

Leon County

Transportation Disadvantaged Coordinating Board



Agenda

January 13, 2016

2 PM

Quarterly Meeting

Area Agency on Aging

2414 Mahan Drive

Conference Room

Tallahassee

Conference Calling: (public only - should a member choose to use the conference line instead of attending, Florida law prohibits them from voting.)

1-888-670-3525

Code is 1450864554

NOTE: Your attendance is important. If you are not able to attend please contact Colleen Roland at 891-6812 no later than January 12, 2015 or Colleen.Roland@talgov.com

If you are an agency representative (such as Children and Families, School Board, AHAC, etc. and cannot attend please SEND YOUR ALTERNATE MEMBER.

1. Call to Order Hon. Mary Ann Lindley, Chair, presiding.

2. Public Comment - any member of the public is welcome to speak to the Leon County Transportation Disadvantaged Coordinating Board (TDCB). Please keep your comments to no more than 5 minutes.

- Public on the conference line
- Public present.

3. Report from the Community Transportation Coordinator The Community Transportation Coordinator will present the quarterly report. (*Attachment #3*)

4. Items from Members - reserved for members of the TDCB that wish to bring forward issues or other items of interest to the board.

5. Items from Staff - (Colleen Roland, CRTPA)

A. Transportation Disadvantaged Service Plan Update

Florida Statutes require an annual review of the five (5) year Transportation Disadvantaged Service Plan (TDSP) State and Local Standards. The purpose of the review is to amend it if needed to reflect changing state or local requirements. Staff has reviewed the TDSP and no changes need to be made. Staff would like to take the opportunity for the TDCB to review the trip priorities with the members. (page 14 of the agenda package)

The TDSP is enclosed as Attachment 5A

Recommended Action: Approve/ratify the Transportation Disadvantaged Service Plan.

B. Minutes

The minutes of the October, 2015 meeting are enclosed as attachment 5B

Recommended Action: Approve the minutes.

C. Notice of Training Opportunity

Following the April 13, 2016 meeting of this board the staff will hold a brief training session for all who are interested.

D. "Get to Know"

At our last meeting staff introduced this item to acquaint the board members on the various roles and agencies their colleagues represent. Staff would like to continue this practice and if it pleases the board, solicit a volunteer for the April meeting.

6. Adjournment (Commissioner Lindley) The next meeting is on April 13, 2015 at 2 PM at the Area Agency on Aging.



**Leon County Community
Transportation Coordinator**

Quarterly Report

October – December 2015

Prepared by Ivan Maldonado

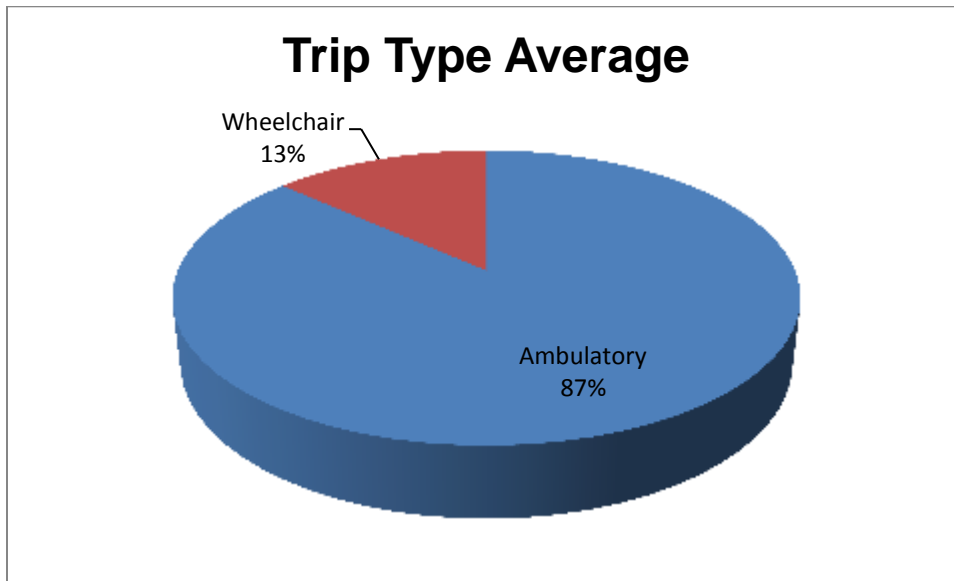
Superintendent Paratransit Operations

Number of Trips Provided From All Funding Sources

During this reporting period the CTC provided a total of 10,403 trips. Approximately 87 percent of the trips provided were for ambulatory passengers and 13 percent of the trips were for wheelchair dependent passengers.

Trip Type System Wide

Trip Type	October	November	December	Total
Ambulatory	3,269	2,749	2,999	9,017
Wheelchair	465	460	461	1,386
Stretcher	0	0	0	0
Total	3,734	3,209	3,460	10,403



Cancellations and No-Shows

During this reporting period the CTC received a total of 1,357 advance cancellations averaging 452 cancellations per month. For the same period the CTC received a total of 207 no shows, averaging 69 no shows per month.

