



PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB) AGENDA

DATE: **Wednesday, August 24, 2022**
TIME: **2:00 p.m.**
PLACE: **301 Datura Street, West Palm Beach, FL 33401**

Attendees may not enter the TPA workplace if in the previous 5 days, they have tested positive for COVID-19, exhibited symptoms of COVID-19, or been in close contact with someone with COVID-19 and are unvaccinated.

To promote awareness of multimodal options for in-person attendance, a map of transportation facilities and services around the TPA Office is provided on page 3.

Members of the public can also join the meeting virtually in the following ways:

- Via Zoom app using Webinar ID: 865-1375-0939 and Password: 043861
- Via web browser at PalmBeachTPA.org/LCB-Meeting
- Via phone at 1-646-558-8656 using the above Webinar ID and Password
- View a live simulcast at PalmBeachTPA.org/LIVE

Please call 561-725-0800 or e-mail info@PalmBeachTPA.org for assistance joining the virtual meeting.

1. REGULAR ITEMS

- A. Call to Order and Pledge of Allegiance
- B. Roll Call
- C. Modifications to the Agenda
- D. MOTION TO APPROVE Minutes for May 25, 2022
- E. General Public Comments

Members of the public are invited to offer general comments unrelated to agenda items at this time. Public comments related to agenda items will be heard following staff presentation of the item. Comments may be submitted in the following ways:

- A written comment may be submitted at PalmBeachTPA.org/LCB-Comment at any time prior to the commencement of the relevant agenda item.
- A verbal comment may be provided by a virtual attendee using the raise hand feature in the Zoom platform.
- A verbal and/or written comment may be provided by an in-person attendee submitting a comment card available at the welcome table.

Note that the Chair may limit comments to 3 minutes or less depending on meeting attendance.

- F. Comments from the Chair and Member Comments

- G. LCB Liaison Report

2. ACTION ITEMS

- A. MOTION TO APPROVE Fiscal Year (FY) 2023-2028 Transportation Disadvantaged Service Plan (TDSP) Major Update

The Florida Commission for Transportation Disadvantaged (CTD) requires that a new Transportation Disadvantaged Service Plan (TDSP) be developed within 120 days of the execution of the Memorandum of Agreement (MOA) to designate the Community Transportation Coordinator (CTC). The TDSP must cover a five-year period, with updates performed annually. The full draft FY 2023-2028 TDSP can be viewed at PalmBeachTPA.org/LCB.

- B. MOTION TO ADOPT FY 2023 LCB By-Laws

The Florida CTD requires the LCB by-laws be updated and presented annually for approval. The attached draft by-laws were reformatted and updated to reflect the current fiscal year.

- C. MOTION TO ADOPT FY 2023 Grievance Procedures

The Florida CTD requires the LCB Grievance Procedures be updated and adopted annually and with a minimum commitment of three (3) LCB voting members to serve on the LCB Grievance Subcommittee. The draft Grievance Procedures are attached.

3. INFORMATION ITEMS

- A. CTC Update

The Palm Tran CTC will provide a service plan update. The draft presentation is attached.

- B. June 2022 Palm Tran Connection (PTC) Monthly Operating Report

Palm Tran staff will display the PTC monthly operating report for June 2022.

- C. LCB Member Presentations

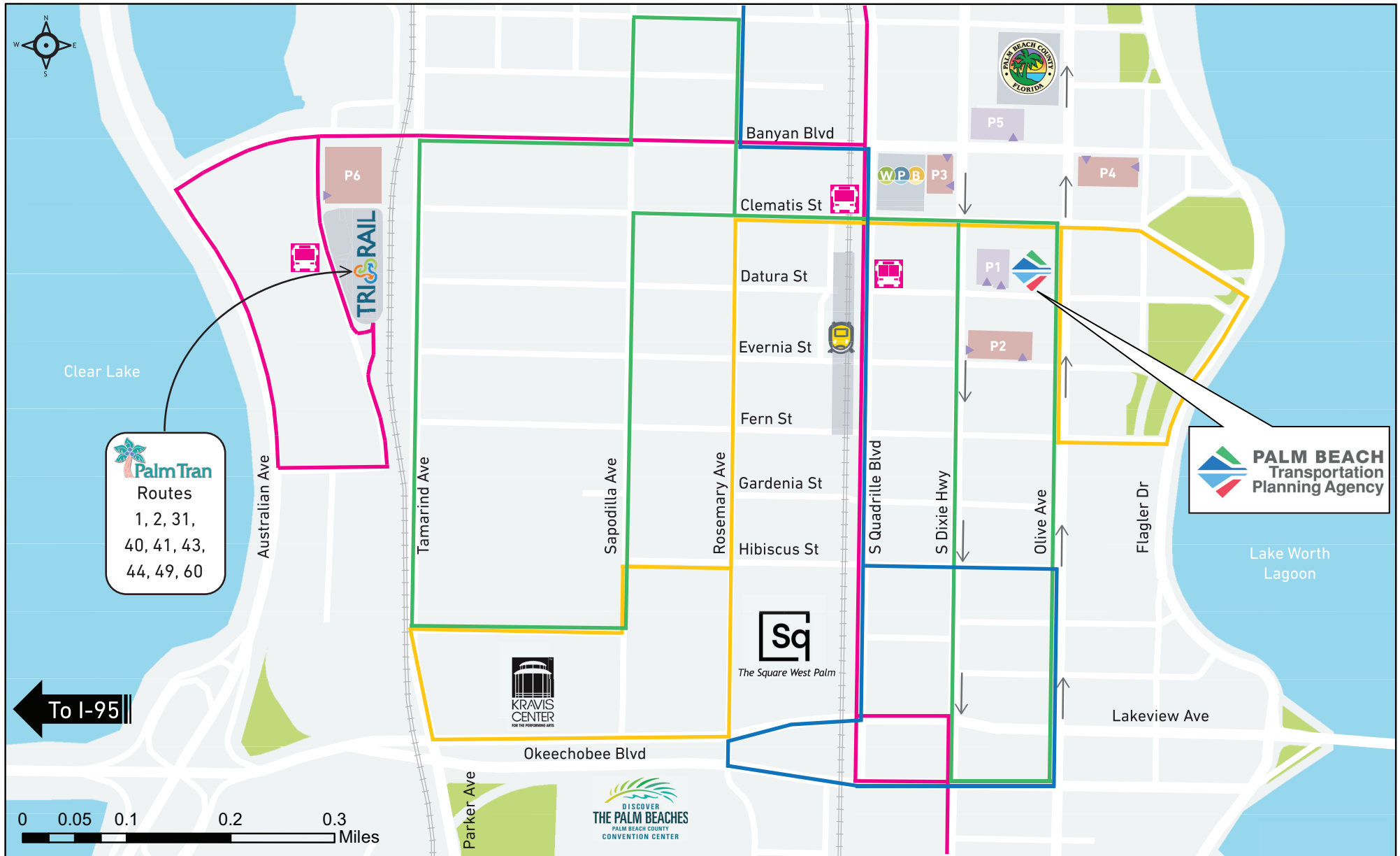
Laura Schultze, School District of Palm Beach County, Milory Senat, Agency for Persons with Disabilities, and Elisa Cramer, Department of Children and Family Services, will each present on their roles and responsibilities related to the transportation disadvantaged. The LCB Member Presentations are attached.

- D. Partner Agency Updates

Agency staff from SFRTA/Tri-Rail, Florida Department of Transportation, and/or Palm Beach County may provide brief updates on items relevant to the LCB.

4. ADMINISTRATIVE ITEMS

- A. FY 2023 LCB Timeline
- B. Next Meeting – **November 16, 2022**
- C. Adjournment



Public Parking

Private Parking

*Metered on-street parking available citywide
(free with Handicap placard up to 4 hours)



Palm Tran Bus Stop

Palm Tran Route 1



WEST PALM BEACH
DowntownWPB.com

Yellow Trolley

Green Trolley

Blue Trolley



brightline

GoBrightline.com
Brightline Station



Free on-demand rides around
West Palm Beach & Palm Beach
7 days a week. Download the
app to ride.



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEMBERS

CHAIR

Chelsea Reed, Mayor
City of Palm Beach Gardens

VICE CHAIR

Tekesha Saffold
Citizen Advocate/User

Milory Senat

Agency for Persons with Disabilities
Alternate: Pauline Spence

Vacant

Private Transportation Industry

Vanessa Palomino

Area Agency on Aging
Alternate: Nancy Yarnall

Robyn Manuel

Florida Division of Vocational Rehabilitation

Uyen Dang

Citizen Advocate

Merlene Ramnon

Local Medical Community

Elisa Cramer

Department of Children and Family Services

Laura Schultze

Public Education
School District of Palm Beach County

Marielisa Amador

Florida Agency for Health Care Administration
Alternate: Jerome Hill

Elizabeth Clark

Representative for Children at Risk

Marie Dorismond

Florida Department of Transportation
Alternate: Paula Scott

Robert Goodman

Representative for the Disabled

Angela Choice

Florida Department of Veterans Affairs

James Bonfiglio

Representative for the Elderly

Jodie Boisvert

Palm Beach County Community Action
Department of Community Services

Michael Corbit

Workforce Development Board

Clinton Forbes

Palm Tran (Mass/Public Transit Industry)
Community Transportation Coordinator (CTC)
Non-Voting Member
Alternate: Chad Hockman

PURPOSE

The purpose of the LCB is to identify local service needs and to provide information, advice, and direction to the Palm Beach County Community Transportation Coordinator, otherwise known as Palm Tran Connection, on the coordination of service to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The LCB is recognized as an advisory body to the Commission for the Transportation Disadvantaged. Palm Tran's provision of TD service is funded with state dollars. This service is not mandated by Federal Law.

NOTICE

In accordance with Section 286.0105, *Florida Statutes*, if a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, they will need a record of the proceedings, and that, for such purposes, they need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require a printed copy of the agenda package, require special accommodations under the Americans with Disabilities Act or require translation services for a meeting (free of charge) must call 561-725-0800 or email Info@PalmBeachTPA.org at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.



PALM BEACH Transportation Planning Agency

1.D

OFFICIAL MEETING MINUTES OF THE PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB) AGENDA

Wednesday, May 25, 2022

301 Datura Street, West Palm Beach, FL 33401
Meeting was also conducted virtually via Zoom.

*These minutes are a summary of the meeting events and may not reflect all discussion that occurred.
PDF versions of the agenda, backup material and presentations as well as audio recordings are available for review at
www.PalmBeachTPA.org/LCB*

1. REGULAR ITEMS

1.A. Call to Order and Pledge of Allegiance

MAYOR REED called the meeting to order at 2:03 p.m. and provided an overview of the virtual meeting procedures. She also led the Pledge of Allegiance and a moment of silence in observance of the Uvalde community.

1.B. Roll Call

The Recording Secretary called the roll. A quorum was present in-person as depicted in the table below.

Member	Roll Call	Member	Roll Call	Member	Roll Call
Milory Senat	A	Angela Choice	P	Robert Goodman	A
Vanessa Palomino	A	Jodie Boisvert	A	James Bonfiglio	P
Uyen Dang	A	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	P	Merlene Ramnon	A	Workforce Development Board	A
Jerome Hill	A	Laura Schultze	P	Tekesha Saffold	A
Marie Dorismond	P	Elizabeth Clark	P	Chelsea Reed	P

P = Present A = Absent

1.C. **APPROVED:** Modifications to the Agenda

The Recording Secretary stated the following members requested permission to participate remotely: Tekesha Saffold due to her work schedule, Robyn Manuel due to childcare needs at home, and Vanessa Palomino due to testing positive for COVID-19.

There were no objections to their virtual participation and the members were permitted to join the meeting. Note: Robyn Manuel was not present virtually at this point.

1.D. **APPROVED:** Modified Minutes for February 23, 2022

LAURA SCHULTZE requested a revision to reflect she was present after Item 1.D.

MOTION to Approve the Modified Minutes made by James Bonfiglio, seconded by Tekesha Saffold, and carried unanimously 9-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	A	Angela Choice	Y	Robert Goodman	A
Vanessa Palomino	Y	Jodie Boisvert	A	James Bonfiglio	Y
Uyen Dang	A	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	Y	Merlene Ramnon	A	Workforce Development Board	A
Jerome Hill	A	Laura Schultze	Y	Tekesha Saffold	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Chelsea Reed	Y

Y = Yes N = No A = Absent ABST = Abstain

1.E. **RECEIVED AND FILED:** Summary for February 23, 2022 TD Public Workshop

MOTION to Receive and File the Summary for the February 23, 2022 TD Public Workshop made by Elisa Cramer, seconded by Marie Dorismond, and carried unanimously 9-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	A	Angela Choice	Y	Robert Goodman	A
Vanessa Palomino	Y	Jodie Boisvert	A	James Bonfiglio	Y
Uyen Dang	A	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	Y	Merlene Ramnon	A	Workforce Development Board	A
Jerome Hill	A	Laura Schultze	Y	Tekesha Saffold	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Chelsea Reed	Y

Y = Yes N = No A = Absent ABST = Abstain

1.F. **GENERAL PUBLIC COMMENTS**

There were no general public comments received.

1.G. **MEMBER COMMENTS**

Milory Senat joined the meeting in-person.

Members introduced themselves and Chair Reed requested members share a summary of their work at upcoming meetings. Elisa Cramer, Milory Senat, and Laura Schulze volunteered to present in August.

1.H. **LCB Liaison Report**

GRÉG GABRIEL reviewed the Liaison's Report, which can be viewed at PalmBeachTPA.org/LCB.

There were no public or member comments received on this item.

Jerome Hill joined the meeting in-person.

