



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

DATE: **Wednesday, August 23, 2023**
TIME: **2:00 p.m.**
PLACE: **301 Datura Street, West Palm Beach, FL 33401**

Members of the public can [join the meeting](https://PalmBeachTPA.org/Meeting) in person or virtually. For information on how to attend a meeting visit: PalmBeachTPA.org/Meeting.

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 24, 2023
- 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/Comment-Form 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) 2024-2029 TD Service Plan (TDSP) Annual Update
TPA staff will present the Annual Update to the FY 2024-2029 TDSP, jointly developed by the TPA and Palm Tran Connections. The LCB is required to review, make recommendations, and approve minor updates to the TDSP annually by roll call vote. The draft plan is posted online at PalmBeachTPA.org/LCB and a presentation is attached. A roll call vote is required.
- B. MOTION TO ADOPT FY 2024 LCB By-Laws
The Florida CTD requires the LCB By-Laws be updated and presented for approval annually. The draft By-Laws and a presentation are attached.
- C. MOTION TO ADOPT FY 2024 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 and a presentation are attached.
- D. MOTION TO APPROVE the FY 2024 Revised TD Rate Model
The LCB approved the model presented by Palm Tran on May 24, 2023. Subsequently, the CTD reviewed and requested a revision of the FY 2024 Rate Model. Palm Tran staff will present this item. The presentation and CTD recommended revised rate model are attached.

3. INFORMATION ITEMS

- A. Connections Efficiency Project (CEP)
Palm Tran recently launched phase 2 of the 3 phase CEP. Phase 1 included a revising of the eligibility process. Phase 2 explores piloting of overflow ride-hailing services. Phase 3 aims to redefine the service area and program parameters. A presentation is attached.
- B. CTC Evaluation Response
The TPA completed and received LCB approval of the CTC Evaluation in May 2023. The CTC has provided responses to the attached evaluation Executive Summary.
- C. LCB Member Presentation
Chair Chelsea Reed will present her roles related to the TD program. The presentation is 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. Next Meeting – **November 15, 2023**
- B. FY 2024 Timeline – **Updated**
- C. Adjournment

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.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEMBERS

CHAIR

Chelsea Reed, Mayor
City of Palm Beach Gardens

Milory Senat

Agency for Persons with Disabilities
Alternate: Pauline Spence

Nancy Yarnell

Area Agency on Aging
Alternate: Vacant

Tekesha Saffold

Citizen Advocate/User

Vacant

Department of Children and Family Services
Alternate: Vacant

Marielisa Amador

Florida Agency for Health Care Administration
Alternate: Jerome Hill

Marie Dorismond

Florida Department of Transportation
Alternate: Paula Scott

Angela Choice

Florida Department of Veterans Affairs
Alternate: Latasha Brown

James E. Green

Palm Beach County Community Action
Alternate: Stessy Cocerez

Vasti Amaro

Private Transportation Industry
Alternate: Vacant

VICE CHAIR

Uyen Dang
Citizen Advocate

Robyn Manuel

Florida Division of Vocational Rehabilitation
Alternate: Vacant

Merlene Ramnon

Local Medical Community
Alternate: Vacant

Laura Schultze

Public Education School District of Palm Beach County
Alternate: Vacant

Elizabeth Clark

Representative for Children at Risk
Alternate: Vacant

Robert Goodman

Representative for the Disabled

James Bonfiglio

Representative for the Elderly

Michael Corbit

Workforce Development Board
Alternate: Vacant

Clinton Forbes

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

NOTICE

In accordance with Section 286.0105, *F.S.*, 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 may 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 special accommodations under the Americans with Disabilities Act or persons who require translation services for a meeting (free of charge) should contact Melissa Murray at 561-725-0813 or MMurray@PalmBeachTPA.org at least five (5) business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.

Se solicita La participación del público, sin importar la raza, color, nacionalidad, edad, sexo, religión, incapacidad o estado familiar. Personas que requieran facilidades especiales bajo el Acta de Americanos con Discapacidad (Americans with Disabilities Act) o personas que requieren servicios de traducción (sin cargo alguno) deben contactar a Melissa Murray al teléfono 561-725-0813 o MMurray@PalmBeachTPA.org por lo menos cinco días antes de la reunión. Si tiene problemas de audición, llamar al teléfono 711.



PALM BEACH Transportation Planning Agency

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

Wednesday, May 24, 2023

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

CHAIR REED called the meeting to order at 2:02 p.m., provided an overview of the virtual meeting procedures, and led the Pledge of Allegiance.

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	Elizabeth Clark	P
Nancy Yarnall	P	James Green	A	Robert Goodman	P
Uyen Dang	P	Vasti Amaro	P	James Bonfiglio	P
Elisa Cramer	P	Robyn Manuel	A	Michael Corbit	A
Jerome Hill (Alt)	P	Merlene Ramnon	P	Tekesha Saffold	P
Marie Dorismond	P	Laura Schultze	A	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: Robert Goodmand, Tekesha Saffold.

There were no objections to the LCB members virtual participation and the members were permitted to join the meeting.