	October	November	December
Cancels	405	477	475
No Shows	64	80	63

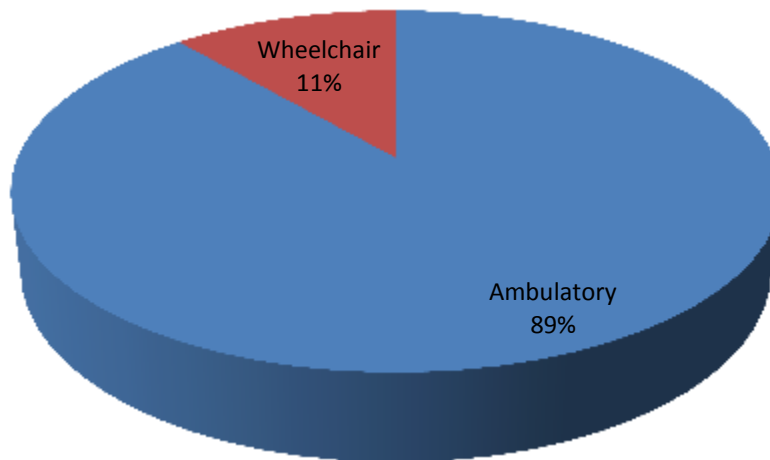
***Trips Provided Using Transportation Disadvantaged Funds
(Non-Sponsored Trips)***

During this reporting period the CTC provided a total of 5,118 non-sponsored trips. Approximately 89 percent of the trips provided were for ambulatory passengers and 11 percent for wheelchair dependent passenger.

Trip Type Non Sponsored

Trip Type	October	November	December	Total
Ambulatory	1,667	1,372	1,521	4,560
Wheelchair	168	219	171	558
Stretcher	0	0	0	0
Total	1,835	1,591	1,692	5,118

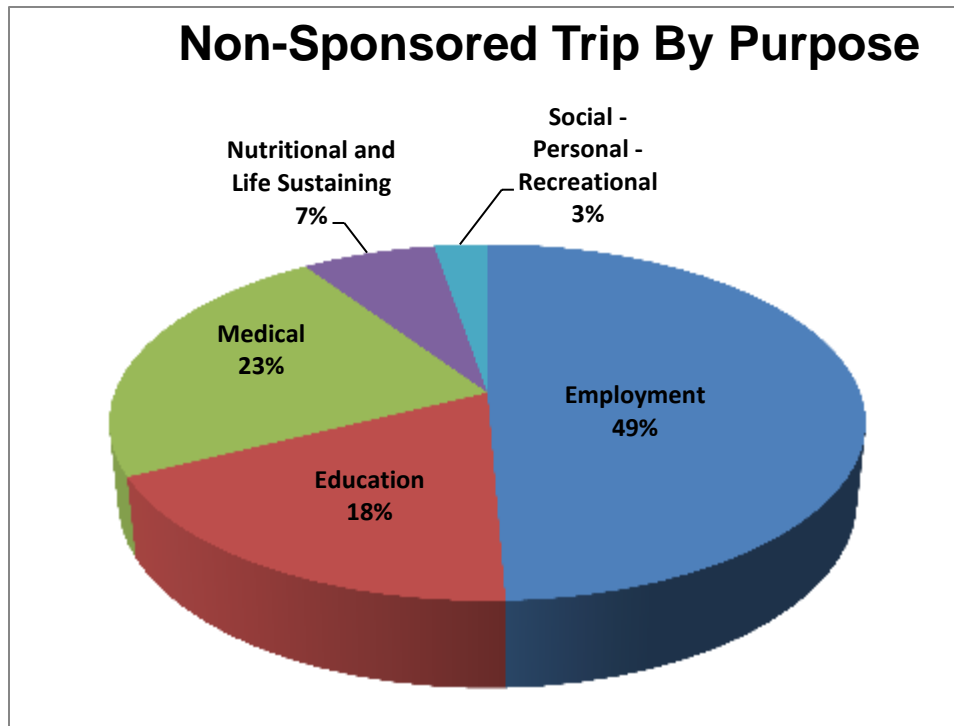
Non-Sponsored Trip Type Average



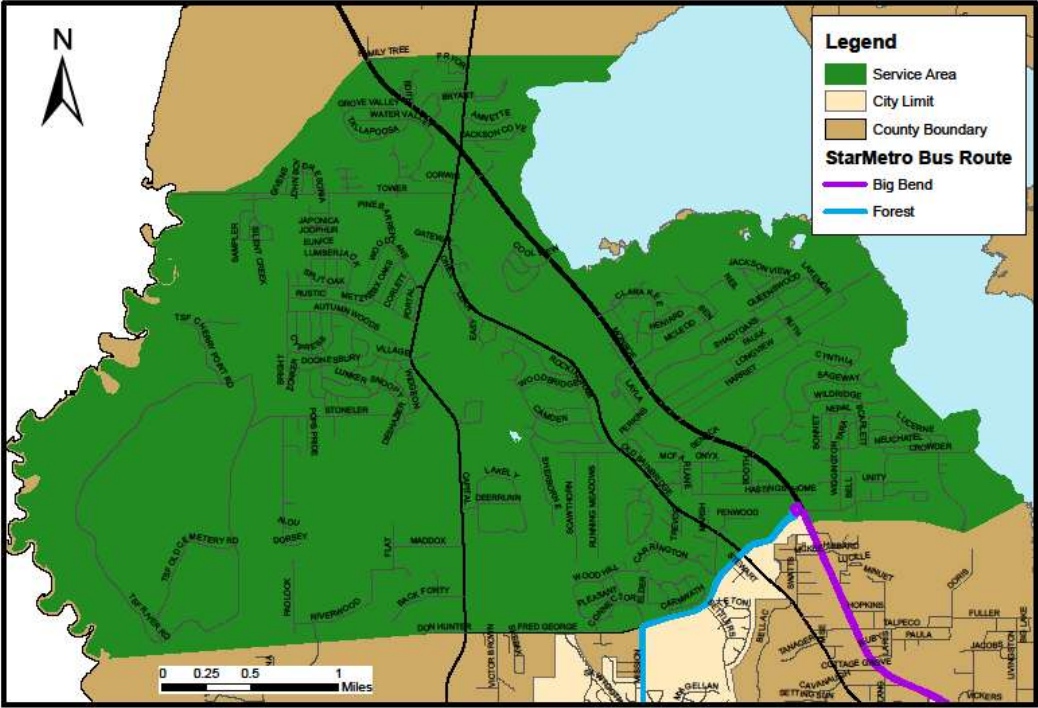
Of the Non-Sponsored trips provided during this period, 49 percent were for employment; 23 percent for medical appointments, 18 percent for education, 7 percent for nutritional and life sustaining activities, and 3 percent for Social/Personal/Recreational.