2. **ACTION ITEMS**

2.A. **ELECTED: Vice Chair for Fiscal Year (FY) 2023**

MAYOR REED stated pursuant to Section 2.3.C of the LCB by-laws, the LCB shall hold an organizational meeting each year for the purpose of electing a Vice Chair. The Vice Chair shall be elected by a majority vote of a quorum of the members of the LCB present and voting. Mayor Reed indicated Tekesha Saffold's interest in continuing to serve as vice chair.

There were no public or member comments received on this item.

MOTION to elect Tekesha Saffold as Vice Chair for FY 2023 made by Laura Schultze and seconded by Elisa Cramer and carried unanimously 11-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	Angela Choice	Y	Robert Goodman	A
Vanessa Palomino	Y	Jodie Boisvert	A	James Bonfiglio	Y
Uyen Dang	A	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	Y	Merlene Ramnon	A	Workforce Development Board	A
Jerome Hill	Y	Laura Schultze	Y	Tekesha Saffold	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Chelsea Reed	Y

Y = Yes N = No A = Absent ABST = Abstain

Robyn Manuel joined the meeting virtually.

2.B. APPROVED: Community Transportation Coordinator (CTC) Memorandum of Agreement (MOA) designating Palm Beach County as the CTC for the next five years

LOU FERRI, Palm Tran Senior Manager of Paratransit, presented on the CTC MOA designating Palm Beach County as the CTC, which can be viewed at PalmBeachTPA.org/LCB. He reviewed the timeline for the MOA and its implications for Palm Beach County. He noted Palm Tran will bring the signed MOA to the Board of County Commissioners for approval on June 14, 2022 then send to the CTD for final signature.

There were no public or member comments received on this item.

MOTION to Approve the CTC MOA made by Elisa Cramer, seconded by Angela Choice and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	Angela Choice	Y	Robert Goodman	A
Vanessa Palomino	Y	Jodie Boisvert	A	James Bonfiglio	Y
Uyen Dang	A	Robyn Manuel	Y	Private Transportation Industry	A
Elisa Cramer	Y	Merlene Ramnon	A	Workforce Development Board	A
Jerome Hill	Y	Laura Schultze	Y	Tekesha Saffold	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Chelsea Reed	Y

Y = Yes N = No A = Absent ABST = Abstain

2.C. APPROVED: CTD Trip & Equipment Rate Model 2022-2023

JEREMY BAKER, Palm Tran Director of Administrative Services, presented on the CTD Trip & Equipment Rate Model for 2022-2023, which can be viewed at PalmBeachTPA.org/LCB. He reviewed the timeline for trip rates for the upcoming fiscal year, which will allow Palm Tran to receive the Trip and Equipment Grant.

There were no public comments received on this item.

Member discussion ensued on fund procurement, the budget process, and the impact of trip rates in rural and urban communities.

MAYOR REED requested a future presentation on the budget process.

MOTION to Approve the CTD Trip & Equipment Rate Model 2022-2023 made by James Bonfiglio, seconded by Jerome Hill and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	Angela Choice	Y	Robert Goodman	A
Vanessa Palomino	Y	Jodie Boisvert	A	James Bonfiglio	Y
Uyen Dang	A	Robyn Manuel	Y	Private Transportation Industry	A
Elisa Cramer	Y	Merlene Ramnon	A	Workforce Development Board	A
Jerome Hill	Y	Laura Schultze	Y	Tekesha Saffold	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Chelsea Reed	Y

Y = Yes N = No A = Absent ABST = Abstain

3. INFORMATION ITEMS

3.A. **DISCUSSED: CTC Update**

LOU FERRI provided presentation that can be viewed at PalmBeachTPA.org/LCB. He discussed the reduction in on-time performance and customer satisfaction due to unprecedented driver shortages.

There were no public or member comments received on this item.

3.B. **Partner Agency Updates**

There were no partner agency updates provided.

4. ADMINISTRATIVE ITEMS

4.A. **Next Meeting – August 24, 2022**

4.B. **Adjournment**

There being no further business the meeting was adjourned at 3:07 p.m.

This signature is to attest that the undersigned is the Chair, or a designated nominee, of the Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the **May 25, 2022** meeting of the Transportation Disadvantaged Local Coordinating Board, dated this 24th day of August 2022.

Chair Chelsea S. Reed
City of Palm Beach Gardens Mayor

EXHIBIT A
Palm Beach County Transportation Disadvantaged Local Coordinating Board
Attendance Record

Representative/Alternate Agency	Oct 28 2020	Feb 24 2021	May 26 2021	Aug 25 2021	Nov 17 2021	Feb 23 2022	May 25 2022
Mayor Chelsea Reed <i>Chair – Palm Beach TPA</i>	P	P	P	P	P	P	***P
Tekesha Saffold <i>Vice Chair - Citizen Advocate/User</i>	E	P	P	P	P	P	P
Milory Senat /Pauline Spence Agency for Persons with Disabilities	P	P	P	P	P	P	P
Vanessa Palomino /Nancy Yarnall Area Agency on Aging	P	***P	P	P	P	P	P
Uyen Dang Citizen Advocate	A	***P	P	P	P	P	E
Elisa Cramer FL Department of Children & Families	P	E	P	P	P	P	P
Jerome Hill /Marielisa Amador FL Agency for Healthcare Administration/ Medicaid Program	P	P	ALT	ALT	ALT	P	P
Marie Dorismond /Paula Scott Florida Department of Transportation	P	P	A	ALT	P	P	P
Angela Choice FL Department of Veteran's Affairs	P	P	E	P	P	P	P
Jodie Boisvert Department of Community Services	P	P	E	P	***P	P	E
VACANT Private Transportation	P	P	E	P	E	--	--
Robyn Manuel Department of Education/Division of Vocational Rehabilitation	P	P	E	P	P	P	P
Merlene Ramnon FL Department of Health for Palm Beach County	P	P	P	P	P	P	A
Laura Schultze School District of Palm Beach County	P	P	P	P	P	P	P
Elizabeth Clark Representative for Children at Risk	--	--	--	--	--	***P	P
Robert Goodman Representative for the Disabled	P	P	P	P	E	E	E
James Bonfiglio Representative for the Elderly	E	A	A	A	***P	P	P
VACANT Workforce Development Board	P	E	P	P	P	--	--

*** – New Appointment
E – Excused

P – Representative Present
A – Absent

ALT – Alternate Present
-- – Vacant

EXHIBIT A (cont.)

OTHERS PRESENT

Jean Malacko
Lina Aragon
Jeremy Baker
Lou Ferri
Yash Nagal
Cassidy Sparks
Margarita Pierce
Amanda Williams
Grég Gabriel
Matthew Masa
Valentina Facuse

REPRESENTING

General Public
Palm Tran
Palm Tran
Palm Tran
Palm Tran
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA

Palm Beach County Transportation Disadvantaged Local Coordinating Board

FY 2022~~2~~³ By-laws

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Approved by: _____
~~Steven Grant~~ Chelsea Reed, Chair
Palm Beach County Local Coordinating Board

Date: August 25~~4~~⁴, 2024~~2~~²

Section 1. General Information

1.1 Purpose

The following sets forth the by-laws that shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in Palm Beach County through the Transportation Disadvantaged (TD) Local Coordinating Board (LCB).

The purpose of the LCB is to identify local service needs and to provide information, advice, and direction to the Palm Beach County Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System.

1.2 Authority

Florida Statutes (F.S.) Chapter 427, Florida Administrative Code (FAC) Rule 41-2, and subsequent laws set forth requirements for the coordination of transportation services to the transportation disadvantaged.

The LCB is an advisory body that is established in section 427.0157, F.S., to advise the Commission and the CTC about local concerns and issues. Florida Statutes define an advisory body as: a body created by specific statutory enactment and appointed to function on a continuing basis for the study of the problems arising in a specified functional or program area of state government and to provide recommendations and policy alternatives.

The Designated Official Planning Agency for the Palm Beach County Transportation Disadvantaged program, as designated by the Commission, shall be the Palm Beach Metropolitan Planning Organization (MPO) doing business as the Palm Beach Transportation Planning Agency (TPA).

1.3 Definitions

- A. Commission for the Transportation Disadvantaged - An independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population.
- B. Community Transportation Coordinator ("CTC" or "Coordinator") - A transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), F.S., and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.
- C. Designated Official Planning Agency (DOPA) - 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 planning agency in areas covered by such organizations.
- D. Non-sponsored Trip – A trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.
- E. Robert's Rules of Order - Roberts Rules of Order, Newly Revised (10th Edition).
- F. Sponsored Trip - A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).
- G. Transportation Disadvantaged - 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 disabled or high-risk or at-risk as defined in Section 411.202, F.S.

- H. Transportation Disadvantaged Service Plan (TDSP) - A three-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.
- I. Transportation Disadvantaged Trust Fund (TDTF) - A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.
- J. Transportation Operator - One or more public, private for profit, or private non-profit entities contracted by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.
- K. Communications Media Technology - The electronic transmission of printed matter, telephone, audio, computer, full-motion video, freeze-frame video, compressed video, and digital video by any method available.

1.4 Ethical Obligations

Advisory boards are subject to State ethics laws. Two provisions of the Code of Ethics apply to LCB members: Standards of Conduct and Voting Conflicts.

- A. Standards of Conduct: LCB members may NOT:
 - 1. Solicit or accept gifts;
 - 2. Do business with one's agency;
 - 3. Collect unauthorized compensation;
 - 4. Misuse the public position;
 - 5. Hold conflicting employment or contractual relationships; or
 - 6. Disclose or use certain information.
- B. Voting Conflicts: No member of a board or commission who is present at any meeting of the board or commission at which an official decision, ruling, or other official act is to be taken or adopted may abstain from voting. The member's vote must be recorded or counted as with each member present, except when, with respect to any such member, there is, or appears to be, a possible conflict of interest under the Code of Ethics (Section 112.3143, F.S.).

LCB members are NOT required to file financial disclosure forms with the Florida Ethics Commission.

1.5 Government in the Sunshine

- A. The Sunshine Law prohibits the LCB from holding meetings at any facility or location that discriminates on the basis of sex, age, race, creed, color, origin, or economic status or that operates in such a manner as to unreasonably restrict public access to such a facility. Section 286.26, F.S., directly addresses accessibility to public meetings for the physically disabled.
- B. LCB's must follow the Government-In-The-Sunshine Law (Chapter 286, F.S.). The law provides a right of access to governmental proceedings at both the state and local levels. It applies to elected and appointed boards and to any gathering of two or more members of the same board to discuss some matter which will foreseeably come before that board for action.

C. The basic elements of the Sunshine law that the LCB must follow include:

1. Meetings of boards must be open to the public;
2. Reasonable notice of such meetings must be given; and
3. Minutes of the meeting must be taken.

1.6 Americans with Disabilities Act

The LCB must adhere to the Americans with Disabilities Act (ADA) that prohibits the discrimination of disabled citizens in employment, public services, transportation, public accommodations and telecommunications.

Title II of the ADA prohibits qualified individuals with a disability from being excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity. The LCB must ensure that communications with participants and members of the public with disabilities are as effective as communications with others.

1.7 Communication with Other Agencies and Entities

The LCB may communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.

Section 2. Local Coordinating Board

2.1 Role and Function

The Board shall perform the following duties as specified in the Local Coordinating Board and Planning Agency Operating Guidelines (August 2017):

- A. Review and make recommendations regarding the approval of the Memorandum of Agreement (MOA) between the newly recommended CTC and the Commission;
- B. Annually review, make recommendations and approve the TDSP. The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process, to include, but not be limited to, the public, planning agency staff, and CTC;
- C. Annually, provide the TPA with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41- 2.012(5)(b) FAC). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit where such services are available. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the Commission upon approval by the LCB. In areas where a planning agency serves as the CTC, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the CTC;
- D. In cooperation with the CTC, review and provide recommendations to the Commission and the TPA or Designated Official Planning Agency, on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), F.S.). The accomplishment of this requirement shall include the development and implementation of a process by which the Coordinating Board and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. Such a process should include at least:

1. Review of applications to ensure that they are consistent with the TDSP. This review shall consider:
 - a. The need for the requested funds or services;
 - b. Consistency with local government comprehensive plans;
 - c. Coordination with local transit agencies, including the CTC;
 - d. Consistency with the TDSP;
 - e. Whether such funds are adequately budgeted amounts for the services expected; and,
 - f. Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and requirements.
 - g. Notify the Commission of any unresolved funding requests without delays in the application process.
- E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
- F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, operating hours and types of service in an effort to increase ridership to a broader population (427.0157(5) F.S.). Such strategies should include:
 1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
 2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations for the Local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The LCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. 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 Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the LCB. (41- 2.012(5)(c), FAC).
- H. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41- 2.008(3) FAC).
- I. Annually hold at a minimum, one Public Meeting/Workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public meeting/workshop will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public meeting/workshop be held in conjunction with a regular business meeting of the coordinating Board (immediately following or prior to the LCB meeting).

NOTE: This must be completely separate meeting not simply an opportunity to provide public comment during the quarterly LCB meeting. The public meeting/workshop must be noticed as a separate meeting, have its own agenda and minutes. A public meeting/workshop held jointly with the Commission will satisfy this annual requirement.
- J. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, F.S., concerning voting conflicts of interest (41-2.012(5)(d) FAC).

- K. Work cooperatively with regional workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), F.S.); and
- L. Evaluate multi county or regional transportation opportunities (427.0157(6), F.S.).