1.D. APPROVED: Minutes for February 22, 2023

MOTION TO APPROVE the Minutes made by James Bonfiglio, seconded by Angela Choice, and carried unanimously 13-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	A	Angela Choice	Y	Elizabeth Clark	Y
Nancy Yarnall	Y	James Green	A	Robert Goodman	Y
Uyen Dang	Y	Vasti Amaro	Y	James Bonfiglio	Y
Elisa Cramer	Y	Robyn Manuel	A	Michael Corbit	A
Jerome Hill (Alt)	Y	Merlene Ramnon	Y	Tekesha Saffold	Y
Marie Dorismond	Y	Laura Schultze	A	Chelsea Reed	Y

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

1.E. PUBLIC COMMENTS

There were no public comments received.

1.F. MEMBER COMMENTS

1. New member James Green, Executive Director of Palm Beach County (PBC) Community Services, introduced himself as the new main representative for PBC Community Action.

2. 1.G. 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.

2. ACTION ITEMS

- A. MOTION TO ELECT VICE CHAIR for Fiscal Year (FY) 2024

GRÉG GABRIEL presented the LCB member duties.

JAMES GREEN joined the meeting at 2:16 pm

CHAIR REED opened the floor for nominations. LCB member Uyen Dang volunteered to become Vice-Chair for fiscal year 2024.

Incumbent stated Vice-Chair Tekesha Saffold wants to continue serving as Vice-Chair.

There were no public comments on this item.

CHAIR REED asked LCB members to vote by stating the last name of their supporting LCB Vice-Chair. LCB member Uyen Dang received 8 votes and Tekesha Saffold received 5 votes.

Member	Vote	Member	Roll Call	Member	Vote
Milory Senat	A	James Green	S	James Bonfiglio	S
Nancy Yarnall	D	Vasti Amaro	D	Michael Corbit	A
Uyen Dang	D	Robyn Manuel	A	Tekesha Saffold (Vice Chair)	S
Elisa Cramer	S	Merlene Ramnon	D	Chelsea Reed (Chair)	D
Jerome Hill	D	Laura Schultze	A		
Marie Dorismond	D	Elizabeth Clark	D		
Angela Choice	D	Robert Goodman	S		

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

B. MOTION TO APPROVE the FY 2022 Community Transportation Coordinator (CTC) Evaluation Finding and Recommendations

GRÉG GABRIEL presented the FY 2022 Community Transportation Coordinator (CTC) Evaluation Finding and Recommendations.

ELISA CRAMER shared positive comments from customers throughout the survey and the Survey123 tool was seamless. She shared that she made 40 calls and 18 riders participated. Customers who had questions not covered by the survey were answered by Lou Ferri.

ELIZABETH CLARK enjoyed her observation ride. She said Jane Doe is not the best name for observation riders and the customers on the ride were very welcoming. She did not have cash on hand and that slowed her down. Clark completed 8 surveys and had challenges with a language barrier and some challenges with the phone call surveys.

JAMES BONFIGLIO praised the drivers for being polite, well mannered, instructive, and helpful. He said Palm Tran Connection has clean vehicles and air conditioner functioned properly. The riders had positive feedback. The negative feedback relates to on-time performance and the bus being over capacity.

JAMES GREEN asked to clarify the reasons ambulatory trips are higher than employment trips. The LCB Liaison clarified that the survey sample has a higher ambulatory trip and the adopted Annual Operating Report employment as the highest trip. Lou echoed the explanation that employment trips are typically the highest category type.

CHAIR REED praised staff and LCB Board members for their participation in the CTC Evaluation. Chair Reed explained disability is not always visible and the application vetting process is authentic. The Chair added that ad-valorem tax will be a challenge for voters to want to tax themselves. Chair Reed invited the Board of County Commissioners to experience an observation ride prior to deciding on Palm Tran Connection.

CHAIR REED instructed staff to continue working with CareerSource and Michael Corbit to advance innovative transportation efforts. Chair Reed requested Lou to provide trip destination to TPA Governing Board.

MOTION to Approve the FY 2022 Community Transportation Coordinator Evaluation Finding and Recommendations made by James Bonfiglio, seconded by Uyen Dang, and carried unanimously 14-0 as depicted in the table below.

Member	Vote	Member	Roll Call	Member	Vote
Milory Senat	A	James Green	Y	James Bonfiglio	Y
Nancy Yarnall	Y	Vasti Amaro	Y	Michael Corbit	A
Uyen Dang	Y	Robyn Manuel	A	Tekesha Saffold (Vice Chair)	Y
Elisa Cramer	Y	Merlene Ramnon	Y	Chelsea Reed (Chair)	Y
Jerome Hill	Y	Laura Schultze	A		
Marie Dorismond	Y	Elizabeth Clark	Y		
Angela Choice	Y	Robert Goodman	Y		

C. MOTION TO APPROVE the CTD Trip & Equipment Rate Model 2023 – 2024

LOU FERRI presented the CTD Trip & Equipment Rate Model 2023 – 2024

JAMES GREEN asked to clarify the motion. The motion maker James Bonfiglio clarified the motion and Lou Ferri clarified that the TD Rate Model does not impact Palm Tran customer trips. James Green asked how the TD Rate Model compared around the State since urban and rural customer trip services are heterogenous.