Trip Purpose Non Sponsored

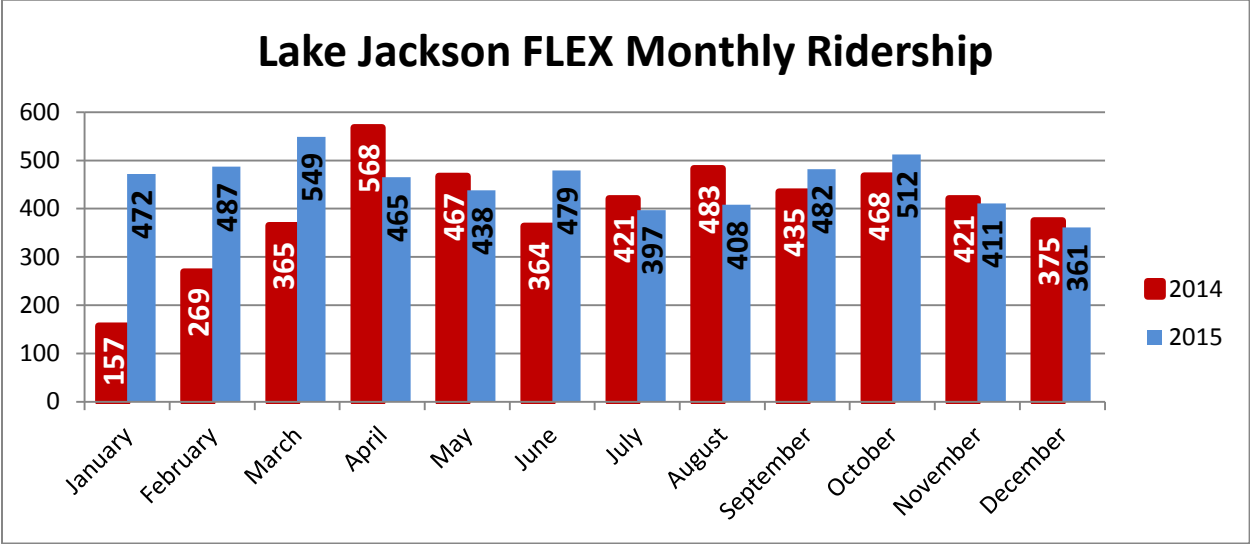
Trip Purpose	October	November	December	Total
Employment	955	774	797	2,526
Education	349	307	276	932
Medical	408	361	409	1,178
Nutrition/Life Sustaining	107	107	131	345
Social - Personal - Recreational	16	42	79	137
Total	1,835	1,591	1,692	5,118



Lake Jackson FLEX



The chart below shows monthly ridership on the Lake Jackson FLEX route for 2014 and 2015. In FY 14 a total of 4,793 trips were taken averaging 399 trips per month as compared to FY 15 where 5,461 trips were taken averaging 455 trips per month.





Attachment 5A

TDCB

Tallahassee-Leon County
Transportation Disadvantaged Coordinating Board

Transportation Disadvantaged Service Plan

And Human Services Transportation Plan

2012-2017

Adopted October, 2012

Amended July, 2013

Ratified July, 2014

Ratified, January, 2015

Ratified January, 2016

Hon. Mary Ann Lindley, Chair

Community Transportation Coordinator Star Metro
Ivan Maldonado and Andrea Rosser

Capital Region Transportation Planning Agency
Colleen Roland

II. SERVICE PLAN COMPONENT

II. Operations Element

1. Types, Hours and Days of Service

All services, with the exception of the fixed route bus system are curb-to-curb. Door to door service will be provided as needed. Passengers requiring a greater level of service, i.e., door to door will be so identified on the Driver Manifest provided by Star Metro. A monthly pass program for Star Metro is available for Non-sponsored and Medicaid riders where applicable.

Wheelchair and ambulatory service is offered county-wide. Drivers are not permitted to assist persons in wheelchairs up or down more than one step or through grass or sand or on an incline of more than 1:12. Stretcher service is provided for Medicaid Non-Emergency Transportation (NET).

