual Performance Report will be reviewed including: increase in trips as a percent of increased expenses, safety records, operating cost per trip, operating cost per mile and operating cost per hour (if available).
- 

Identify total number of trips completed for this period as a comparison to previous year.

Identify unduplicated passenger head count for this period as a comparison to previous year.

Identify cost per trip (fixed route cost and paratransit) as a comparison to previous year.

Identify the On-Time Performance goal and whether you met or exceeded the goal.

Describe your efforts in working with the community to understand the needs and resources available (public outreach efforts, mobility management program, travel training, etc.).

Identify the state agencies that participate in your coordinated transportation system.

Identify any community partners that participate in your coordinated transportation system (Boys and Girls Club, American Cancer Society, etc.).

Identify agreement(s) to provide inter-county transportation or connectivity to neighboring counties.

Describe how customer satisfaction is monitored (rider surveys, monitoring complaints, providing regular customer service training).

Identify the number of complaints and commendations received during the period July 1, 2016 through June 30, 2017.

Identify the unique characteristics of your service that you feel your system should be selected for this award.

Additional Comments and/or Narrative





**Annual Transportation Disadvantaged  
Best Practices & Training Workshop  
Award Nomination Form**

**Safety Award of the Year**

**Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List who you will be nominating for the above category.**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. Commission staff will compile information as it relates to the Annual Performance Report. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

Please email the nomination form and related materials to [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## **Safety Award of the Year**

**Purpose:** To recognize a system that has demonstrated an outstanding safety record or initiated new or improved safety programs.

**Criteria:** Consideration will be given to those systems who have few accidents or road calls or who have made significant improvements over the previous period. The Annual Performance Report should be a source utilized for the data supporting these measures. In addition, DOT shall be consulted to confirm the quality of the local safety program. Please cite in the nomination what programs or actions were implemented to contribute to the good safety record and describe any new or improved safety programs implemented, if applicable.

---

Identify number of road calls and accidents during the period of July 1, 2016 – June 30, 2017 in comparison with the previous year.

Were there any recommendations or findings in the most current FDOT safety review, if applicable?

Include all information on Accident Frequency Rate (AFR), Passenger Accident Frequency Rate (PAFR), and Incident Frequency Rate (IFR) as a comparison to the previous year, if tracked.

Describe any safety improvements that were implemented over the last several years to reduce incidents/accidents and describe the results.

Identify any unique safety measures or training programs that have been implemented by your agency that is above and beyond what is required that you feel should be considered for this award.

Additional Comments and/or Narrative.

**Sheila Winitzer Shining Star Award**

**Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List who you will be nominating for the above category.**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

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**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

### Sheila Winitzer Shining Star Award

- Purpose:** This award was created to recognize Ms. Sheila Winitzer who spent her career creating programs to improve the transportation disadvantaged program. She was an enthusiastic, passionate partner who tirelessly advocated for the transportation disadvantaged program.
- Criteria:** A nominee for this award should have demonstrated a long-term role in **“working within the coordinated system,”** have been successful in implementing programs to assist users of the coordinated system and have coordinated grassroots support for the Transportation Disadvantaged Program.
- 

Identify any improvements to the TD program resulting from the efforts of this individual.

Provide a summary of his/her advocacy efforts on behalf of the TD program.

Explain how the TD riders have benefited from these efforts (ex: working through funding or other barriers resulting in additional or improved services).

Include roles, responsibilities and timeline this individual has served in the TD program.

Identify the unique characteristics of this individual that you feel should be considered to be selected for this award.

Additional Comments and/or Narrative.

**Urban Community Transportation Coordinator**

**Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List who you will be nominating for the above category (individual/organization).**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. Commission staff will compile information as it relates to the Annual Performance Report. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

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**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## **Urban Community Transportation Coordinator**

- Purpose:** To recognize an urban CTC who has performed in an outstanding manner as part of the fully coordinated system for the community and the transportation disadvantaged population. For the purpose of this effort, this designation is based on information reported by the CTC in the Annual Operating Report.
- Criteria:** Consideration will be given to each nominee based on documented data presented in the Annual Performance Report, recent Quality Assurance reviews, the CTC evaluation conducted by the LCB and/or timely submission of deliverables. Specific information from the Annual Performance Report will be reviewed including: increase in trips as a percent of increased expenses, safety records, operating cost per trip, operating cost per mile and operating cost per hour (if available).
- 

Identify total number of trips completed for this period as a comparison to previous year.