JAMES BONFIGLIO asked who ascertained the TD rates and how the CTD allowed the inconsistencies within the rate model. Lou Ferri clarified that the CTD is reviewing the model methodology.

MOTION to Approve the CTD Trip & Equipment Rate Model 2023 – 2024 made by James Bonfiglio and seconded by Angela Choice and carried unanimously 14-0 as depicted in the table below.

Member	Vote	Member	Roll Call	Member	Vote
Milory Senat	A	James Green	Y	James Bonfiglio	Y
Nancy Yarnall	Y	Vasti Amaro	Y	Michael Corbit	A
Uyen Dang	Y	Robyn Manuel	A	Tekesha Saffold (Vice Chair)	Y
Elisa Cramer	Y	Merlene Ramnon	Y	Chelsea Reed (Chair)	Y
Jerome Hill	Y	Laura Schultze	A		
Marie Dorismond	Y	Elizabeth Clark	Y		
Angela Choice	Y	Robert Goodman	Y		

3. INFORMATION ITEMS

A. Transportation Disadvantaged Monitoring Program

LOU FERRI presented the Transportation Disadvantaged Monitoring Program

There were no public comments received.

B. LCB Member Presentation

Chair Reed moved to postpone her presentation to the August 23, 2023 LCB Board meeting.

JAMES GREEN volunteered to present on his role and responsibility related to the transportation disadvantaged at the August 23, 2023 LCB Board meeting.

C. Partner Agency Updates

LOU FERRI provided an update on Palm Tran Connection services.

CHAIR REED asked Lou Ferri and LCB members to invite an advocate who attended Legislative Day to speak before the LCB at a future meeting.

4. ADMINISTRATIVE ITEMS

CHAIR REED asked Greg Gabriel, Liaison to let the LCB members know if they need an alternate member.

4.A. Next Meeting – August 23, 2023

4.B. Adjournment

There being no further business the meeting was adjourned at 3:28 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 24, 2023** meeting of the Transportation Disadvantaged Local Coordinating Board, dated this 23rd day of August 2023.

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	Aug 25 2021	Nov 17 2021	Feb 23 2022	May 25 2022	Aug 24 2022	Nov 16 2022	Feb 22 2023	May 24 2023
Mayor Chelsea Reed <i>Chair – Palm Beach TPA</i>	P	P	P	***P	P	P	P	P
Tekesha Saffold <i>Vice Chair - Citizen Advocate/User</i>	P	P	P	P	P	P	E	P
Milory Senat /Pauline Spence Agency for Persons with Disabilities	P	P	P	P	P	E	P	A
VACANT /Nancy Yarnall Area Agency on Aging	P	P	P	P	ALT	ALT	E	P
Uyen Dang Citizen Advocate	P	P	P	E	P	P	P	P
Elisa Cramer FL Department of Children & Families	P	P	P	P	P	P	P	P
Marielisa Amador / Jerome Hill FL Agency for Healthcare Administration/ Medicaid Program	ALT	ALT	P	P	E	A	ALT	ALT
Marie Dorismond /Paula Scott Florida Department of Transportation	ALT	P	P	P	P	P	P	P
Angela Choice FL Department of Veteran’s Affairs	P	P	P	P	E	P	P	P
James Green Department of Community Services – Community Action	P	***P	P	E	P	--	***P	***P
Vasti Amaro Private Transportation	P	E	--	--	--	--	***P	P
Robyn Manuel Department of Education/Division of Vocational Rehabilitation	P	P	P	P	E	P	A	A
Merlene Ramnon FL Department of Health for Palm Beach County	P	P	P	A	P	A	P	P
Laura Schultze School District of Palm Beach County	P	P	P	P	P	P	P	A
Elizabeth Clark Representative for Children at Risk	--	--	***P	P	P	P	P	P
Robert Goodman Representative for the Disabled	P	E	E	E	P	P	E	P
James Bonfiglio Representative for the Elderly	A	***P	P	P	P	P	P	P
Michael Corbit Workforce Development Board	P	P	--	--	***P	P	A	A

*** – New Appointment
 E – Excused

P – Representative Present
 A – Absent

ALT– Alternate Present
 -- – Vacant

EXHIBIT A (cont.)

OTHERS PRESENT





Lou Ferri
Cassidy Sparks
Melissa Murray
Grég Gabriel
Jacqueline Goldsmith

REPRESENTING

Palm Tran
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA
Prokel Mobility



1

 Transportation Disadvantaged Program				
	 Commission for Transportation Disadvantaged	 Designated Official Planning Agency	 Community Transportation Coordinator	Local Coordinating Board
Acronym	CTD	DOPA	CTC	LCB
Purpose	Coordinates TD transportation services	Assists CTD at local level	Coordinates & provides transportation services in Palm Beach County	Identifies local service needs & advise CTC

2

Annual TDSP Update

- Developed DOPA CTC
- Includes CTD-required components
- Major Update FY 23, FY 28
- Minor Updates FY 24-27
- Updates shown in track changes