General service hours for the coordinated system are 4:30 AM to 10:00 PM, seven days per week. Request for transportation can be made by calling the Community Transportation Coordinator (CTC). The CTC has a system in place to accept reservations. A telephone line is available to receive facsimile (FAX) information. The CTC office hours are 8 AM to 4:30 PM, Monday through Friday. Reservation and customer service lines will be open 6:30 AM to 6:30 PM. After hours Star Metro will handle calls for riders to cancel rides, to check on the status of rides, or emergency situations. The Supervisor of Transit Services will be on call to assist riders experiencing difficulty with transportation after the close of the business day. Reservations for service must be made no later than 2 PM of the business day prior to the trip. Reservations will be accepted up to 14 days in advance of the trip. No telephone requests will be accepted after 2 PM the business day before service is expected or 5 PM for trip requests 2 to 7 days in advance.

Weekend trips and trips for Monday should be scheduled on the preceding Friday or the last business day of the preceding week when a holiday falls on Friday. Standing orders are encouraged for regularly scheduled Medicaid trips. Return trips must also be scheduled at the time of the original booking. Passengers are advised to be ready for pickup one hour for trips within the City of Tallahassee and

one and one-half hours for trips in unincorporated Leon County, before their scheduled appointment time.

The CTC office will be closed for the following holidays:

New Year's Day

Martin Luther King, Jr. Birthday

Memorial Day

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day and the Friday following

Christmas Day

The CTC has at least one operator in operation on all holidays except Thanksgiving Day and Christmas Day.

2. Accessing Services, including Local Coordinating Board Policies such as Eligibility, Prioritization, and Other Procedures

The CTC maintains a telephone system available to receive calls within the coverage area. The CTC uses the Florida Relay Service permitting access to hearing impaired users. The number for the CTC reservations system and administration are:

(850) 891-5199

The Star Metro office hours are Monday through Friday, 8 AM to 5 PM, but riders may call after hours and reach the answering service which will assist them with canceling rides, checking on the status of rides or emergency situation.

Passengers can be assured timely service if:

- Return trips are scheduled in advance. When scheduling return trips for medical appointments, 90 minutes should be allowed for the doctor's visit.
- Passengers inside the City of Tallahassee should be ready at least one hour prior to the scheduled appointment time. Passengers outside the City of Tallahassee should be ready one and one-half hours in advance of the scheduled appointment. Drivers will wait no more than five minutes for a passenger and shall make a reasonable effort to contact the passenger before leaving.
- Passengers must cancel a requested trip, no later than one hour before the scheduled pickup time. If the trip has not been canceled and the rider is not at the designated place the rider will receive a no-show warning. If possible, the driver will leave a door hanger indicating the time the vehicle arrived, the vehicle number and the name of the driver. When scheduling trips, passengers should be specific about the type of service required (i.e., wheelchair, non-emergency stretcher service, etc.) and the destination (i.e., address, suite number, doctor's name, etc.)
- Service is curb to curb. Door to door service will be provided as needed if requested in advance and noted by the CTC on the operator's manifest. The driver should not be expected to assist passengers to specific offices, departments or floors within large medical facilities and cannot provide personal attendant care. An attendant or escort should accompany confused passengers or those unable to care for him or herself.

a. Eligibility of Non-Sponsored Trips Funded through the Transportation Disadvantaged Trust Fund

This service is offered only to those persons who are transportation disadvantaged, as defined by Chapter 427, Florida Statutes, and whose trips cannot be subsidized by another funding agency.

Anyone utilizing the Non-sponsored funds must complete a non-sponsored application prior to scheduling trips. The CTC will mail, fax, or have the applicant come by the office to complete the application. The application must be approved prior to the scheduling of transportation. The application approval process, after receipt of all appropriate paperwork, may take up to ten days for evaluation and approval for eligibility. The criteria for being approved for Non-sponsored trips are as follows:

- Are you 60 years of age or older? If yes, then you qualify by age. Qualifying criteria: proof of age, such as a birth certificate, Florida Driver's license, or Florida Identification Card.
- Are you a person with a disability that prevents you from driving? If yes, you qualify by disability. Qualifying criteria: Signature of a physician or healthcare professional on the Professional Verification Form.
- Are you currently receiving Food Stamps or Medicaid? If yes, then you qualify by income. Qualifying criteria: Food Stamp Card, Medicaid Card or Supplemental Security Income verification.
- Is your residence within an accessible distance of Star Metro bus service? If yes, you may qualify for the Bus Pass Program.
- Are you solely dependent on others for your transportation needs? If yes, you qualify by being transportation disadvantaged. Qualifying criteria: Notarized statement affirming that you have no other means of transportation.

b) Prioritization of Non-Sponsored Trips Funded through the Transportation Disadvantaged Trust Fund.

Effective July 1, 2003 and reaffirmed January 10, 2009 a Prioritization Policy for non-sponsored trips was adopted by the Local Coordinating Board for trips provided by the Transportation Disadvantaged Trust Fund. The policy ranks certain trip purposes in a priority order. Trips will be provided based on available

funding and seating availability. There may be times that the Community Transportation Coordinator cannot provide every trip requested.

Priority	Trip Purpose - Categories and Definitions
1	MEDICAL – medical, dental, or therapeutic services including hospital appointments, clinic visits dialysis, health department or other necessary medical-related care.
2	EMPLOYMENT/EDUCATION – work, employment, or life skills related training
3	NUTRITIONAL/LIFE SUSTAINING – adult congregate meal programs, food and prescription shopping
4	SOCIAL/RECREATION – social activities that might include, but not limited to church, senior citizen programs, and other recreational activities that are neither nutritional not life sustaining.
5	PERSONAL BUSINESS – activities essential to maintenance of independence, including banking, non-food shopping, legal appointments. <i>Also includes trips for persons with a self-created transportation hardship.</i>

- i) Advance Reservation Requirement – all trips scheduled with the coordinated system must be scheduled the day prior (excluding weekend days) to the transportation request. The daily cap for Non-sponsored trips may be met prior to the business day before the ride is needed.
- ii) Reservation Service – The names(s), pickup and destination address (es) for the passenger(s) to be transported, with the appointment time, are place with the CTC no later than 2 PM the last business day before the day of travel.