2.2 Membership

- A. In accordance with Chapter 427.012 F.S., all members of the LCB shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the "DOPA". The following agencies or groups shall be represented on the LCB as voting members, pursuant to Rule 41-2.012(3) (a-p), FAC:
 - 1. A local representative of the Florida Department of Transportation;
 - 2. A local representative of the Florida Department of Children and Families;
 - 3. 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;
 - 4. 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;
 - 5. A person recommended by the local Veterans Service Office representing the veterans in the county;
 - 6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
 - 7. A person over sixty representing the elderly in the county;
 - 8. A person with a disability representing the disabled in the county;
 - 9. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation;
 - 10. A local representative representing children at risk;
 - 11. In areas where they exist, the Chair or designee of the local Mass Transit or Public Transit System's board, except in cases where they are also the Community Transportation Coordinator;
 - 12. A local representative of the Florida Department of Elder Affairs;
 - 13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non- profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
 - 14. A local representative of the Florida Agency for Health Care Administration;
 - 15. A local representative of the Agency for Persons with Disabilities
 - 16. A representative of the Regional Workforce Development Board established in Chapter 445, F.S.; and
 - 17. 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 departments or other home and community based services, etc.
- B. Alternates - Each eligible LCB member may nominate an Alternate by submitting a written nomination and a description of the individual's credentials to the DOPA for consideration and approval by the TPA Governing Board. The Alternate must meet the same qualifications as a LCB

Representative. No alternates will be appointed for non-agency representative members of the LCB.

- C. Technical Advisors - With a majority vote of a quorum of the LCB, technical advisors may be approved for the purpose of providing the LCB with technical advice as necessary.
- D. Term of Office - Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the LCB shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years.
- E. Termination of Membership - Any members of the LCB may resign at any time by notice in writing to the Chair. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair.

2.3 Officers

- A. Officers - The officers of the LCB shall be a Chair and a Vice Chair.
- B. Chair - The DOPA appoints an elected official to serve as the official Chair for all LCB meetings. The Chair shall be appointed to serve until the elected term of office has expired or is otherwise replaced by the DOPA. The DOPA shall replace or reappoint the Chair at the end of their term.
- C. Vice Chair - The LCB shall hold an organizational meeting each year for the purpose of electing a Vice Chair. The Vice Chair shall be elected by a majority vote of a quorum of the members of the LCB present and voting at the organizational meeting. The Vice Chair shall serve a term of one year starting with the next meeting. The Vice Chair may serve more than one term.
- D. Duties of Officers - The Chair shall call and preside at LCB meetings, set the order of business for each meeting and sign official documents for the LCB. In the Chair's absence, the Vice Chair shall preside and complete all other duties of the Chair. In the absence of both the Chair and the Vice Chair, the members present shall elect a Chair Pro-Tem to preside and complete all other duties of the Chair.

2.4 Meetings

- A. Regular Meetings - The LCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157 F.S., the LCB shall meet at least quarterly.
- B. Special Meetings - The Chair may convene emergency/special meetings of the LCB as deemed necessary provided that proper notice is given to all members of the LCB, and other interested parties within a reasonable amount of time prior to the special meeting.
- C. Attendance - LCB members are expected to attend scheduled meetings on a regular basis. LCB membership appointment shall be automatically rescinded for lack of attendance. Lack of attendance is defined as an unexcused absence at three (3) consecutive meetings. Any member who intends to be absent from an LCB meeting shall notify the DOPA of their intended absence at least one business day prior to the meeting; absence at a meeting without prior notification shall be considered an unexcused absence. The LCB shall notify the Commission if any state agency voting member or their alternate fails to attend three consecutive meetings.
- D. Quorum - At all meetings of the Board, the in-person presence of at least one-third (1/3) of the voting members, or their alternates, shall be necessary and sufficient to constitute a quorum for the transaction of business, unless the TPA is operating under Section 3. Emergency Powers. A minimum of three (3) voting members must be present to hold a meeting. Positions on the Board, as specified in Section 2.1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum.

In the absence of a quorum, the Chair or Vice Chair may, without notice other than by announcement at the meeting, recess the meeting until a quorum shall be present. Any such recessed meeting shall be then conducted as a "workshop". At any such workshop, items on the

agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

- E. Agenda - The DOPA shall give one week notice of the proposed agenda for the LCB meetings to the LCB members, the appropriate Commission Regional Manager, mailing lists/Committee Members list and on the Palm Beach TPA's website. Specific meeting dates will be advertised in The Palm Beach Post, El Latino Semanal, Palm Tran's website and the mailing list.

The DOPA shall have the agenda materials available and delivered to the LCB members no less than one week in advance of the LCB meetings. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP, shall be given. The agenda shall include a public participation opportunity. Meeting notices will include at a minimum, the name of the LCB, address of meeting place, type of meeting, time of meeting, and who to contact for special needs.

For Special Meetings, the DOPA shall give LCB members and others one week notice, if possible, of the date, time location and proposed agenda for the emergency/special meeting. Meeting materials shall be provided as early as possible.

If an agenda is not available with the notice of the meeting, then a summary of the subject matter of what will be discussed might be used, particularly if the item is controversial or one of critical public concern. The LCB should postpone taking action on any issue until it has been adequately noticed.

- F. Voting Procedures - At all meetings of the LCB at which a quorum is present, all matters, except as otherwise expressly required by law or these by-laws, shall be decided by the vote of a majority of the members of the Board present. All members must vote; however, each alternate may vote only in the absence of that member on a one-vote-per-member basis.

Voting shall be by voice but the minutes shall contain sufficient detail to record the vote of each Representative/Alternate. A Roll Call vote shall be held upon the request of the Chair, a LCB Member, or the TPA Executive Director. A tie vote shall be interpreted as a failure to pass.

LCB members may not abstain from voting, unless they have a voting conflict of interest as defined by Section 112.3143 F.S., or unless the matter is quasi-judicial in nature and the abstention is to avoid prejudice or bias as provided in Section 286.012 F.S.

If a LCB member is going to abstain from voting, the member must declare the conflict at the beginning of the public meeting and not participate in the discussion of the item. The LCB member must then submit a completed Florida Commission on Ethics - Form 8B to the TPA Agency Clerk within 15 days after the abstention occurs.

In the absence of any direction from these by-laws or other duly adopted voting procedures pursuant to certain approval actions, Robert's Rules of Order will designate procedures governing voting over any Board or subcommittee meeting. In the interest of efficiency or flexibility, a majority consensus of the Board may approve departures from Robert's Rules of Order.

Proxy and absentee voting are not permitted.

- G. Public Comments Procedures - All LCB meetings shall be open to the public. Members of the public are permitted to speak on any topics not on the Agenda during the General Public Comment period by providing a Speaker Card to the Executive Director or designee prior to the commencement of the meeting. Members of the public are allowed to speak on agenda items following presentation of the item to the LCB but prior to member discussion, by providing a Speaker Card to the Executive Director or designee prior to the presentation of the item. Public

comment shall be limited to three (3) minutes. The deadlines for submitting a Speaker Card and time limits for public comment may be waived by the Chair.

- H. Parliamentary Procedures - The Board will conduct business using parliamentary procedures according to Robert's Rules of Order.

2.5 LCB Advisory Committees

- A. Grievance Committee - Rule 41-2, FAC, requires the LCB to appoint a Grievance Committee to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area. The Chair shall appoint LCB voting members to this committee.
- B. Committees shall be designated by the Chair as necessary to investigate and report on specific subject areas of interest to the LCB. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance. The Chair shall serve as an ex-officio member of all committees. Each committee shall elect a Chair from its membership.

2.6 Staff

The Palm Beach TPA, the Designated Official Planning Agency, provides staff for the LCB.

The TPA shall provide the LCB with sufficient staff support and resources to manage and oversee the responsibilities of the LCB as set forth in Chapter 427, F.S., Rule 41-2, FAC, Commission policies, and the Program Manual for Transportation Disadvantaged Planning Related Services as revised August, 2017. This includes, but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost effectiveness; reviewing the local TDSP; preparing, duplicating and distributing meeting packets; and, other necessary administrative duties as required by the Board within the limits of available resources.

Section 3. Emergency Powers

3.1 Applicability

In the event that an emergency prevents the TPA from conducting a board meeting consistent with these by-laws, the following emergency powers are established.

3.2 Virtual Meetings

If the TPA, as the DOPA, is permitted by law, executive order, or similar action to conduct a meeting with a quorum of the LCB established virtually, the TPA shall conduct these meetings utilizing Communications Media Technology.

Public notice of these meetings shall be provided consistent with these by-laws and with state law, shall include instructions to access the public meeting via communications media technology and shall name locations, if any, where Communications Media Technology shall be available for use by the public.

The public meeting shall provide the opportunity for public comment, and all comments, evidence, testimony, or written submissions shall be afforded equal consideration. The notice of the public meeting shall include instructions regarding how members of the public may submit written documents, written comments, written questions before the meeting or verbal comments or questions to be presented during the public meeting.

3.3 Emergency Approvals

In the event the TPA is not able to conduct a board meeting consistent with these by-laws or using Communications Media Technology, and the LCB is required to take an immediate action approving or amending one of its essential documents (TDSP, CTC Evaluation, by-laws, Grievance Procedures,

Annual Operating Report, etc.) or executing an implementing agreement or application for one of its essential documents, the TPA Chair (or Vice Chair in the absence of the Chair), upon consultation with the Executive Director and TPA General Counsel, is hereby authorized to approve or amend the essential document and/or execute the implementing agreement or application on behalf of the LCB.

The TPA Executive Director is authorized to submit any documents approved under this emergency authority to the Commission as necessary along with documentation of the TPA's inability to conduct an LCB meeting consistent with these by-laws or using Communications Media Technology.

Any documents approved under this emergency authority shall be presented to the LCB at its next meeting for endorsement or modification, provided that the action taken using the emergency authority is able to be modified.

Section 4. Amendments

The by-laws may be amended at any meeting of the LCB by a majority vote of members present, if a quorum exists, provided, that the draft proposed amendment appears on the agenda and the draft proposal is included in the agenda package at least seven (7) days prior to the meeting.

Palm Beach County Transportation Disadvantaged Local Coordinating Board

FY 2022~~2~~3 Grievance Procedures

Approved by the TDLCB
August 25~~5~~4, 2024~~1~~2

Article 1: Preamble

Section A: Preamble

The following sets forth the grievance procedures that shall serve to guide the Palm Beach County Transportation Disadvantaged Local Coordinating Board (TD LCB), serving to assist Palm Tran Connection, the Community Transportation Coordinator. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievances or complaints from agencies, users, potential users, subcontractors, and other interested parties.

Article 2: Definitions, Name, Legal Status and Purpose

Section A: General Definitions

- A. Commission for the Transportation Disadvantaged (also known as the “Commission”): an independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population.
- B. Community Transportation Coordinator (also known as the “CTC” or “Coordinator”): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), F.S., and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.
- C. Designated Official Planning Agency (also known as the “DOPA”): 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 (MPO). The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
- D. Local Coordinating Board (also known as the “LCB”): advisory entity in each designated service area composed of representatives appointed by the Metropolitan Planning Organization or DOPA, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.
- E. Metropolitan Planning Organization (also known as the “MPO”): organization responsible for carrying out transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). In Palm Beach County the MPO is the Palm Beach Metropolitan Planning Organization (MPO) doing business as the Palm Beach Transportation Planning Agency (TPA).
- F. Transportation Disadvantaged (also known as “TD”): 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 disabled or high-risk or at-risk as defined in Section 411.202, F.S.
- G. Transportation Operator: one or more public, private for profit, or private non-profit entities contracted by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Section B: Definition of Service Complaint and Formal Grievance

- A. Service Complaint: Service complaints are routine incidents that occur on a daily basis. They are reported to the driver, dispatcher, or to other individuals involved with the daily operations of the CTC, and are resolved within the course of a reasonable time period. Service complaints may

include but are not limited to: late trips, no-show by transportation operator, no-show by client, client behavior, driver behavior, passenger discomfort, and service denial.

- B. Formal Grievance: A formal grievance is a written complaint by the grievant documenting any concerns or an unresolved service complaint regarding the operation or administration of TD services by a transportation operator, CTC, DOPA or LCB. A grievance may include but is not limited to: chronic, recurring, or unsolved service complaints, violations of specific laws governing TD services, contract disputes, coordination disputes, agency compliance, conflicts of interest, supplanting of funds, and billing or accounting procedures.

Section C: Name

The name of the subcommittee to hear grievances or complaints for the Palm Beach County TDLCB shall be the "Grievance Subcommittee".

Section D: Legal Status of Subcommittee

The LCB is an advisory body. It is established in section 427.157, FS, to advise the Commission and the CTC about local concerns and issues. Florida Statutes define an advisory body as: a body created by specific statutory enactment and appointed to function on a continuing basis for the study of the problems arising in a specified functional or program area of state government and to provide recommendations and policy alternatives. The Grievance Subcommittee may make recommendations to the LCB regarding Formal Grievances.

Section E: Purpose

The purpose of the Grievance Subcommittee is to process and investigate unresolved grievances from agencies, users, transportation operators, potential users of the system and the CTC, and make recommendations to the LCB or to the Commission for improvement of service. The Grievance Subcommittee does not possess adjudicative or determinative powers.

Article 3: Membership, Appointment, Terms of Membership

Section A: Membership

The Grievance Subcommittee shall be comprised of a minimum of three (3) voting members of the LCB. The Subcommittee shall elect a Chair.

Section B: Appointment

Members shall be appointed to the Grievance Subcommittee by the LCB. The LCB Chair reserves the right to make reappointments to the Subcommittee should any conflicts of interest arise. Planning staff serve as facilitators to the grievance process but do not serve on the Grievance Subcommittee.

Section C: Terms of Members

Members of the Grievance Subcommittee shall serve at the pleasure of the LCB Chair for the duration of the grievance for which they are appointed. Members of the Subcommittee may be removed for cause by the LCB Chair.

Quorum shall be a simple majority. Meetings shall be held at such times as the Subcommittee may determine and/or as necessitated by the grievance procedure.