3

TDSP Key Components



Development Plan



Service Plan



Quality Assurance



4

Updates: Data + Maps

Example Table Updates

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	6,164	2,469	8,633
Elderly	37,399	4,955	42,352
TOTAL	43,563	7,425	50,988

Source: Palm Beach County, U.S. Census Bureau, American Community Survey 5-Year Estimates, Table B18130, 2021 1-Year

5

Updates: Required Documents

- LCB Membership List
- Roll Call Vote Sheet
- Palm Tran Data
- Language Update
- Document Design

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Updates: Operational Efficiencies

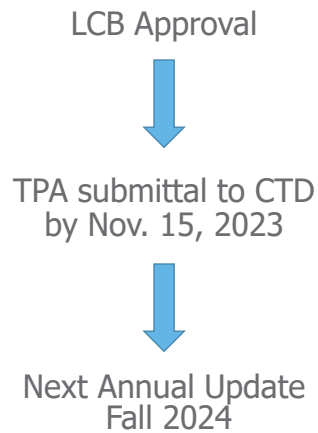
- Connections Efficiency Project
- Assessment Process



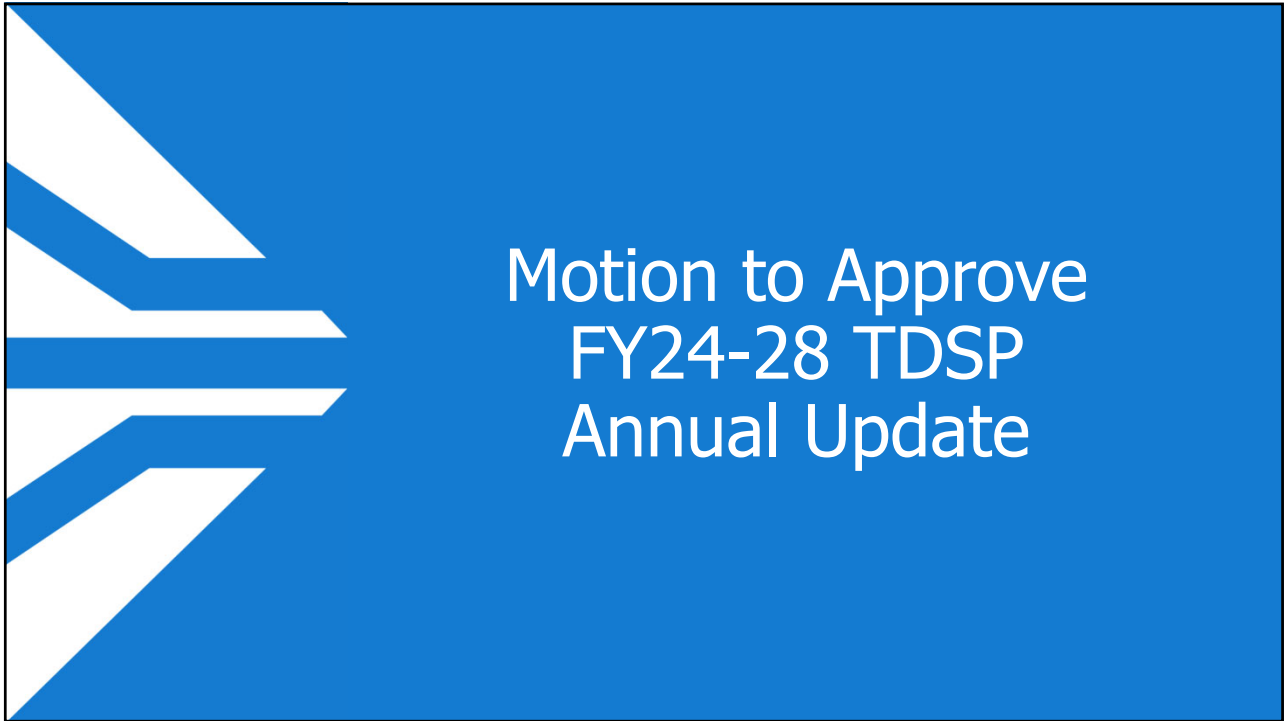
A promotional flyer for Palm Tran Connection. At the top, it features the Palm Tran logo and the text 'Lobby hours: Monday-Friday • 8:00 a.m. to 4:30 p.m. Closed on Holidays'. Below this, it says 'Your New Contactless Way To Pay PARADISE' with a graphic of a smart card and a bus. A green banner reads 'Purchase or reload your Paradise Pass smart card here Visit our kiosk inside the lobby'. The bottom section, titled 'Palm Tran Connection', lists 'Tickets-to-Ride Booklets Sold Here' and 'Sold Here' with a bus icon. Contact information at the bottom includes '50 S. Military Trail • Suite 101 (561) 649-9848 • www.palmtran.org'.