Reservations may be made up to fourteen (14) days in advance of the trip when funding allows.

- iii) Subscription Service – The purchaser or passenger submits a request for subscription service no later than 2 PM the business day before the service is to start. This request is a standing ride. A standing ride is an on-going trip that regularly occurs, such as clients from the Agency for Persons with Disabilities, or TD Dialysis Clients. These riders may schedule for up to two weeks at a time. Other TD riders can only schedule up to 14 days at a time.

The purchaser will provide the CTC with timely revisions to the Subscription Service Plan in order to update the standing ride order.

- iv) Non-emergency Medical (Stretcher) Service – The name(s) and address (es) of the passenger(s) to be transported are placed with the CTC no later than 2 PM the business day prior to the trip.
- v) Co-payment Policy - The TDCB has set a co-pay of \$2.50 on the non-sponsored trip grant. Medicaid co-payment of \$1 will not be charged to the rider. The Leon County Grant will reimburse the CTC for the co-payment. The CTC will reimburse the full contract cost of the trip to the provider.
- vi) Public Awareness of Non-sponsored funds - Brochures describing the coordinated transportation system outlining eligibility criteria and the services provided, will be distributed to social service agencies within the designated area. The CTC will meet with social service agency staff and advocacy groups on a frequent basis, to ensure that those individuals eligible for service have access to the system. Information on the Transportation Disadvantaged Voluntary Dollar program will continue to be made available to the driving public. All citizens of Leon County will be encouraged to participate.

b) Other Procedures

- i) Driver Training – The contracted carriers will have a driver-training program in place. The training will meet the requirements of Rule Chapter 14-90, Florida Administrative Code, as amended August 7, 2006.
- ii) Emergency, Collision, Incident, and Delay Procedures – The CTC, through contractual agreements with operators and in the System Safety Program Plan (SSPP), establishes policies for the handling of emergencies, collisions, and delays. Operators are to notify the CTC and appropriate emergency personnel immediately if an emergency, collision or delay occurs. The CTC must also be notified of schedule delays. The operators must also submit a written collision or incident report and management analysis, within 24 hours. If bodily injury and/or property damage exceeds levels outlined in the U.S. DOT policies, then driver is required to undergo drug and alcohol testing as per Federal guidelines.

If delays occur, the CTC may reassign trips. Where possible, passengers will be notified of extended delays and alternate arrangements. To handle delays, each operator is required to have one back up vehicle for every ten vehicles in service. If delays occur, the CTC may reassign trips to other service providers. If an extended delay results, the passenger will be notified and a satisfactory resolution will be reached.

Collisions involving a fatality or fatalities must be reported to the Commission not more than 24 hours after the CTC becomes aware of the fatal collision. Any other collision, those not involving a fatality or fatalities, with over \$500 in property damages, must be reported to the Commission not more than 72 hours after the CTC becomes aware of the accident.

Copies of any collision reports prepared or received by the CTC and the individual subcontractors are also required. Records kept include personnel data, operational reports, dispatching logs, driver trip sheets, and reports of collisions, incidents and service delays.

iii) Insurance Requirements - *MINIMUM LIMITS OF INSURANCE*

Transportation providers shall maintain limits consistent with their contract with the CTC. CTC requirements shall meet or exceed standards established by the Commission for the Transportation Disadvantaged and applicable Florida Statutes and Florida Administrative Codes.

1. Transportation Carriers and Coordination Contracts

Using procedures established by the City of Tallahassee which meet all state requirements for procurement, Requests for Proposals were published and received pursuant to City policy.

Requests for Proposals are reviewed and those meeting the advertised criteria are awarded trips.

Star Metro has entered into contracts with the transportation carriers approved under the Request for Proposal process conducted by the CTC. At any time service increases, Star Metro makes no guarantee as to the total number of vehicles, hours nor trips that a transportation operator will receive. These contracts are expected to allow re-negotiation for up to two additional years if the service provided has been adequate. The CTC, however, is not bound to renewal and may re-bid services at the end of any contract year.

The rate paid to contracted carriers is covered in the operator's contract and any subsequent amendments.

2. Public Transit Utilization

Efforts to move appropriate and capable riders to mass transit will continue.

3. School Bus Utilization

School buses are not currently utilized in the coordinated system. Coordination of transportation with Leon County Schools has not proven to be feasible in the past

because of similar peak service hours that are mutually encountered. The size and design of school vehicles are specifically for children, and not appropriate for most transportation disadvantaged riders.

4. Vehicle Inventory

The vehicle inventory is provided as Attachment 2. (Note: will be provided upon the completion of the RFP/selection process.)