Article 4: Resolution Process

Section A: Complaint Procedure

1. The CTC records all complaints that come from agencies, users, transportation operators, and potential users of the system, through email, phone calls, social media, letter, and in-person and determines to whom the complaint should be directed for research and resolution via the Customer Complaint Department.
2. When a complaint is received, the person filing the complaint is interviewed and the information collected is recorded in the CTC's customer service system.
3. If the complaint is safety related, it is forwarded to the Contract Compliance Supervisor who must respond within 24 hours.
4. If the complaint is not safety-related, the applicable Contractor must respond with 48 hours.
5. On-time performance complaints are reviewed by the Service Supervisor for scheduling or a dispatch error.
6. CTC staff investigates complaints by reviewing on-board recorded videos, interviewing other riders that were also on-board the vehicle during the incident, reviewing software system notes, reviewing the driver's manifest, and interviewing the driver.
7. Following the investigation, complaints are ruled as valid, not valid, documented, excused, or LQD (liquidated damages). All complaints remain on the Driver's record regardless of resolution.
8. The CTC reviews all Contractor responses to complaints and is the final arbiter as to whether or not complaints have been adequately resolved by the Operator.
9. The party is notified of the resolution of the complaint via postcard or by letter, as applicable.
10. If the CTC is unsuccessful at resolving the complaint through the process outlined in Section A or the party is not satisfied with the resolution, the party may follow the Formal Grievance procedure outlined in Section B.

Section B: Formal Grievance Procedure

The LCB Formal Grievance procedures are:

1. The party shall have ten (10) working days from the date on the CTC's resolution of the complaint to decide if the proposed resolution is agreeable.
2. If the party is not satisfied with the outcome, they may submit a written request for a Formal Grievance. The grievance shall be sent to:

Palm Beach Transportation Planning Agency
Local Coordinating Board Grievance Subcommittee
301 Datura Street
West Palm Beach, FL 33401

The written grievance must contain the following:

- a. Name and address of the grievant;
- b. Statement of the grounds for the grievance supplemented by supporting documentation, made in a clear and concise manner; and
- c. Explanation by the grievant of the improvements needed to address the complaint.

3. Upon receipt of a Formal Grievance, the DOPA shall have ten (10) working days to contact the grievant via telephone, mail, or e-mail to indicate that the Formal Grievance is sufficient and that it has been filed or additional information is necessary to file the grievance.
4. The DOPA shall arrange a meeting between the involved parties in an attempt to assist them in reaching a desirable solution. The meeting shall take place within fifteen (15) working days of the filed date of the Formal Grievance. The DOPA shall prepare a report regarding the meeting outcome which shall be sent to the Grievant and the Grievance Subcommittee Chair within ten (10) working days of the meeting.
5. If the Grievant is not satisfied with the proposed resolution outlined in Step 4, the Grievant may request a hearing by the Grievance Subcommittee.
6. The DOPA shall have ten (10) working days to contact the Grievance Subcommittee members and set a future grievance hearing date and location. The Grievant and all involved parties shall be notified of the hearing date and location at least five (5) working days prior to the hearing date. All Grievance proceedings shall be held at a publicly noticed meeting. The Grievance Subcommittee will follow a meeting agenda in accordance with the procedures herein set forth:
 - a. Call to Order;
 - b. Presentation of Grievance
 - i. Shall also include witnesses if applicable, and
 - ii. Response of concerned parties, which shall include witnesses, if applicable;
 - c. Discussion of Grievance;
 - d. Recommendation to the LCB; and
 - e. Adjournment
7. Upon conclusion of the hearing, the Grievance Subcommittee shall submit a written report of the hearing proceedings to the Chair of the LCB within ten (10) working days. The report must outline the grievance and the Grievance Subcommittee's findings/recommendations. The report shall be forwarded to all LCB members.
8. The CTC may avail itself of the Formal Grievance Procedures as outlined in Section B.2. through B.7.

Section C: CTD Ombudsman Program

If the Grievant is not satisfied with the resolution by the Grievance Subcommittee, they may file a formal complaint with the State's Commission for the Transportation Disadvantaged Ombudsman Program via the contact information below:

By telephone:

(800) 983-2435 (toll-free) or (850) 410-5700

Hearing or speech impaired: 711 (Florida Relay System)

By mail:

Florida Commission for the Transportation Disadvantaged

605 Suwannee Street, MS-49

Tallahassee, FL 32399-0450

By e-mail:

CTDOmbudsman@dot.state.fl.us

The DOPA will maintain copies of their Grievance Procedures and reports will be made available to the Commission Ombudsman Program, upon request.

Section D: Document Accessibility

A copy of the Grievance Procedures shall be available to anyone upon request.

All documents pertaining to the Grievance Procedures will be made available, upon request, in a format accessible to persons with disabilities.

Article 5: Amendments

Section A: General

The Grievance Procedures may be amended by a majority vote of members present, if a quorum exists, providing the proposed change(s) is/are provided to all members at least seven (7) days in advance of the meeting.

Article 6: Certification

The undersigned hereby certifies that they are the Chair of the Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted on the 25th day of August 2024².

Approved: _____
~~Steven Grant~~ Chelsea Reed, Chair
Palm Beach County Local Coordinating Board

3.A





**Palm Beach County
Transportation Disadvantaged
Local Coordinating Board**

CTC UPDATE

August 25, 2022






Palm Tran's Mission is to provide access to opportunity for everyone; safely, efficiently and courteously.



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Palm Tran Service Update

- Both Fixed-Route and Connection are still experiencing challenges with driver shortages.
- Through the summer months OTP has increased and customer satisfaction has improved.
- Connection Request for Proposal released in January 2022. Responses were received and the Selection Committee will meet August 15, 2022.

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2022 Palm Tran Dashboard

FIXED-ROUTE DASHBOARD FY 2022

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2022
Preventable Collisions per 100k Miles	1.50	1.20	0.70	0.16	0.49	0.63	1.45	0.17	1.39	0.32	1.00	0.50				0.69
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	1.93	1.65	2.22	2.42	1.73	3.09	1.62	1.24	1.51				1.96
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.72	0.48	1.01	0.84	0.97	0.82	0.72	0.98	0.98				0.84
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Total System Ridership	700,000	775,000	850,000	\$44,109	\$16,785	\$23,417	\$39,348	\$52,818	\$73,249	\$81,485	\$88,420	\$111,874				4,730,868
Riders Per Revenue Hour	16.5	18.3	20.1	12.7	12.4	12.2	12.0	12.7	12.8	12.5	12.5	12.5				12.5
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	75.2%	73.2%	70.0%	73.5%	74.4%	74.2%	74.2%	77.8%	79.1%				74.8%
Mean Distance Between Failures	12,000	14,000	16,000	10,004	10,108	18,700	16,167	14,424	24,922	28,065	28,028	14,146				14,860
All Customer Commendations per 10k Boardings	0.30	0.50	1.00	0.15	0.39	0.25	0.22	0.14	0.33	0.04	0.07	0.18				0.20
All Customer Concerns per 10k Boardings	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2022
	3.50	3.00	2.50	4.12	3.77	4.34	4.20	5.17	5.62	4.20	4.03	2.91				4.28

CONNECTION DASHBOARD FY 2022

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2022
Preventable Collisions per 100k Miles	2.00	1.00	0.70	0.79	1.69	1.28	1.16	1.22	1.45	1.23	1.24	1.64				1.31
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	1.32	1.54	1.56	1.60	1.91	2.16	1.92	1.65	1.64				1.82
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.30	1.40	1.80	1.52	1.48	1.47	1.49	1.53	1.56	1.51	1.51	1.40				1.50
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	75.6%	74.6%	73.4%	74.3%	64.3%	67.9%	64.6%	73.3%	87.3%				73.1%
Mean Distance Between Failures	6,500	7,700	9,500	17,163	16,183	22,728	17,882	21,919	28,187	18,886	20,188	11,888				17,614
All Customer Commendations per 1k Trips	0.80	1.10	1.40	3.14	3.16	1.05	1.99	1.97	2.51	1.88	2.43	1.85				2.48
All Customer Concerns per 1k Trips	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2022
	3.00	2.00	1.50	5.80	6.03	4.68	3.97	4.83	5.21	5.29	2.85	1.87				4.52
Reservations Call Hold Time	4:00	3:00	2:00	1:06	2:25	3:05	2:15	2:46	2:21	2:57	3:31	2:40				2:37
Where Is My Ride Hold Time	4:00	3:00	2:00	2:07	1:44	1:55	1:30	2:00	1:36	2:03	2:06	1:30				1:50

◆ Minimum/Maximum has not been met
 ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
 ● Target has been met or exceeded
 ● The goal has been exceeded

Palm Tran Performance Management Office



3

3

TD Ridership and Complaint Report

Month	TD Ridership	Raw Complaints	Valid
May	8,625	12	4
June	6,551	5	1
July	6,315	6	3

Valid complaints: Late Pickup (1), Improper Drop off (1), Other (1), Driver Misconduct (1), Speeding (1), Vehicle left unattended (1), Unsafe (1), Driver use of Cell Phone (1)

4

4





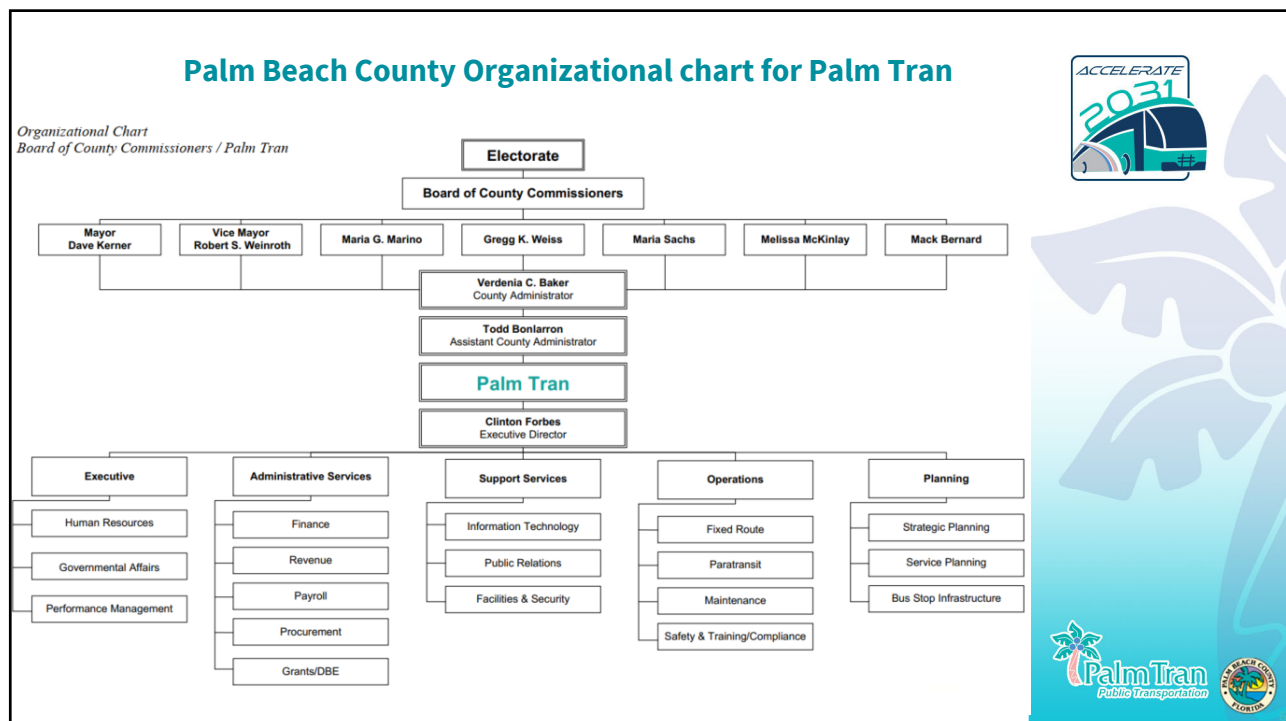




What makes Palm Tran roll?




5



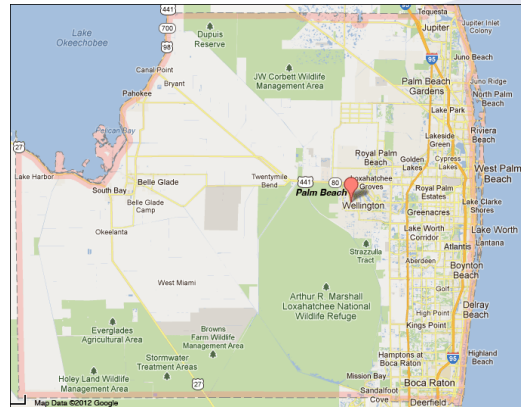
6

Who We Serve

1 in Size (1,977 sq. mi.)