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Next Steps



8



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Palm Beach County Transportation Disadvantaged Local Coordinating Board

FY 2024 By-Laws

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

Date: August 23, 2023

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 and 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,

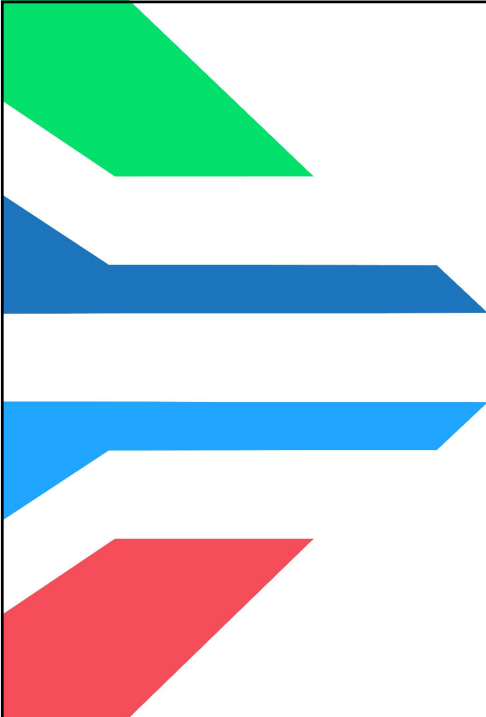
Annual Operating Report, etc.) or executing an implementing agreement or application for one of its essential documents, the TPA Chair (or Vice Chair in the absence of the Chair), upon consultation with the Executive Director and TPA General Counsel, is hereby authorized to approve or amend the essential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




TD LCB
By-Laws

August 23, 2023



1




By-laws

- Guide proper functioning of TD services coordination
- Provide procedures and policies for fulfilling the requirements of Chapter 427, (F.S.), Rules 41-2, Florida Administrative Code
- Set requirements for TD services and LCB operations


2

By-laws Update

- Updated dates to be consistent with current fiscal year
- Removed Palm Tran from Public Notice Requirements for LCB
- Updated format to align with TPA Operating Procedures and improve legibility



3



Motion to Approve FY 24-29 LCB By-Laws

4

Palm Beach County Transportation Disadvantaged Local Coordinating Board

FY 2024 Grievance Procedures

**Approved by the TDLCB
August 23, 2023**

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 Chair. 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

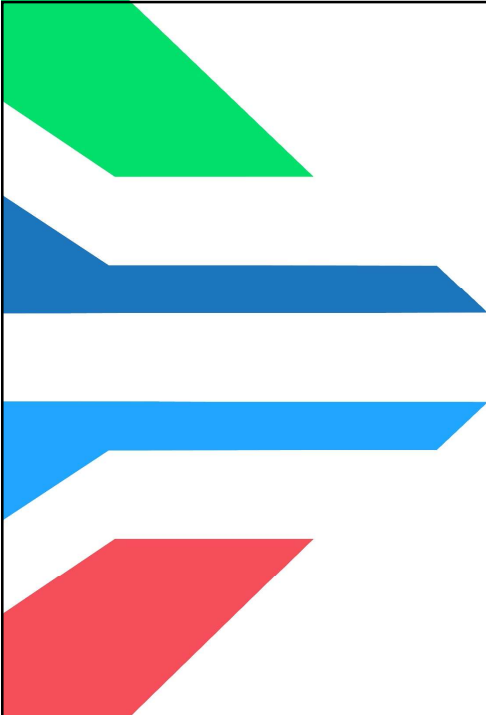
The Grievance Procedures may be amended by a majority vote of members present, if a quorum exists, providing the proposed change(s) is/are provided to all members at least seven (7) days in advance of the meeting.

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 23rd day of August 2023.