5. System Safety Program Plan Certification (SSPP)

The Memorandum of Agreement (MOA) between the CTC and the Commission for the Transportation Disadvantaged requires the CTC to develop and implement an SSPP. The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Rule Chapter 14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. In accordance with this rule, the plan assures compliance with the minimum standards established and includes safety consideration and guidelines for the following:

- Operators and CTC Management
- Vehicles and Equipment
- Operational function
- Driving requirements
- Maintenance
- Equipment for transportation wheelchairs
- Training
- Federal, State, and Local regulations, ordinances or laws
- Private contracted service provider

The SSPP outlines driver training requirements and vehicle inspection requirements. Required safety equipment for all vehicles is:

- Seat belts
- Wheel chair securement systems and restraining devices (lap-type body belts)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits
- Two way radios

The SSPP limits the number of consecutive hours a driver can work, required defensive driving and passenger assistance/sensitivity training for all drivers. It further requires all subcontracted service providers to certify before providing service in the coordinated transportation system and requires vehicles to undergo annual safety inspections.

1. Intercounty Services

Intercounty services are provided by local operators. The only intercounty trips provided are for a Medicaid eligible passenger who's out of county services has received prior approval. The CTC will utilize the most effective mode of transportation for intercounty trips.

2. Natural Disaster/Emergency Preparedness

The TDCB will continue to support its policy to participate in Leon County's Natural Disaster/Emergency Preparedness Program. Star Metro will participate consistent with the established policy of the City of Tallahassee.

3. Marketing

Brochures and a Rider's Handbook have been published and distributed to both social service agencies and riders. The CTC will continue to meet with social service agencies and advocacy groups on a frequent basis.

Transportation is also offered to the general public. Any individual may call the system and pay the full cost of the services provided. Generally, the cost of this service is comparable to taxi service. The cost of ambulatory, wheelchair, and stretcher service are different and vary per zone and time of day travel occurs. Consequently, most requests for service by the general public are for wheelchair service.

4. Acceptable Alternatives

Chapter 427.016(1) (a) F.S. requires that all transportation disadvantaged funds expended in the state be expended to purchase transportation from the CTC or operators with the system with certain exceptions. Several agencies have elected not to purchase their transportation within the CTC system. When appropriate, the CTC will pursue adding these agencies to the coordinated system.

III. Quality Assurance

The Quality Assurance section will contain the procedure the TDCB will use to monitor and evaluate the services coordinated through the CTC, based on the locally established service standards, the local grievance procedure/process, and evaluation processes.

A. Service Standards

The CTC and any Transportation Carriers from whom transportation is purchased or arranged by the CTC shall adhere to the approved Service Standards. The standards that are outlined in Chapter 41-2.006(4), Florida Administrative Code includes the following:

Commission Service Standards

A. Drug and Alcohol Policy

Contracted carriers must comply with the requirements of the Federal Transit Administration (49 CFR Part 653 and 49 CFR Part 654) regarding the testing of safety sensitive employees for drug and alcohol use.

B. Transport of Escorts and Dependent Children

One escort will be allowed if pre-approved through the application process. Sponsoring agency will pay for escorts. Escorts will pay a co-payment, if applicable. An escort is someone at the same origin and destination as the rider, and who provides the necessary assistance in order for the rider to complete the trip.

Any child 12 years and under will be required to have an escort.

C. Use, Responsibility, and Cost of Child Restraint Devices

For the fixed route bus system, refer to Chapter 316.613, F.S.S. For the paratransit system, all passengers under the age of 4 and weighing less than 50 pounds shall be required to use a child restraint device. If a child restraint device is requirement, the passenger must provide it.

D. Passenger Property

Passengers may travel with only those personal belongings that can be safely held by the rider. Drivers are not required to assist passengers with the loading or unloading of these items.

E. Vehicle Transfer Points

The CTC will identify the time, days, and vehicle pickup points as means of coordinating out-of-county trips. C.K. Steele Plaza would be the transfer point for any intra county trips should the need arise. It is designed to provide shelter, security and safety of passengers. At the present time trips are door-to-door, eliminating the need for transfers.

F. Local Telephone Phone Number

The local phone number will be included in the complaint process. The number will be posted in two locations, both inside and outside of the vehicle. This standard can be evaluated by inspection of the vehicle.

G. Out-of-Service Area Trips

No out-of-county trips will be paid through the Transportation Disadvantaged Trust Fund. All other sponsoring agencies will negotiate out-of-county trips with CTC. The most cost-effective mode of transportation will be utilized.

H. Vehicle Cleanliness

At a minimum, the interior of the vehicles will be cleaned daily and the exterior cleaned weekly. Inspection of the contracted operators' vehicles will determine if this standard is being met.

I. Billing Requirements

The CTC will bill as promptly as the sponsoring agency will allow. (Medicaid - once a week; Commission for the Transportation Disadvantaged - once a month; Developmental Services - once a month; and all other sponsoring agencies - once a month). Operators will be paid in a timely manner, consistent with Chapter 41-2, Florida Administrative Code.

J. Passenger/Trip Database

At a minimum, the CTC will collect the name, phone number, emergency phone number, address, funding source eligibility, and special requirements on each passenger.

K. Adequate Seating

Vehicle seating will not exceed the manufacturer's recommended capacity. Passengers scheduled will not exceed vehicle seating. Each seat shall be equipped with a seat belt.

L. Driver Identification

All drivers will wear a name badge that will be displayed at all times when transporting passengers. The name badge shall include the driver first name and company name.

M. Passenger Assistance

The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of vehicle. The boarding assistance shall include, opening the vehicle door, fastening the seat belt, or utilization of wheel chair securements devices, storage of mobility assistive devices, and closing

the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheel chair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver. (Chapter 41-2.006 (m))

N. Smoking, Eating, and Drinking

There will be no eating, drinking, smoking, or use of tobacco products on any vehicle in the coordinated system, regardless if the passengers are not on board. This standard can be evaluated upon inspection of the vehicle.