- 39 Municipalities
- #3 in Population (1.4M)
- 44% Unincorporated
- 56% Municipalities

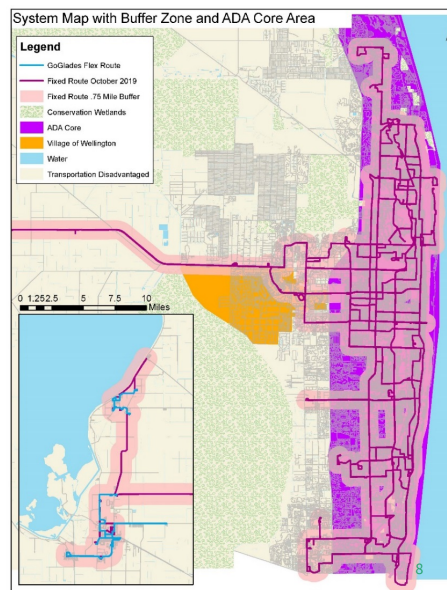
23.6% of population 65+ years old



7

Palm Beach County's Transit is Unique

- Very dense bus network along the coast
- Very limited bus service inland
- ADA is served beyond the $\frac{3}{4}$ of a mile from route
- Paratransit serves everywhere in the County with ADA and TD



8

How We Serve

150+ Fixed Route Buses

3,000 Bus Stops

7.6 Million Trips per year post
COVID and 9.1 Million pre

8.5 million miles per year per
COVID and 8.1 million post



639 Palm Tran Employees

430+ Contracted
Paratransit Operators

Go Glades
Mobility On Demand Service
Over 300 daily trips



300 Paratransit Vehicles

Door-to-Door Service

Up to 5,000 Trips per Day pre-
COVID and 2,700 post

12 million miles per year pre-
COVID and 9 million post



Palm Tran transports more people annually than Brightline, PBIA, TriRail,
Delray Beach Trolley and West Palm Beach Trolley combined



9



10

June 2022 PTC Monthly Operating Report							
Final - 07/12/2022	Jun-2022	Previous Year Comparison			Previous Month Comparison		
		Jun-2021	(+/-) %	(+/-)	May-2022	(+/-) %	(+/-)
Passengers (Scheduled):	78,172	75,571	+3.44%	+2,601	84,297	-7.27%	-6,125
Scheduled Trips:	69,017	72,085	-4.26%	-3,068	74,907	-7.86%	-5,890
Passengers (Transported):	58,292	57,957	+0.58%	+335	64,554	-9.70%	-6,262
Completed Trips:	52,019	51,472	+1.06%	+547	57,935	-10.21%	-5,916
Average Weekday Ridership:	2,362	2,295	+2.92%	+67	2,568	-8.01%	-206
Completion Rate:	75%	71%	+3.97%		77%	-1.97%	
On Time Performance by Window:	87.29%	91.92%	-4.63%		73.31%	+13.98%	
On Time Performance By Appointment Time:	82.24%	88.47%	-6.23%		66.78%	+15.46%	
Average Trip Length:	9.45	9.47	-0.19%	-0.02	9.78	-3.32%	-0.32
Customer Count:	4,460	4,742	-5.95%	-282	4,484	-0.54%	-24
Passenger Trips Per Customer:	13.07	12.22	+6.94%	+0.85	14.40	-9.21%	-1.33
10-60's:	2535	233	+987.98%	+2,302	2325	+9.03%	+210
Percent of Trips - Demand:	63.59%	66.82%	-3.23%		60.19%	+3.40%	
Productivity (First P/U to Last D/O):	1.40	1.30	+7.85%	+0.10	1.51	-7.30%	-0.11
Productivity (Gate to Gate):	1.18	1.07	+10.60%	+0.11	1.30	-9.17%	-0.12
Revenue Service Hours (First P/U to Last D/O):	41,591	44,600	-6.75%	-3,009	42,696	-2.59%	-1,104
Total Service Hours (Gate to Gate):	49,325	54,242	-9.06%	-4,916	49,614	-0.58%	-289
Total Vehicle Miles:	786,836	806,163	-2.40%	-19,327	848,037	-7.22%	-61,201
Raw Complaints:	88	161	-45.34%	-73	165	-46.67%	-77
Total Customer Concerns per 1,000 Completed Trips:	1.69	3.13	-45.92%	-1.44	2.85	-40.60%	-1.16
Completed Passenger Trips per Total Complaints:	662	360	+84.01%	+302	391	+69.31%	+271
Average Hold Time:	02:40	00:36	+77.36%	02:04	03:31	-31.62%	-00:50
Total Calls Answered:	33,222	34,955	-4.96%	-1,733	36,955	-10.10%	-3,733
Mean Distance Between Road Calls:	9,367	10,894	-14.02%	-1,527	12,290	-23.79%	-2,923
Breakdowns Per 10,000 Miles:	1.07	0.92	+16.30%	+0.15	0.81	+32.10%	+0.26
Preventable Collisions per 100,000 Miles:	1.4	1.12	+25.00%	+0.28	1.06	+32.08%	+0.34
Non-Preventable Collisions per 100,000 Miles:	1.4	1.36	+2.94%	+0.04	1.42	-1.41%	-0.02

Ridership

Performance

Safety

June 2022

Daily Trip Breakout Report		ADA Trips	DOSS Trips	TD Trips	Passengers (Transported)	Passengers (Scheduled)	Completed Trips	Scheduled Trips	Combined CX/NS Rate	Same Day Accommodations
		83.93%	3.46%	12.61%						
06/01	Wednesday	1,798	89	278	2,409	3,391	2,165	3,008	25%	33
06/02	Thursday	1,684	77	256	2,256	3,145	2,017	2,788	25%	30
06/03	Friday	1,667	67	249	2,195	3,352	1,983	2,981	30%	36
06/04*	Saturday	0	0	0	0	1,257	0	1,074	100%	0
06/05	Sunday	515	0	101	746	1,063	618	849	24%	12
06/06	Monday	1,861	87	259	2,441	3,169	2,207	2,838	20%	49
06/07	Tuesday	1,755	86	244	2,365	3,133	2,087	2,735	20%	49
06/08	Wednesday	1,955	91	259	2,561	3,366	2,308	2,998	20%	39
06/09	Thursday	1,759	77	269	2,334	3,050	2,109	2,710	19%	38
06/10	Friday	1,812	60	283	2,390	3,218	2,157	2,866	21%	42
06/11	Saturday	830	0	100	1,091	1,447	932	1,221	21%	17
06/12	Sunday	564	0	74	783	1,042	638	842	21%	12
06/13	Monday	1,784	93	273	2,345	2,859	2,154	2,614	15%	38
06/14	Tuesday	1,719	95	235	2,272	2,941	2,051	2,626	19%	40
06/15	Wednesday	1,954	111	286	2,634	3,369	2,353	2,995	18%	36
06/16	Thursday	1,728	92	251	2,345	3,073	2,073	2,718	20%	35
06/17	Friday	1,787	0	278	2,261	3,026	2,067	2,733	21%	27
06/18	Saturday	793	0	102	1,028	1,440	896	1,235	23%	17
06/19	Sunday	572	0	85	813	1,117	657	886	21%	8
06/20	Monday	1,615	0	254	2,057	2,592	1,869	2,330	18%	43
06/21	Tuesday	1,700	94	261	2,299	2,940	2,057	2,619	18%	35
06/22	Wednesday	1,875	96	284	2,503	3,231	2,257	2,892	19%	45
06/23	Thursday	1,734	94	277	2,350	3,098	2,107	2,730	20%	56
06/24	Friday	1,781	89	264	2,401	3,171	2,136	2,793	21%	23
06/25	Saturday	825	0	105	1,103	1,439	931	1,193	19%	8
06/26	Sunday	537	0	87	761	1,070	624	863	25%	8
06/27	Monday	1,767	93	293	2,369	2,966	2,153	2,687	18%	33
06/28	Tuesday	1,693	95	292	2,335	2,925	2,080	2,604	18%	22
06/29	Wednesday	1,830	98	297	2,475	3,201	2,226	2,862	19%	39
06/30	Thursday	1,736	114	257	2,370	3,081	2,107	2,727	19%	34
Total		43,630	1,798	6,553	58,292	78,172	52,019	69,017	23%	904

* Palm Tran Connection closed due to severe weather

June 2022

Daily Trip Status Report		Completed Trips	Advanced Cancel	Late Cancel	No-Show	No Fault - No Show	Missed Trip - More Than 60 Minutes Late	Missed Trip - But Transported	Missed Trip - Less Than 60 Minutes Late	Scheduled Trips
06/01	Wednesday	2,165	334	345	27	40	0	0	0	3,008
06/02	Thursday	2,017	276	366	30	26	0	0	0	2,788
06/03	Friday	1,983	377	427	37	65	0	0	0	2,981
06/04*	Saturday	0	1,074	0	0	0	0	0	0	1,074
06/05	Sunday	618	104	76	15	12	1	0	0	849
06/06	Monday	2,207	297	158	42	69	4	0	0	2,838
06/07	Tuesday	2,087	330	134	50	39	2	0	0	2,735
06/08	Wednesday	2,308	374	120	44	52	8	0	0	2,998
06/09	Thursday	2,109	335	120	19	35	0	0	0	2,710
06/10	Friday	2,157	381	152	39	42	2	0	0	2,866
06/11	Saturday	932	140	66	21	25	0	0	0	1,221
06/12	Sunday	638	96	63	13	9	3	0	0	842
06/13	Monday	2,154	230	122	22	27	4	0	0	2,614
06/14	Tuesday	2,051	278	144	43	47	3	5	0	2,626
06/15	Wednesday	2,353	318	142	35	42	4	1	0	2,995
06/16	Thursday	2,073	357	114	36	39	0	0	0	2,718
06/17	Friday	2,067	283	216	33	44	3	0	0	2,733
06/18	Saturday	896	158	92	20	18	0	0	0	1,235
06/19	Sunday	657	100	58	17	11	1	1	0	886
06/20	Monday	1,869	205	148	22	40	1	0	0	2,330
06/21	Tuesday	2,057	277	136	27	38	1	0	0	2,619
06/22	Wednesday	2,257	324	147	31	52	0	0	0	2,892
06/23	Thursday	2,107	309	156	28	40	1	0	0	2,730
06/24	Friday	2,136	310	222	21	35	0	0	0	2,793
06/25	Saturday	931	131	69	14	14	0	0	0	1,193
06/26	Sunday	624	129	64	13	6	0	0	0	863
06/27	Monday	2,153	267	138	22	46	2	0	0	2,687
06/28	Tuesday	2,080	281	114	22	40	0	0	0	2,604
06/29	Wednesday	2,226	318	152	23	39	2	0	0	2,862
06/30	Thursday	2,107	295	153	37	33	1	0	0	2,727
Total		52,019	8,688	4,414	803	1,025	43	7	0	69,017

June 2022

June 2022										
Revenue Hours Report		MV Hours	First Transit Hours	Maruti Hours	Revenue Hours	Completed Trips	Passengers Per Hour	Total Routes	10-60's	Trips per Route
		47.43%	52.57%	0.00%						
06/01	Wednesday	745	895		1,640	2,165	1.23	226	109	9.58
06/02	Thursday	786	856		1,642	2,017	1.14	228	93	8.85
06/03	Friday	750	873		1,623	1,983	1.13	231	101	8.58
06/04*	Saturday	0			0	0	0.00	16	0	0.00
06/05	Sunday	104	491		596	618	1.06	73	1	8.47
06/06	Monday	783	887		1,670	2,207	1.24	230	111	9.60
06/07	Tuesday	805	869		1,674	2,087	1.19	230	110	9.07
06/08	Wednesday	772	897		1,669	2,308	1.31	231	128	9.99
06/09	Thursday	793	879		1,672	2,109	1.17	229	106	9.21
06/10	Friday	802	909		1,711	2,157	1.19	225	105	9.59
06/11	Saturday	724	126		850	932	1.13	102	5	9.14
06/12	Sunday	108	528		636	638	1.04	80	5	7.98
06/13	Monday	791	871		1,663	2,154	1.19	229	113	9.41
06/14	Tuesday	763	882		1,644	2,051	1.14	235	117	8.73
06/15	Wednesday	768	927		1,696	2,353	1.33	232	136	10.14
06/16	Thursday	762	889		1,650	2,073	1.19	228	111	9.09
06/17	Friday	778	908		1,686	2,067	1.14	227	102	9.11
06/18	Saturday	737	110		847	896	1.05	105	6	8.53
06/19	Sunday	96	500		595	657	1.15	74	5	8.88
06/20	Monday	766	841		1,607	1,869	1.06	229	11	8.16
06/21	Tuesday	797	881		1,678	2,057	1.16	229	126	8.98
06/22	Wednesday	806	895		1,701	2,257	1.26	225	141	10.03
06/23	Thursday	775	883		1,658	2,107	1.18	229	132	9.20
06/24	Friday	783	893		1,676	2,136	1.22	228	118	9.37
06/25	Saturday	752	93		846	931	1.15	99	3	9.40
06/26	Sunday	87	488		575	624	1.09	74	5	8.43
06/27	Monday	776	909		1,684	2,153	1.20	230	125	9.36
06/28	Tuesday	772	877		1,649	2,080	1.20	225	119	9.24
06/29	Wednesday	781	918		1,699	2,226	1.25	225	145	9.89
06/30	Thursday	764	890		1,654	2,107	1.21	230	144	9.16
Total		19,726	21,866	0	41,591	52,019	1.40	5,654	2,533	-

June 2022							
Daily Service Quality Report		OTP by Window	OTP by Appointment	OBV	Miles Per Trip	Raw Complaints	Miles
06/01	Wednesday	86%	81%	0	9.73	4	31,656
06/02	Thursday	89%	83%	0	9.54	2	30,305
06/03	Friday	86%	78%	1	9.35	4	30,205
06/04*	Saturday	0%	0%	0	0.00	0	0
06/05	Sunday	90%	85%	0	8.99	0	12,656
06/06	Monday	84%	77%	0	9.16	2	30,869
06/07	Tuesday	88%	83%	1	9.89	6	31,063
06/08	Wednesday	81%	77%	0	9.40	2	32,502
06/09	Thursday	89%	83%	1	9.94	2	31,906
06/10	Friday	86%	82%	1	9.67	4	32,582
06/11	Saturday	89%	86%	0	8.62	1	15,430
06/12	Sunday	87%	83%	0	8.73	0	12,517
06/13	Monday	88%	85%	0	9.36	6	30,176
06/14	Tuesday	86%	82%	0	9.60	8	30,018
06/15	Wednesday	83%	79%	0	9.39	6	33,470
06/16	Thursday	88%	81%	1	9.48	2	31,328
06/17	Friday	89%	83%	0	9.75	3	31,611
06/18	Saturday	92%	88%	0	8.47	2	15,156
06/19	Sunday	85%	82%	0	9.39	0	13,327
06/20	Monday	89%	87%	1	9.41	0	28,811
06/21	Tuesday	92%	86%	0	9.71	4	30,764
06/22	Wednesday	87%	84%	0	9.30	1	32,412
06/23	Thursday	87%	80%	0	9.34	5	31,991
06/24	Friday	88%	84%	1	9.17	4	31,568
06/25	Saturday	91%	89%	0	9.67	3	16,141
06/26	Sunday	89%	83%	0	8.92	0	12,039
06/27	Monday	88%	81%	0	9.40	4	30,975
06/28	Tuesday	89%	86%	1	9.84	8	31,875
06/29	Wednesday	86%	83%	1	9.46	4	32,269
06/30	Thursday	87%	78%	1	9.33	1	31,212
Total		87%	82%	10	9.45	88	786,836