Approved: _____

Chelsea Reed, Chair
Palm Beach County Local Coordinating Board

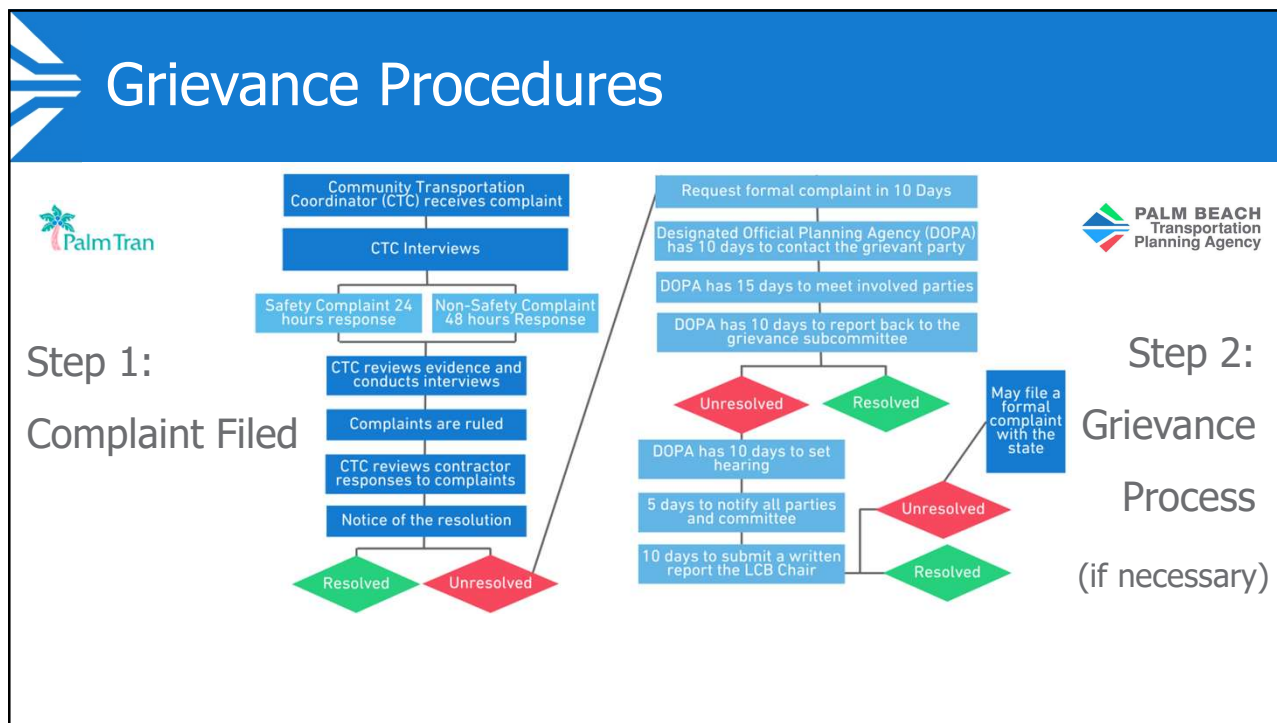


Grievance Procedures Update


August 23, 2023



1



2



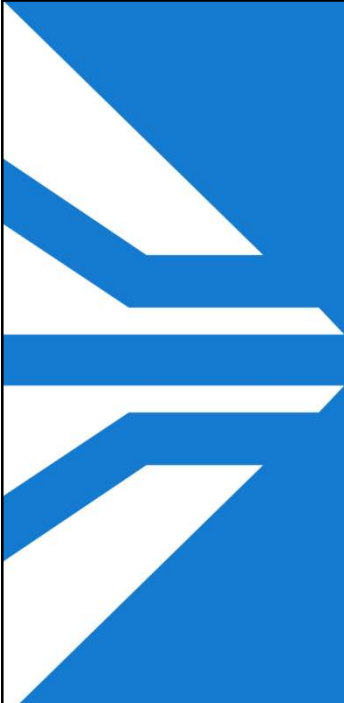
Grievance Subcommittee

3 Member Subcommittee

- James Bonfiglio
- Uyen Dang (Vice-Chair)
- Chelsea Reed (Chair)
- New Volunteers?

- Processes and investigates unresolved grievances
- Makes recommendations to the LCB or to the Commission for improvement of service.
- Does not possess adjudicative or determinative powers.

3



Motion to Approve FY 24 Grievance Procedures

4

6-27-2023

**CTD Approved Rate Model
(NEW)**

Preliminary Information Worksheet

Version 1.4

CTC Name:	Palm Beach County Board of County Commissioners
County (Service Area):	Palm Beach
Contact Person:	Lou Ferri, Senior Manager of Paratransit
Phone #	561.812.5350

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners
 County: Palm Beach

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 440,516	\$ 314,495	\$ 384,096	-28.6%	22.1%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 7,134,261	\$ 8,376,172	\$ 10,543,740	17.4%	25.9%	
County In-Kind, Contributed Services						
City Cash	\$ 12,113	\$ 12,477	\$ 12,850	3.0%	3.0%	
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 3,141,516	\$ 3,197,260	\$ 3,172,854	1.8%	-0.8%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners
County: Palm Beach

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$10,728,406	\$11,900,404	\$14,113,540	10.9%	18.6%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 729,171	\$ 834,387	\$ 841,406	14.4%	0.8%	
Fringe Benefits	\$ 307,853	\$ 371,914	\$ 373,458	20.8%	0.4%	
Services	\$ 11,100			-100.0%		
Materials and Supplies	\$ 10,849	\$ 5,408	\$ 7,143	-50.2%	32.1%	
Utilities	\$ 37,894	\$ 32,432	\$ 45,226	-14.4%	39.4%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 5,825,313	\$ 6,614,095	\$ 11,524,014	13.5%	74.2%	
Other	\$ 21,097	\$ 17,338	\$ 39,258	-17.8%	126.4%	
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue	\$ 3,785,129	\$ 4,024,830	\$ 1,283,035	6.3%	-68.1%	
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

Total Expenditures =	\$10,728,406	\$11,900,404	\$14,113,540	10.9%	18.6%
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Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners

County: Palm Beach

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	from July 1st of 2023 to June 30th of 2024			
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	384,096
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	-
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	10,543,740
County In-Kind, Contributed Services	\$	-
City Cash	\$	12,850
City In-kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

CTD

Non-Spons. Trip Program	\$	3,172,854
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	-
49 USC 5311(Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

	\$	384,096	
	\$	-	
	\$	-	
	\$	-	
	\$	-	
	\$	-	

	\$	-	\$	-
	\$	-	\$	-
	\$	10,543,740	\$	1,283,035
	\$	-	\$	-
	\$	12,850	\$	-
	\$	-	\$	-
	\$	-	\$	-
	\$	-	\$	-
	\$	-	\$	-