O. Passenger No-Shows

A trip must be canceled no later than one hour before the scheduled pickup time. Trips can only be canceled by calling the CTC. If the trip has not been canceled and the rider is not at the designated place the rider will receive a no-show warning. If possible, the driver will leave a door hanger indicating the time the vehicle arrived, the vehicle number, and the name of the driver. If a rider has multiple no-shows he/she may receive a letter.

Passenger no-shows will not exceed 3% of the total trips.

P. Two-way Communications

All vehicles will be equipped with two-way communication and must be in good working order.

Q. Air Conditioning/Heating

All vehicles shall have air conditioning and heating systems adequate for the climatic conditions of the area and must be in good working order.

Local Service Standards

A. Driver Criminal Background Screening

All drivers in the coordinated system must have a FDLE background screening. Must comply with Chapter 393 and 435, Florida Statutes.

B. Service Effectiveness

At the regular TDCB meetings, the CTC will report the cost per trips, percentage of denials, and number of complaints.

The CTC and the TDCB shall review the Annual Operating Report and determine acceptable levels of performance measures that will be used to evaluate the service effectiveness of the contracted carriers.

The CTC shall provide recommendations that will improve the service effectiveness of the coordinated system.

C. Public Transit Ridership

Identify 100% of the riders that are ambulatory and with no special needs to be placed on the fixed route system.

D. Contract Monitoring

At a minimum, the CTC shall perform a quarterly evaluation of the contracted carriers.

E. Pick-up Window

The initial pick-up time is based on an appointment time. Pick-up time within the City of Tallahassee is one hour. Pick-up time outside the City is one and a half hours.

The rider will be picked-up within 15 minutes of the scheduled return trip time, for night service.

F. On-Time Performance

Drop-Off: 95% of clients will be delivered no earlier than sixty minutes before their scheduled appointment time.

Travel Time: Urban Trip - inside the City of Tallahassee: 95% of the clients will spend no more than one hour traveling in a vehicle.

Travel Time: Rural Trip – outside the City of Tallahassee: 95% of the clients will spend no more than one and half hours per trip traveling in a vehicle.

The on-board time standard does not apply to peak time travel (Monday to Friday, 6:30 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m.)

G. Advance Reservation Requirement

Reservation requests are taken between the hours of 6 a.m. and 5 p.m., Monday through Friday. Trips must be scheduled no later than 2 PM the business day prior to the transportation request, excluding weekends and holidays. Trips can be scheduled at least 14 days in advance. Medicaid NET trips must be scheduled at least 72 hours in advance.

H. Accidents

Accidents per 100,000 Miles: The CTC will have no more than 1.2 accidents per 100,000 vehicle miles.

I. Road Calls

The CTC will have no less than 10,000 vehicle miles between road calls.

J. Call-hold Time

95% of clients who call the CTC will reach an operator within two minutes.

K. Vehicle Identification

All vehicles used for transporting of passengers will be appropriately labeled with the company name on the outside of the vehicle.

B. Local Grievance Process/Procedure

The following complaint and grievance procedure was approved by the TDCB on February 17, 1995 and annually reaffirmed.

As required by the "Local Grievance Guidelines for Transportation Disadvantaged Services" dated 7/11/94, the following grievance policy details the process that the Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB) will use to address complaints regarding service and other transportation related matters.

The following procedures are established to provide opportunities for grievances to be brought before the Tallahassee-Leon County Transportation Disadvantaged Coordinating Board. Medicaid Non-Emergency Transportation beneficiaries may also request a Medicaid fair hearing in addition to the local grievance process.

I. Filing a Service Complaint

Service complaints that are received by the Community Transportation Coordinator (CTC) or by the designated transportation operator or operators will be detailed on a Complaint Report. The information may be given directly to the Coordinator staff and detailed on the form, or if desired, the form can be mailed to the client for completion. Any service complaints received by the Coordinator will be responded within 24 (twenty-four) hours of placing the complaint and will be followed up within 3 (three) working days. Every effort will be made to seek an appropriate and prompt resolution.

A file will be kept on all complaints received and monthly reports generated. A summary of the reports will be included as part of the coordinator's report at the regular TDCB meeting. These reports will help identify any emerging patterns or complaints: e.g., multiple complaints about a particular driver or reservationist, excessive late pickups, unclean vehicles, smoking or eating permitted on vehicles, etc. By promptly identifying areas of deficiency, the Coordinator will be in a position to work with local staff or with the service provider to make the necessary corrections or adjustments to alleviate the situation.

Any person with an unresolved service complaint shall be advised of the formal grievance procedure of the LCB and CTC and have a written or recorded copy of this grievance policy made available to them. All formal grievances must be submitted within 5 (five) working days of a non-resolved service complaint.

II. Filing a Grievance

Should an interested party wish to file a grievance in order to receive improved service from the Transportation Disadvantaged Program, that grievance must be filed in writing with the Community Transportation Coordinator (CTC) and the Chairperson of the Transportation Disadvantaged Coordinating Board.