June 2022

Provider Performance Report		MV Completed	MV Late	MV OTP	First Transit Completed	First Transit Late	First Transit OTP	Maruti Completed	Maruti Late	Maruti OTP
06/01	Wednesday	1,017	152	85.05%	1,148	148	87.11%	0	0	0.00%
06/02	Thursday	953	100	89.51%	1,064	122	88.53%	0	0	0.00%
06/03	Friday	938	134	85.71%	1,045	151	85.55%	0	0	0.00%
06/04*	Saturday	0	0	0.00%	0	0	0.00%	0	0	0.00%
06/05	Sunday	103	5	95.15%	515	61	88.16%	0	0	0.00%
06/06	Monday	1,021	159	84.43%	1,186	209	82.38%	0	0	0.00%
06/07	Tuesday	977	132	86.49%	1,110	115	89.64%	0	0	0.00%
06/08	Wednesday	1,076	211	80.39%	1,232	242	80.36%	0	0	0.00%
06/09	Thursday	998	108	89.18%	1,111	127	88.57%	0	0	0.00%
06/10	Friday	1,008	147	85.42%	1,149	152	86.77%	0	0	0.00%
06/11	Saturday	792	87	89.02%	140	19	86.43%	0	0	0.00%
06/12	Sunday	109	16	85.32%	529	68	87.15%	0	0	0.00%
06/13	Monday	1,049	130	87.61%	1,105	123	88.87%	0	0	0.00%
06/14	Tuesday	952	127	86.66%	1,099	161	85.35%	0	0	0.00%
06/15	Wednesday	1,072	169	84.24%	1,281	228	82.20%	0	0	0.00%
06/16	Thursday	980	138	85.92%	1,093	113	89.66%	0	0	0.00%
06/17	Friday	939	98	89.56%	1,128	133	88.21%	0	0	0.00%
06/18	Saturday	776	58	92.53%	120	11	90.83%	0	0	0.00%
06/19	Sunday	106	18	83.02%	551	82	85.12%	0	0	0.00%
06/20	Monday	871	93	89.32%	998	112	88.78%	0	0	0.00%
06/21	Tuesday	985	102	89.64%	1,072	74	93.10%	0	0	0.00%
06/22	Wednesday	1,077	152	85.89%	1,180	140	88.14%	0	0	0.00%
06/23	Thursday	1,000	120	88.00%	1,107	152	86.27%	0	0	0.00%
06/24	Friday	990	95	90.40%	1,146	167	85.43%	0	0	0.00%
06/25	Saturday	827	72	91.29%	104	14	86.54%	0	0	0.00%
06/26	Sunday	84	8	90.48%	540	60	88.89%	0	0	0.00%
06/27	Monday	1,003	129	87.14%	1,150	141	87.74%	0	0	0.00%
06/28	Tuesday	946	98	89.64%	1,134	135	88.10%	0	0	0.00%
06/29	Wednesday	1,028	155	84.92%	1,198	158	86.81%	0	0	0.00%
06/30	Thursday	959	130	86.44%	1,148	137	88.07%	0	0	0.00%
Total		24,636	3,143	87.24%	27,383	3,555	87.02%	0	0	#DIV/0!

	June 2022								
Daily Average Report	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekdays	Weekends
OTP									
Average OTP (Window)	87.15%	88.75%	84.67%	88.17%	87.29%	90.58%	87.54%	87.21%	89.06%
Average OTP (Appt)	82.27%	84.25%	80.64%	80.90%	81.74%	87.62%	83.31%	81.96%	85.47%
Trips									
ADA Trips	1,945	1,944	2,120	1,961	1,973	721	691	1,989	706
DOSS Trips	71	97	100	94	56			84	
TD Trips	293	284	304	286	291	88	98	292	93
Passengers (Scheduled)	2,897	2,985	3,312	3,089	3,192	1,396	1,073	3,095	1,234
Passengers (Transported)	2,303	2,318	2,516	2,331	2,312	806	776	2,356	791
Scheduled Trips	2,617	2,646	2,951	2,735	2,843	1,181	860	2,758	1,020
Completed Trips	2,096	2,069	2,262	2,083	2,086	690	634	2,119	662
MV Trips	986	965	1,054	978	969	599		990	599
First Transit Trips	1,110	1,104	1,208	1,105	1,117		534	1,129	534
Maruti Trips	0	0	0	0	0			0	
Cancel & No-Shows									
Combined CX/NS Rate	19%	20%	22%	22%	25%	40%	24%	22%	32%
Advanced Cancels	250	292	334	314	338	376	107	305	242
Late Cancels	142	132	181	182	254	57	65	178	61
No-Shows	73	77	77	65	79	28	24	74	26
No Fault No-Shows	46	41	45	35	47	14	10	43	12
Misc									
Completed Revenue Hours	1,656	1,661	1,681	1,656	1,674	636	600	1,666	618
Average Productivity	1.39	1.40	1.50	1.41	1.38	1.27	1.29	1.41	1.28
Routes	230	230	228	229	228	81	75	229	78
10-60/Customer No Pay	90	118	132	117	107	4	4	113	4
Passengers per Route	9.13	9.00	9.93	9.10	9.16	8.57	8.43	9.27	8.50
Miles per Trip	9.33	9.76	9.45	9.53	9.49	8.93	9.01	9.51	8.97
Raw Complaints	3	7	3	2	4	2	0	4	1

June 2022									
Passenger Type Breakout				Trip Status Breakout					
Passenger Types	Passenger Count	% of Service		Trip Status	% of Service	Total Trips	Demand Trip Count	Subscription Trip Count	
AMBY	40,765	69.93%		Completed	75.37%	52,019	33,667	18,352	
AMBY MINIVAN	223	0.38%		Advance Cancel	12.45%	8,593	5,471	3,122	
AMBY/LIFT	8,113	13.92%		Late Cancel	6.40%	4,414	2,627	1,787	
SCOOTER	1,638	2.81%		No Show	1.16%	803	547	256	
WHEELCHAIR	5,532	9.49%		No Fault No Show	1.48%	1,024	606	418	
WIDE AMBY	37	0.06%		Missed	0.06%	43	37	6	
WIDE AMBY/LIFT	25	0.04%		Total		66,896	42,955	23,941	
WIDE SCOOTER	299	0.51%							
WIDE WALKER	43	0.07%							
WIDE WHEELCHAIR	987	1.69%							
SHOPPING CART	825	1.42%							
Escorts/PCAs	8,697	14.92%							
% Requiring Lift	17,642	30.26%							
Average Load Time			Travel Time / On Board Matrix (Trip Count)						
Load Time	Trip Count	% of Service		0-10 Miles	10-20 Miles	20-30 Miles	50+ Miles		
0 - 5 minutes	33,112	63.65%	0-1 hour	33,344	10,783	1,535	451		
5 - 10 minutes	13,226	25.43%	1-2 hours	563	2,380	1,572	1,116		
10 - 15 minutes	3,663	7.04%	2-3 hours	5	33	69	159		
15 - 20 minutes	1,172	2.25%	3-4 hours	0	1	0	8		
20 - 30 minutes	614	1.18%	4-5 hours	0	0	0	0		
30+ minutes	232	0.45%	5+ hours	0	0	0	0		

June 2022

Ridership by Purpose	% of Service	ADA Trips	DOSS Trips	TD Trips	Total Trips	Demand Trips	Trip Length
Employment	26.72%	11,747	0	2,142	13,889	51%	10.12
Medical	16.04%	7,560	0	779	8,339	88%	8.90
Life Sustaining	12.37%	5,833	0	596	6,429	5%	7.66
Education	8.21%	3,334	0	933	4,267	21%	13.10
Recreational	7.69%	3,505	0	491	3,996	89%	8.27
Nutrition	7.67%	2,037	1,763	185	3,985	51%	5.66
Adult Day Care	5.24%	2,207	35	483	2,725	14%	9.83
Meeting	4.41%	2,112	0	181	2,293	87%	8.54
Adult Day Training	4.16%	1,926	0	236	2,162	13%	13.63
Visitation	3.56%	1,531	0	319	1,850	93%	11.93
Religious	2.30%	1,065	0	132	1,197	89%	9.02
Non-Food Shopping	0.93%	454	0	31	485	90%	7.54
Other	0.65%	294	0	44	338	4%	9.52
Primary Education	0.02%	11	0	0	11	27%	11.16
Medical Discharge	0.02%	8	0	1	9	0%	7.98
Voting	0.01%	4	0	0	4	50%	18.79
Certification	0.00%	1	0	0	1	0%	5.87
Total		43,629	1,798	6,553	51,980		

Trip Status by Provider	Early	On Time	Late Trips						Missed Trips	Total Late Trips	Total
			00 to 05 min	05 to 10 min	10 to 15 min	15 to 30 min	30 to 60 min	60+ min			
MV	2,011	21,267	964	909	518	571	122	8	21	3,092	24,359
First Transit	2,350	23,583	1,089	1,034	618	626	119	5	22	3,491	27,074
Maruti										0	0
Total	4,361	44,850	2,053	1,943	1,136	1,197	241	13	43	6,583	51,433

Trip Status by Program	Early	On Time	Late Trips						Missed Trips	Total Late Trips	Total
			00 to 05 min	05 to 10 min	10 to 15 min	15 to 30 min	30 to 60 min	60+ min			
ADA	3,644	37,586	1,706	1,643	974	1,005	201	9	35	5,538	43,124
TD	605	5,744	259	223	119	141	30	3	7	775	6,519
DOSS	112	1,520	88	77	43	51	10	1	1	270	1,790
Total	4,361	44,850	2,053	1,943	1,136	1,197	241	13	43	6,583	51,433

10-60/CNP by Customer	Number of Incidents							
	1	2	3	4	5	6	7	Total
Number of Customers	172	1,143	23	2	0	0	0	1,340
Number of 10-60/CNP	172	2,286	69	8	0	0	0	2,535
Cost @ \$3.50	\$602.00	\$8,001.00	\$241.50	\$28.00	\$0.00	\$0.00	\$0.00	\$8,872.50

Provider Mileage	MV	First Transit	Maruti
	381,889	404,947	0

June 2022							
Accidents & Breakdowns	Accidents				Breakdowns		
	At Fault	No Fault	Total	At Fault Ratio	Breakdowns	Ratio	Mean Distance Between Road Calls
MV	3	3	6	0.79	33	0.86	11,572
First Transit	8	8	16	1.98	51	1.26	7,940
Maruti			0	0.00		0.00	0
Total	11	11	22	1.40	84	1.07	9,367

Service Coordinator Activity	
Driver Testing	
New Operators	31
Veteran Operators	60
Other	
Videos Reviewed	50
Site Visits	90

Eligibility Applications Processed				
Type	Total	ADA	TD	DOSS
21 Day Visitor	9	9	0	0
30 Day Temp	23	0	23	0
App. Assessment	183	0	146	37
Recertification	111	65	46	0
Unconditional Assessments	149	149	0	0
Total	475	223	215	37
New Clients	191			

ADA ID Cards Issued	
Type	Count
New	27
Expired	35
Lost/Damaged/Stolen	16
Total	78

Eligibility Applications Received	
Type	Count
New	245
Recert	25
Medical/Visitor/Misc	9
Total	279