	\$	3,172,854	\$	-	\$	-
	\$	-	\$	-	\$	-
	\$	-	\$	-	\$	-
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	\$	-	\$	-	\$	-
	\$	-	\$	-	\$	-
	\$	-	\$	-	\$	-

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

local match req.
\$ 352,539
\$ -
\$ -
\$ -
\$ -

Budgeted Rate Base Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners

County: Palm Beach

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues			
	from July 1st of 2023 to June 30th of 2024		Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5
APD				
Office of Disability Determination	\$ -	\$ -		
Developmental Services	\$ -	\$ -		
Other APD	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
DJJ				
DJJ	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
Other Fed or State				
xxx	\$ -	\$ -		
xxx	\$ -	\$ -		
xxx	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
Other Revenues				
Interest Earnings	\$ -	\$ -		
xxxx	\$ -	\$ -		
xxxx	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -	\$ -		
Total Revenues =	\$ 14,113,540	\$ 3,172,854	\$ 10,940,686	\$ 1,283,035

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 841,406
Fringe Benefits	\$ 373,458
Services	\$ -
Materials and Supplies	\$ 7,143
Utilities	\$ 45,226
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 11,524,014
Other	\$ 39,258
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ 1,283,035
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 14,113,540
minus EXCLUDED Subsidy Revenue =	\$ 10,940,686
Budgeted Total Expenditures INCLUDED in	Rate Base = \$ 3,172,854
Rate Base Adjustment =	<input type="text"/>
Adjusted Expenditures Included in Rate	Base = \$ 3,172,854

\$ 9,657,651

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: 2021 - 2022

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Palm Beach County Version 1.4
 County: Palm Beach

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,308,430
Rate Per Passenger Mile = \$	2.42
Total <u>Projected</u> Passenger Trips =	99,516
Rate Per Passenger Trip = \$	31.88

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length =	13.1 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	10.79
Rate Per Passenger Trip = \$	141.82

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Palm Beach County Version 1.4
 County: Palm Beach

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **Palm Beach Co** Version 1.4
 County: **Palm Beach**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate **0.00** to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 - * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2023 - 2024			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,101,745	8,282,588	819,157	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$5.64	\$9.66	\$0.00	\$0.00
					\$0.00
					per passenger
					per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	751,714	699,094	52,620	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$69.18	\$118.59	\$0.00	\$0.00
					\$0.00
					per passenger
					per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		\$39.91	\$39.91	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.27	\$7.10	\$0.00	\$0.00
					\$0.00
					per passenger
					per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$6.38	\$10.94	\$0.00	\$0.00
					\$0.00
					per passenger
					per group
Rate per Passenger Trip =		\$76.34	\$134.30	\$0.00	\$0.00
					\$0.00
					per passenger
					per group

Program These Rates Into Your Medicaid Encounter Data

4-27-2023
LCB Adopted Rate Model
(OLD)

Preliminary Information Worksheet

Version 1.4

CTC Name:	Palm Beach County Board of County Commissioners
County (Service Area):	Palm Beach
Contact Person:	Lou Ferri, Senior Manager Of Paratransit
Phone #	561.812.5350

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners
County: Palm Beach

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2022	Current Year's APPROVED Budget, as amended from Oct 1st of 2022 to Sept 30th of 2023	Upcoming Year's PROPOSED Budget from Oct 1st of 2023 to Sept 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 2,362,014	\$ 1,686,300	\$ 2,059,500	-28.6%	22.1%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 35,196,347	\$ 40,952,658	\$ 56,184,797	16.4%	37.2%	
County In-Kind, Contributed Services						
City Cash	\$ 64,952	\$ 66,900	\$ 68,900	3.0%	3.0%	
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 3,141,516	\$ 3,197,260	\$ 3,172,854	1.8%	-0.8%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 201,257	\$ 350,000	\$ 350,000	73.9%	0.0%	
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners
County: Palm Beach

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

1	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	5 % Change from Prior Year to Current Year	6 Proposed % Change from Current Year to Upcoming Year	7 Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
	from Oct 1st of 2021 to Sept 30th of 2022	from Oct 1st of 2022 to Sept 30th of 2023	from Oct 1st of 2023 to Sept 30th of 2024			

APD

Office of Disability Determination					
Developmental Services					
Other APD (specify in explanation)					
Bus Pass Program Revenue					

DJJ

(specify in explanation)					
Bus Pass Program Revenue					

Other Fed or State

xxx					
xxx					
xxx					
Bus Pass Program Revenue					

Other Revenues

Interest Earnings					
xxxx					
xxxx					
Bus Pass Program Revenue					

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve					
---------------------------------------	--	--	--	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$40,966,086	\$46,253,118	\$61,836,051	12.9%	33.7%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 3,909,767	\$ 4,473,925	\$ 4,511,561	14.4%	0.8%
Fringe Benefits	\$ 1,650,685	\$ 1,994,178	\$ 2,002,455	20.8%	0.4%
Services	\$ 11,100	\$ -	\$ -	-100.0%	
Materials and Supplies	\$ 58,171	\$ 29,000	\$ 38,300	-50.1%	32.1%
Utilities	\$ 203,188	\$ 173,900	\$ 242,500	-14.4%	39.4%
Casualty and Liability					
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 31,234,922	\$ 35,464,319	\$ 47,951,191	13.5%	35.2%
Other	\$ 113,124	\$ 92,966	\$ 210,500	-17.8%	126.4%
Miscellaneous					
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue	\$ 3,785,129	\$ 4,024,830	\$ 6,879,544	6.3%	70.9%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
Total Expenditures =	\$40,966,086	\$46,253,118	\$61,836,051	12.9%	33.7%