The addresses are listed below:

Tallahassee-Leon County Transportation Disadvantaged Coordinating Board

Capital Region Transportation Planning Agency

Physical Address: 408 North Adams Street

Mailing Address: 300 South Adams Street, MS-19

Tallahassee, Florida 32301

(850) 891-6800

Community Transportation Coordinator

Star Metro

555 Appleyard Drive

Tallahassee, Florida 32304

(850) 891-5199

When necessary, TDCB or CTC staff will provide assistance to those individuals who request such, to prepare written grievances. The complainant should try to demonstrate or establish clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from the CTC. The grievance shall include:

1. The name and address of the complainant;

2. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner, and

3. An explanation of the relief desired by the complainant.

III. Review by the Grievance Committee of the Local Coordinating Board

Upon receipt of a grievance, the Chairperson of the TDCB will contact the Chairperson of the Grievance Committee to inform him of the grievance. He will then acknowledge in writing of the filed grievance to all affected parties within ten (10) days of receipt of the grievance, the date, time, and place of the grievance hearing. The sponsoring agency will be notified by the grievance committee of any grievances originating with their clients. In cases where an advocate for the client is necessary the grievance committee shall request such an advocate from the sponsoring agency.

Within thirty (30) days following the date of receipt of the formal grievance, the Grievance Committee of the TDCB will forward a recommendation to the TDCB.

The Coordinating Board has the authority only to listen and make recommendations for improving the provision of transportation services. These recommendations are to be based on items pertaining to the transportation system or matters within the contractual control of the Commission for the Transportation Disadvantaged. In accordance with Rule 41-2.012(5)(f) the Coordinating Board may appoint a grievance committee to serve as a mediator to process and investigate complaints and make recommendations to the local Coordinating Board for the improvement of service.

The Grievance Committee will present its recommendation to the TDCB at the next regular board meeting. The TDCB staff will notify the affected parties of the date, time and place of the Coordinating Board meeting where the recommendation will occur.

A written copy of the TDCB recommendation will be mailed to the CTC and affected parties involved within ten (10) days of the date of the recommendation.

If a grievance is not satisfactorily resolved, after review by the Coordinating Board, the body, board or persons who are legally responsible for the actions of the CTC may become involved in the grievance procedure.

The grievance procedure will ultimately end at the CTC's Board of Directors, Board of County Commissioners, Owner, or whoever else is legally responsible for the actions of the CTC.

Apart from these grievance procedures, the aggrieved parties with proper standing may also have recourse through Chapter 120, F.S. Administrative hearing, process or the judicial court system.

Definitions:

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

Example:

Service complaints may include but are not limited to:

- Late trips (late pickup or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., may not qualify lack of TD funds, etc.)

b. Formal Grievance: A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the transportation operator, CTC, Designated Official Planning Agency, or LCB. The Grievance, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Example:

Formal Grievances may include but are not limited to:

- Chronic or reoccurring or unresolved Service Complaints
- Violations of specific laws governing the provision of TD services i.e., Chapter 427 F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA.
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

c. Hearing a Grievance: Hearing a grievance shall be defined as listening to and/or investigating a grievance from a purely fact perspective without imposing restrictions or penalty on a third party. This first definition shall be the extent of the Grievance Committee and LCB's role in mediating a grievance.

d. Hearing and Determining a Grievance: When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of specified person or persons, it is exercising "adjudicative" or "determinative" powers. This second definition shall be the role of the CTC's organization ultimately ending with the Board of Directors, or whoever is legally responsible for the actions of the CTC.

Transportation Disadvantaged Coordinating Board



Minutes



October 14, 2015

ANNUAL PUBLIC HEARING

FOLLOWED BY THE REGULAR QUARTERLY MEETING

Area Agency on Aging

2414 Mahan Drive

Conference Room

Tallahassee

Members in Attendance

Hon Mary Ann Lindley, Chair	Wanda Stokely and Cinderella
Pamela Hagley	Adream Bennett
Shawn Mitchell	Sylnovia Jones
Dottie Hinkle	

Staff Present:

Colleen Roland, Capital Region Transportation Planning Agency

Andrea Rosser, Star Metro

Ivan Maldonado, Star Metro

Members Excused
William Benjamin
Vanessa Strickland

1. Call to Order Annual Public Hearing - Hon. Mary Ann Lindley, Chair, presiding, called the Annual Public Hearing to order at 2:08 PM

2. Public Hearing - Ms. Roland advised the chair that there were no members of the public present that wished to address the board.

3. Annual Operating Report Summary (Andrea Rosser, Community Transportation Coordinator, Star Metro)

- Ms. Rosser reviewed the annual report with the board members. She also advised that Star Metro was developing an Honored Passengers program that provided bus passes for Veterans. Attachment 3.
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4. Adjourn Annual Public Hearing - Hon. Mary Ann Lindley, Chair, adjourned the public hearing at 2:31 PM

Note: The members were advised that upon adjournment of the Public Hearing, should members of the public arrive during the regular meeting and desire to be heard, the chair can reconvene the public hearing at her discretion.

5. Call to Order Regular Quarterly Meeting - Hon. Mary Ann Lindley, Chair. The regular quarterly meeting was called to order at 2:32 PM

6. Items from Members

A. **“Get to Know”** Dottie Hinkle, a representative from the Area Agency on Aging gave a presentation on the role of the agency and its role in the aging network. She distributed

materials to the board members and answered questions from members.

B. Items from Staff

Minutes from the July meeting

The minutes were approved as presented.

4. Meeting Adjournment – Hon. Mary Ann Lindley, Chair adjourned the meeting at 3:31 PM.