June 2022															
Call Center		Reservations							Where's My Ride?			Spanish Reservations			Total
Date	Day	Calls Answered	Hold Time	Talk Time	Abandoned Calls	Rollover (Flowout)	Total Calls	% Answered	Calls	Hold Time	Talk Time	Calls	Hold Time	Talk Time	Calls Answered
06/01	Wed	680	02:36	03:30	73	0	753	90%	498	00:55	01:45	68	01:50	03:30	1,246
06/02	Thu	713	02:07	03:32	66	0	779	92%	472	00:33	01:39	80	02:48	03:15	1,265
06/03	Fri	640	00:52	03:12	26	1	667	96%	531	01:11	01:51	50	01:25	02:51	1,221
06/04	Sat	446	00:26	03:18	14	0	460	97%	72	00:26	01:33	46	00:58	03:01	564
06/05	Sun	649	03:58	03:10	86	6	741	88%	200	01:50	01:20	47	03:07	03:07	896
06/06	Mon	830	06:32	03:42	272	0	1,102	75%	494	03:25	01:54	95	03:43	03:22	1,419
06/07	Tue	771	05:13	03:34	226	0	997	77%	508	02:18	01:34	80	06:46	02:46	1,359
06/08	Wed	716	06:12	03:20	247	19	982	73%	554	03:02	01:52	79	05:34	03:29	1,349
06/09	Thu	711	01:31	03:24	59	0	770	92%	513	00:39	01:50	88	01:42	02:47	1,312
06/10	Fri	0	00:00	00:00	0	0	0	0%	0	00:00	00:00	0	00:00	00:00	0
06/11	Sat	439	03:39	03:15	156	153	748	59%	228	02:42	01:51	50	02:08	02:09	717
06/12	Sun	632	02:04	03:08	48	5	685	92%	225	00:51	01:15	57	01:28	02:05	914
06/13	Mon	867	02:37	03:35	120	0	987	88%	447	01:20	01:49	82	01:16	03:23	1,396
06/14	Tue	733	08:18	03:30	338	2	1,073	68%	403	04:47	02:10	75	03:38	03:09	1,211
06/15	Wed	742	03:57	03:48	121	1	864	86%	526	02:10	01:54	72	01:42	02:59	1,340
06/16	Thu	667	01:18	03:21	48	0	715	93%	513	00:52	02:05	76	01:44	03:15	1,256
06/17	Fri	587	02:07	03:37	65	1	653	90%	473	02:22	02:14	59	02:49	03:22	1,119
06/18	Sat	540	01:23	03:28	10	0	550	98%	239	00:39	01:22	43	01:55	03:02	822
06/19	Sun	555	01:23	03:09	37	1	593	94%	220	02:30	01:22	54	01:28	02:44	829
06/20	Mon	776	02:20	03:33	87	0	863	90%	436	01:44	02:04	68	01:46	03:00	1,280
06/21	Tue	700	02:01	03:12	67	0	767	91%	420	01:03	01:52	74	04:52	03:38	1,194
06/22	Wed	742	02:01	03:31	80	0	822	90%	464	01:04	01:53	63	02:14	03:47	1,269
06/23	Thu	743	02:51	03:43	93	1	837	89%	494	01:30	02:00	54	03:47	04:02	1,291
06/24	Fri	603	02:16	03:45	49	0	652	92%	423	01:24	01:33	72	03:30	03:32	1,098
06/25	Sat	515	00:55	03:45	16	0	531	97%	268	00:31	01:27	47	00:58	03:17	830
06/26	Sun	559	02:30	03:11	35	0	594	94%	220	00:59	01:24	41	02:46	03:04	820
06/27	Mon	807	02:13	03:45	84	1	892	90%	446	01:05	01:41	77	03:31	03:15	1,330
06/28	Tue	746	01:37	03:18	60	1	807	92%	445	00:35	01:39	71	02:23	03:19	1,262
06/29	Wed	750	02:32	03:37	103	4	857	88%	493	00:59	01:45	71	03:41	03:27	1,314
06/30	Thu	713	02:46	03:45	113	3	829	86%	504	01:57	01:41	82	03:53	03:58	1,299
Total		19,572	-	-	2,799	199	22,570	-	11,729	-	-	1,921	-	-	33,222
Average		652	02:40	03:21	93	7	752	87%	391	01:30	01:40	64	02:38	03:05	1,107

* Phone system upgrade no data saved

June 2022																									
City to City Ridership (Completed Trips)																									
		Destination City																							
		Atlantis	Belle Glade	Boca Raton	Boynton Beach	Delray Beach	Greenacres	Hypoluxo	Jupiter	Lake Park	Lake Worth	Lantana	Loxahatchee	Mangonia Park	North Palm Beach	Pahokee	Palm Beach	Palm Beach Gardens	Palm Springs	Riviera Beach	Royal Palm Beach	Wellington	West Palm Beach	Total	
Origin City	Atlantis	0	6	2	17	13	2	0	0	0	25	3	0	0	0	4	0	1	3	1	1	3	64	145	
	Belle Glade	4	306	14	11	0	1	0	15	15	43	0	4	0	0	108	0	17	0	39	37	52	193	859	
	Boca Raton	3	14	2,488	503	834	33	0	3	0	403	62	21	0	2	0	0	18	35	28	15	96	267	4,825	
	Boynton Beach	21	9	532	2,085	601	104	49	29	3	839	103	15	0	32	5	4	59	100	100	12	108	559	5,369	
	Delray Beach	11	0	862	565	1,569	15	37	1	15	269	57	3	24	2	4	2	18	21	56	8	20	227	3,786	
	Greenacres	2	1	31	90	13	64	0	5	0	289	1	23	0	10	0	0	14	42	13	6	26	186	816	
	Hypoluxo	0	0	3	35	37	0	0	18	0	56	16	0	0	0	0	0	2	0	0	0	0	16	183	
	Jupiter	0	15	2	23	4	7	18	695	19	108	10	30	0	40	0	0	299	7	172	14	2	337	1,802	
	Lake Park	0	15	0	4	16	0	0	17	78	24	0	14	0	19	0	0	61	0	55	1	8	211	523	
	Lake Worth	23	43	388	863	302	285	66	130	22	2,164	158	124	40	43	13	19	219	318	261	97	211	2,231	8,020	
	Lantana	3	0	64	108	62	1	22	10	0	185	16	1	0	0	0	1	3	13	34	2	8	81	614	
	Loxahatchee	0	6	21	18	4	22	0	36	14	141	1	45	11	8	10	0	38	25	66	52	50	255	823	
	Mangonia Park	0	0	0	0	25	0	0	0	0	46	0	9	0	0	3	0	0	0	20	0	1	114	218	
	North Palm Beach	0	0	3	34	1	8	0	56	19	37	0	8	0	15	0	18	113	1	37	1	9	198	558	
	Pahokee	4	123	0	6	6	0	0	0	0	7	0	11	3	0	1	0	0	0	21	44	20	102	348	
	Palm Beach	0	0	1	1	2	0	0	1	0	17	1	0	0	18	0	6	0	16	6	1	0	61	131	
	Palm Beach Gardens	1	17	18	61	15	6	0	268	50	214	1	34	0	102	0	1	454	6	127	30	23	661	2,089	
	Palm Springs	3	1	34	102	20	43	0	7	1	355	12	26	0	0	0	12	22	37	2	7	12	279	975	
	Riviera Beach	1	39	24	112	49	1	0	156	31	276	33	68	20	46	21	5	143	1	173	52	64	861	2,176	
	Royal Palm Beach	1	34	15	12	6	1	0	16	2	102	3	49	0	1	38	1	33	6	50	65	93	451	979	
	Wellington	4	44	68	107	19	26	0	3	9	159	9	48	1	10	18	0	18	9	55	109	315	416	1,447	
	West Palm Beach	73	197	275	547	256	168	13	328	182	2,260	75	247	101	184	106	64	704	290	832	447	435	6,696	14,480	
																								0	
		Total	154	870	4,845	5,304	3,854	787	205	1,794	460	8,019	561	780	200	532	331	133	2,236	930	2,148	1,001	1,556	14,466	51,166

June 2022																								
City to City Ridership (Average Travel Time in Minutes)																								
		Destination City																						
		Atlantis	Belle Glade	Boca Raton	Boynton Beach	Delray Beach	Greenacres	Hypoluxo	Jupiter	Lake Park	Lake Worth	Lantana	Loxahatchee	Mangonia Park	North Palm Beach	Pahokee	Palm Beach	Palm Beach Gardens	Palm Springs	Riviera Beach	Royal Palm Beach	Wellington	West Palm Beach	Total
Origin City	Atlantis	0	88	61	34	49	29	0	0	0	26	31	0	0	0	126	0	117	18	29	37	43	39	727
	Belle Glade	98	20	113	100	0	125	0	98	94	75	0	60	0	0	44	0	93	0	85	62	69	88	1,224
	Boca Raton	59	122	26	51	38	76	0	100	0	61	59	75	0	102	0	0	106	72	73	81	74	71	1,246
	Boynton Beach	26	104	49	22	30	34	20	58	38	31	26	68	0	84	95	54	60	37	62	66	46	49	1,059
	Delray Beach	45	0	34	29	22	63	34	109	57	47	31	87	63	71	107	53	63	47	68	57	53	57	1,198
	Greenacres	26	101	71	34	51	17	0	62	0	24	40	45	0	58	0	0	46	23	37	38	28	35	735
	Hypoluxo	0	0	47	26	35	0	0	72	0	21	14	0	0	0	0	0	39	0	0	0	0	42	297
	Jupiter	0	122	117	61	96	77	45	21	31	72	93	44	0	37	0	0	32	58	46	54	61	50	1,115
	Lake Park	0	111	0	67	64	0	0	28	12	48	0	44	0	23	0	0	23	0	18	44	60	30	572
	Lake Worth	23	88	64	32	47	28	26	66	40	26	23	88	54	55	104	34	55	24	60	48	37	40	1,062
	Lantana	28	0	59	25	31	30	11	79	0	23	12	41	0	0	0	13	36	20	48	42	49	34	582
	Loxahatchee	0	59	93	52	77	42	0	51	61	80	80	24	66	57	51	0	73	73	62	34	36	39	1,108
	Mangonia Park	0	0	0	0	84	0	0	0	0	51	0	111	0	0	117	0	0	0	20	0	67	46	496
	North Palm Beach	0	0	113	63	186	58	0	33	24	61	0	36	0	15	0	20	27	38	25	49	52	44	845
	Pahokee	141	36	0	105	87	0	0	0	0	100	0	53	94	0	20	0	0	0	90	65	66	78	936
	Palm Beach	0	0	51	47	71	0	0	53	0	31	28	0	0	23	0	19	0	35	31	48	0	35	472
	Palm Beach Gardens	55	92	96	60	59	59	0	31	26	60	30	58	0	28	0	31	22	38	31	51	57	41	925
	Palm Springs	19	106	67	42	54	24	0	64	30	24	24	79	0	0	0	31	51	12	25	37	33	27	750
	Riviera Beach	86	102	85	67	80	61	0	47	16	61	55	65	21	24	126	35	26	46	28	54	58	35	1,178
	Royal Palm Beach	34	73	81	54	59	34	0	47	45	44	43	36	0	80	69	39	48	44	64	19	24	31	969
	Wellington	45	71	71	46	64	29	0	68	58	40	47	45	67	50	78	0	58	27	71	27	19	37	1,016
	West Palm Beach	35	80	71	51	57	29	41	47	29	37	34	37	34	36	88	34	36	23	33	30	36	26	926
																								0
	Total	718	1,373	1,370	1,069	1,339	817	178	1,134	562	1,044	670	1,097	398	742	1,025	362	1,011	635	1,006	943	967	977	19,437

June 2022									
Historical Summary	Passengers Transported	Completed Trips	Average Weekday Ridership	Window OTP	Appointment OTP	Productivity	Customers Served	Total Revenue Service Hours	Total Vehicle Miles
June 2022	58,292	52,019	2,362	87.29%	82.24%	1.40	4,460	41,591	786,836
May 2022	64,554	57,935	2,568	73.31%	66.78%	1.51	4,484	42,696	848,037
April 2022	65,050	58,444	2,687	64.60%	59.91%	1.56	4,532	41,683	852,640
March 2022	66,959	59,880	2,587	67.88%	64.17%	1.53	4,545	43,667	879,420
February 2022	59,928	53,871	2,638	64.50%	60.37%	1.55	4,443	38,663	788,976
January 2022	59,455	53,641	2,477	74.83%	70.89%	1.49	4,613	40,023	796,116
December 2021	62,017	55,084	2,394	75.40%	71.78%	1.47	4,847	42,168	818,878
November 2021	62,466	55,887	2,508	74.59%	71.51%	1.48	4,809	42,297	830,380
October 2021	66,681	59,807	2,747	75.59%	71.42%	1.52	4,847	43,811	876,877
September 2021	62,811	56,406	2,535	80.15%	74.40%	1.47	4,696	42,635	837,856
August 2021	60,999	54,573	2,444	86.08%	81.62%	1.41	4,733	43,240	825,921
July 2021	56,343	49,906	2,184	91.99%	88.78%	1.33	4,574	42,428	776,568
June 2021	57,957	51,472	2,295	91.92%	88.47%	1.30	4,742	44,600	806,163
May 2021	59,877	53,411	2,408	90.26%	86.12%	1.32	4,701	45,396	829,561
April 2021	58,948	52,831	2,365	91.13%	88.77%	1.26	4,652	46,609	855,366
March 2021	61,095	54,900	2,373	92.96%	90.27%	1.25	4,541	48,833	865,848
February 2021	50,625	45,176	2,212	93.81%	91.10%	1.18	4,330	42,842	761,422
January 2021	48,676	43,608	1,967	95.39%	93.58%	1.12	4,143	43,527	747,339
December 2020	48,853	43,490	1,853	94.88%	92.95%	1.09	4,114	44,715	752,314
November 2020	44,690	39,846	1,830	94.61%	93.47%	1.12	4,043	39,845	689,610
October 2020	51,299	45,740	2,030	94.74%	93.06%	1.10	4,165	46,796	797,565
September 2020	45,264	40,359	1,813	95.84%	95.03%	1.03	3,998	43,878	703,343
August 2020	44,551	39,155	1,829	96.16%	99.01%	1.11	4,209	40,285	675,431
July 2020	48,248	42,712	1,856	96.63%	99.23%	1.16	4,181	41,760	717,756
June 2020	44,954	39,916	1,782	97.01%	99.48%	1.13	4,262	39,767	682,341
May 2020	34,702	30,729	1,391	97.78%	99.52%	1.01	3,691	34,190	563,213

3.C.1



PALM BEACH COUNTY SCHOOLS
Your BEST Choice!

Laura Schultze, M.S.