Identify unduplicated passenger head count for this period as a comparison to previous year.

Identify Cost per trip (fixed route cost and paratransit) as a comparison to previous year.

Identify the On-Time Performance goal and whether you met or exceeded the goal.

Does your system meet the goal identified in the TDSP for transferring riders to public transit? If yes, provide the number of riders transferred and describe the success of your process.

Describe your efforts in working with the community to understand the needs and resources available (public outreach efforts, mobility management program, travel training, etc).

Identify the state agencies that participate in your coordinated transportation system.

Identify any community partners that participate in your coordinated transportation system (Boys and Girls Club, American Cancer Society, etc.).

Identify agreement(s) to provide inter-county transportation or connectivity to neighboring counties?

Describe how customer satisfaction is monitored (rider surveys, monitoring complaints, providing regular customer service training).

Identify the number of complaints and commendations received during the period July 1, 2016 through June 30, 2017.

Identify the unique characteristics of your service that you feel your system should be selected for this award.

Additional Comments and/or Narrative.

**Volunteer of the Year**

**Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List who you will be nominating for the above category.**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

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**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**



## **Volunteer of the Year**

**Purpose:** To recognize a volunteer who has provided service to the transportation disadvantaged citizens of their community.

**Criteria:** This could be a driver, dispatcher, or any other person who has dedicated their time and expertise to help others. This could include a Local Coordinating Board member who is not compensated for being a member of the LCB or is not a member as part of their employment duties. This individual should have gone beyond the call of duty to serve the local transportation disadvantaged citizens in the community.

---

Identify the total number of volunteer service hours (or days) this individual has provided.

Describe the type of volunteer service the individual has provided (driver, dispatcher, LCB member).

Describe the impact this volunteer service has had on the transportation disadvantaged in the community.

Identify the unique characteristics of this individual that should be considered for this award.

Additional Comments and/or Narrative.

**William G. & Budd Bell Lifetime Achievement Award**

**Step 1: Provide your contact information (Nominator)**

**Nominator's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 2: List who you will be nominating for the above category.**

**Nominee's Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Step 3: Complete Award Nomination Packet**

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

**Step 4: Submittal Instructions**

Please email the nomination form and related materials to [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399**

## **William G. & Budd Bell Lifetime Achievement Award**

**Purpose:** This award was created in honor of Dr. William (Bill) and Budd Bell. Dr. Bell had a vision in the 1970's of coordinated transportation and was instrumental in the early development of the Florida program. His wife, Budd, who shared his vision, continued to advocate and support transportation disadvantaged into the next decade.

**Criteria:** A nominee for this award should have demonstrated a long-term leadership role in "**advocating transportation issues**," have been successful in promoting the benefits of coordination of all resources and have exhibited an interest in improving the accessibility of transportation services. Leadership skills could be exhibited in the areas of research, training or advocacy.

---

Identify the leadership role this individual has demonstrated working in the Transportation Disadvantaged program.

Identify the roles, responsibilities and timeline this individual has served in the Transportation Disadvantaged program.

Summarize the advocacy efforts on behalf of the Transportation Disadvantaged program.

Identify the benefits to the coordinated system this individual has been instrumental in developing which could include increased accessibility and availability of transportation services.

Describe any efforts to the areas of research and/or training which benefited the Transportation Disadvantaged program.

Identify the unique characteristics of this individual that you feel should be considered for this award.

Additional Comments and/or Narrative.



# ATTENDANCE RECORD

## UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	07/12/2016	10/11/2016	01/10/2017	04/11/2017
Chair	Commissioner Woody Kitler	A	P	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
Alternate Member	Frederick Johnson				P
Florida Agency for Health Care Administration	Deweese Ogden	P	P	P	P
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	(Vacant)				
Alternate Member	Jeffrey Aboumrad	P	P	P	P
Public Education	(Vacant)				
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	Bill McGill	P	P	P	A
Alternate Member	(Vacant)				
Florida Association for Community Action	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Libby Murphy				
Alternate Member	James P. Mitzel				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Regional Workforce Board	Darlene Strimple				A
Alternate Member	Selvin Cray				P
Local Medical Community	(Vacant)				
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."