Manager for Curriculum, Instruction, and Assessment
School District of Palm Beach County
Department of Exceptional Education

1

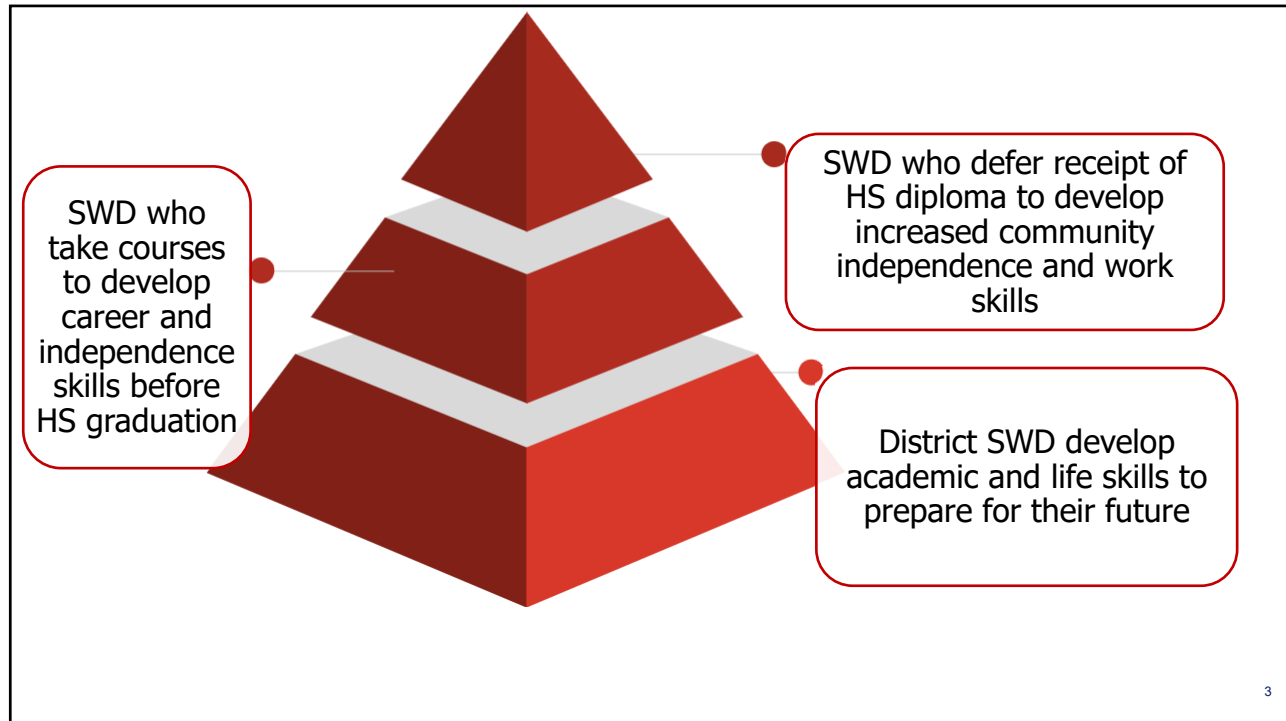
1



- Specialized curriculum for students with disabilities
- Statewide, standardized assessments for students with disabilities
- Supervise ESE Department Teams for:
 - Secondary Transition
 - Reading
 - Access Points

2

2



3

Work and Community Independence Skills



4

4



Travel Trainer Training Builds Student Travel Independence



5

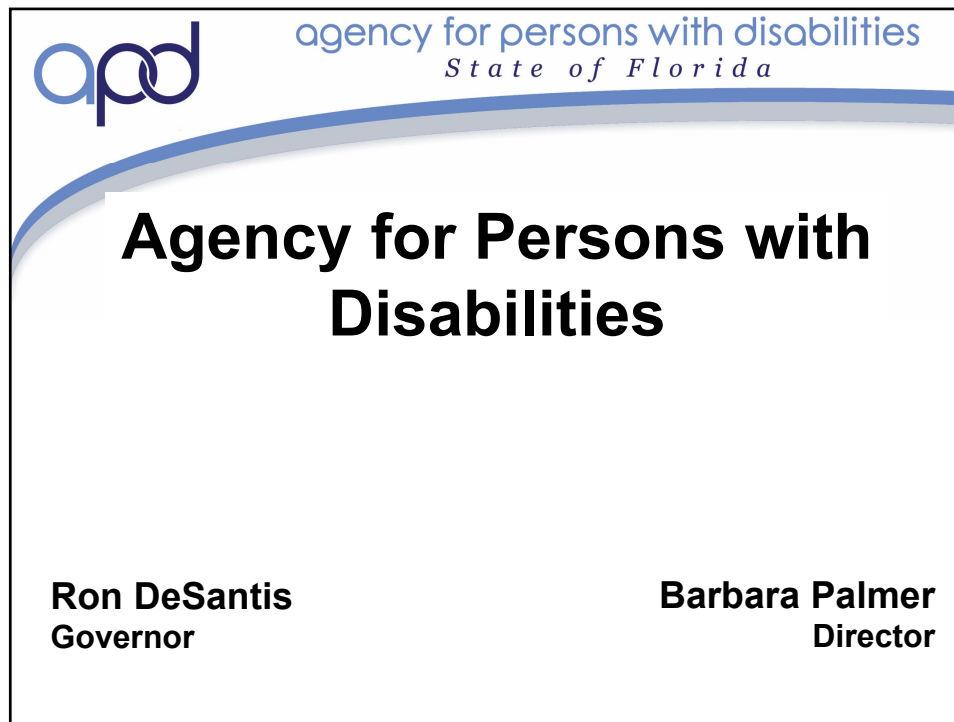
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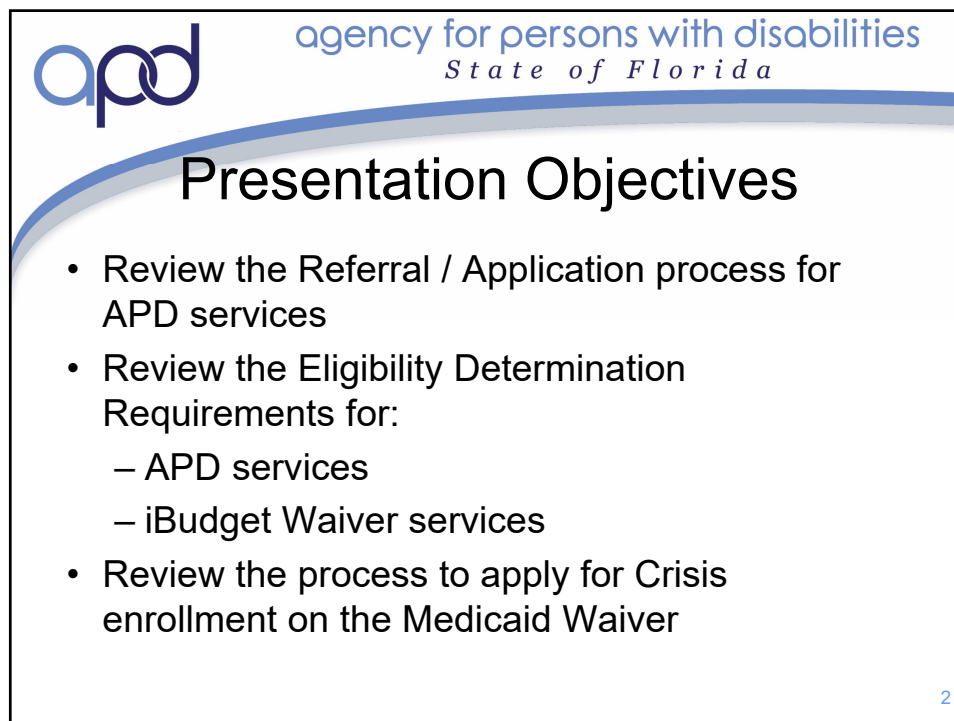
ESE
EXCEPTIONAL
STUDENT EDUCATION

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Referral and Application

- Referrals may be accepted:
 - Directly from an individual seeking assistance
 - An individual's legal representative
 - Other sources such as family, friends, agencies, other professionals
- Acceptance subject to applicant's consent (or their legal representative)

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Referral and Application

- Referrals may be made:
 - In person
 - In writing
 - By telephone
 - By Facsimile
 - APD website
 - Court Order
- APD Regional staff follow up to confirm interest

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Referral and Application

- Regional staff provide the following brochures/information to the applicant:
 - APD Application for Services
 - The Bill of Rights
 - Family Care Council
 - Serving Floridians with DD
 - Guide to Administrative Hearing
 - HIPAA Notice of Privacy Practice
 - Consent to Obtain or Release Confidential Information
 - Self-Advocacy

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Referral and Application

- The APD Application for Services is online at:
<http://apdcares.org/customers/application/>
- It is available in English, Spanish and Haitian Creole
- Divided in sections for applicant/legal representative and the Regional staff
- The Initial Contact Letter requests that you return the application within 60 days

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APD Eligibility (Chapter. 393, F.S.)

To be eligible for APD services, a person must have one or more of the following diagnoses:

- ❖ Intellectual disability
- ❖ Cerebral palsy
- ❖ Autism
- ❖ Spina bifida
- ❖ Prader-Willi syndrome
- ❖ Down syndrome
- ❖ Phelan-McDermid syndrome
- ❖ Children between 3 and 5 at a high risk of one of the above



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Continuation

- ❖ Manifests before the age of 18
- ❖ Constitutes a substantial handicap that can reasonably be expected to continue indefinitely
- ❖ At least 3 years of age
- ❖ A resident of and domiciled in the state of Florida

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What if there are conflicting test results?

- Ensure tests being reviewed are valid in accordance with rules
- Region may obtain independent assessment per Chapter 393, F.S. at no cost to the family

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Eligibility Determination

- ❖ Agency staff review applicants for eligibility within:
 - 45 days after date of application for children under 6 years of age, and
 - 60 days after a signed application is turned in for 6 years of age and over
 - 90 days when additional information is needed

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- Applying for Crisis Medicaid Waiver Enrollment
 - Once an individual is determined to be eligible for APD services, he/she is placed on the APD Waitlist.
 - If immediate services are needed due to a crisis situation, the family can apply for crisis enrollment on the Medicaid Waiver.
 - To apply for Crisis Medicaid Waiver Enrollment the following is required:
 - A crisis letter explaining the need for crisis enrollment
 - Proof that he meets one or more of the crisis criteria listed below

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Questions and Answers



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agency for persons with disabilities
State of Florida

Thank You!

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HOPEFLORIDA

A PATHWAY TO PROSPERITY

Florida Department of Children and Families

Tanya P Casside



What is Hope Florida – A Pathway to Prosperity?

Utilizing Care Navigators to guide clients on an individualized path to prosperity and economic self-sufficiency by prioritizing community involvement from our faith-based partners to our non-profits and private sector players. Care Navigators will identify goals and remove barriers and will collaborate and communicate with local partners beyond government to simplify the process to obtain the client's desired outcome.

HOPEFLORIDA
A PATHWAY TO PROSPERITY

Service Process

Step 1

Client reaches out for assistance.

Step 3

'Care Navigator' works with client to identify goals and create a plan to overcome barriers.

Step 5

'Care Navigator' is in constant communication with client; monitoring progress and offering assistance to ensure goals are met.

Step 2

Client is paired with a 'Care Navigator' to embark upon A Pathway to Prosperity.

Step 4

'Care Navigator' utilizes extensive rolodex of community resources beyond government to find the client's solution.

Step 6

The client/'Care Navigator' relationship continues until all barriers identified are addressed and the customer's goals are achieved.



The map displays the 67 counties of Florida, categorized into six regions based on color:

- Northwest (Orange):** Santa Rosa, Okaloosa, Walton, Washington, Jackson, Holmes, Calhoun, Bay, Leon, Jefferson, Franklin, Liberty, and Wilkufu.
- Northeast (Light Blue):** Nassau, Duval, Clay, St. Johns, Flagler, Putnam, Alachua, Union, Bradford, Hamilton, Suwannee, Columbia, Baker, Madison, Taylor, Lafayette, Dixie, Gilchrist, and Levy.
- Central (Red):** Marion, Volusia, Lake, Seminole, Orange, Polk, Ocala, Brevard, Indian River, St. Lucie, and Martin.
- SunCoast (Green):** Pasco, Hillsborough, Manatee, Hardee, De Soto, Charlotte, Glades, Lee, Hendry, Collier, Monroe, and Miami-Dade.
- Southeast (Light Blue):** St. Johns, Flagler, Putnam, Alachua, Union, Bradford, Hamilton, Suwannee, Columbia, Baker, Madison, Taylor, Lafayette, Dixie, Gilchrist, and Levy.
- Southern (Dark Green):** Monroe and Miami-Dade.

- SunCoast

HOPEFLORIDA
A PATHWAY TO PROSPERITY

Hope Florida – A Pathway to Prosperity

Now Serving More Families

September 2021 underwent an expansion of the program to include:

- Extended targeted populations
- Established the Hope Line, 850-300-HOPE
- Launched HopeFlorida.com
- Expanded CarePortal
- Partnered with Department of Health to Serve the Substance-Exposed Newborn population

Common Barriers Identified

- Employment
- Housing
- Education
- Job Skills Training
- Bill Payment
- Finance and Budgeting
- Basic Needs
- Childcare
- Medical Treatment
- Legal Assistance
- Transportation
- Mental Health Treatment
- Substance Abuse Treatment

Partnerships

- Faith and Community-Based Organizations
- Business Community
- Non-Profit Partners
- Government Agencies
- Floridians/Volunteers



Words from Our Customers

“I like the fact that this is voluntary. The fact that I can have someone that I can talk to and speak about the path I can take really helps. Mrs. Beniquez, I really feel that you really care about your clients and especially me.”

“Initially I thought the program was too good to be true. Now I am a believer, happy and grateful for the help the program is providing me.”

Words from Our Customers

“I can’t believe people cared and wanted to help me. I thank you for this opportunity and I won’t let you down. I hope to be a counselor for other Veterans one day and share my story.”

“I wish Christina could be my Hope Navigator forever. She helped me out so much, she went beyond her job. Whenever I had a problem, she was the only person I could call.”

FY 23 Timeline

Dates subject to change.