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be Identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Comprehensive Budget Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners
 County: Palm Beach

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2022	Current Year's APPROVED Budget, as amended from Oct 1st of 2022 to Sept 30th of 2023	Upcoming Year's PROPOSED Budget from Oct 1st of <input type="text" value="2023"/> to Sept 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Budgeted Rate Base Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners

County: Palm Beach

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues	What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	from Oct 1st of 2023 to Sept 30th of 2024			
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 2,059,500
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

\$ 2,059,500	\$ -	\$ -
	\$ -	
	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 56,184,797
County In-Kind, Contributed Services	\$ -
City Cash	\$ 68,900
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ 48,952,714	\$ 7,232,083	\$ 7,232,083
\$ -	\$ -	
\$ 68,900	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

CTD

Non-Spons. Trip Program	\$ 3,172,854
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

\$ 3,172,854	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

local match req.

\$ 352,539
\$ -
\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	\$ -
\$ -	\$ -	
\$ -	\$ -	\$ -
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DCF

Alcoh, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ 350,000
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ 350,000	\$ -	
\$ -	\$ -	

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners

County: Palm Beach

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues	What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> EX cluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5
APD				
Office of Disability Determination	\$ -			
Developmental Services	\$ -			
Other APD	\$ -			
Bus Pass Program Revenue	\$ -			
DJJ				
DJJ	\$ -			
Bus Pass Program Revenue	\$ -			
Other Fed or State				
xxx	\$ -			
xxx	\$ -			
xxx	\$ -			
Bus Pass Program Revenue	\$ -			
Other Revenues				
Interest Earnings	\$ -			
xxxx	\$ -			
xxxx	\$ -			
Bus Pass Program Revenue	\$ -			
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -			
Total Revenues =	\$ 61,836,051			
		\$ 54,603,968	\$ 7,232,083	\$ 7,232,083

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 4,511,561
Fringe Benefits	\$ 2,002,455
Services	\$ -
Materials and Supplies	\$ 38,300
Utilities	\$ 242,500
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 47,951,191
Other	\$ 210,500
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ 6,879,544
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 61,836,051
minus EXCLUDED Subsidy Revenue =	\$ 7,232,083
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 54,603,968
Rate Base Adjustment ¹ =	<input type="text"/>
Adjusted Expenditures Included in Rate	
Base =	\$ 54,603,968

\$ -
Amount of
Budgeted Operating
Rate Subsidy
Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: **2021 - 2022**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Palm Beach County Version 1.4
 County: Palm Beach

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	9,101,745
Rate Per Passenger Mile = \$	6.00
Total <u>Projected</u> Passenger Trips =	751,714
Rate Per Passenger Trip = \$	72.64

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length =	12.1 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	6.79
Rate Per Passenger Trip = \$	82.26

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **Palm Beach County** Version 1.4
 County: **Palm Beach**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service		

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **Palm Beach Cou** Version 1.4
 County: **Palm Beach**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate **0.00** to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2023 - 2024			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,101,745	8,282,588	819,157	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$5.64	\$9.66	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	751,714	699,094	52,620	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$69.18	\$118.59	\$0.00	\$0.00
				per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		\$39.91	\$39.91	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.27	\$7.10	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$6.38	\$10.94	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$78.34	\$134.30	\$0.00	\$0.00
				per passenger	per group

Worksheet for Multiple Service Rates

CTC: **Palm Beach Cou** Version 1.4
County: **Palm Beach**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

Program These Rates Into Your Medicaid Encounter Data




Transportation Disadvantaged Rate Model – 2023-2024



CLAUDIA SALAZAR
GRANTS & CAPITAL PROJECT ANALYST



1



Transportation Disadvantaged Background

- How rates are established
- Impact of changes to the rates
- TD allocates funds based on trips “billed” not on ALL TD Service Provided
- 2023-2024 Rate Approval - REVISED

2

Rate Model Approval Process

- 2023-2024 Rates presented to the LCB

May 24, 2023

Rate per Passenger Trip =	\$69.18	\$118.59
---------------------------	---------	----------

- Palm Tran chose to use this option in the CTD
Provide Spreadsheet

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =	\$39.91	\$39.91
Rate per Passenger Mile for Balance =	\$2.27	\$7.10

3

3

After LCB Approval

- June 1, 2023

Palm Tran Received Grant Agreement

The rates in the agreement are the rates calculated by the Spreadsheet.

- June 23, 2023

Palm Tran submitted Revised rates based on CTD direction.

4

4

Per CTD Direction use ONLY TD TRIPS COSTS

Trip Type	Ambulatory	Non-Ambulatory	TOTAL	TD Trips Billed	
Required ADA	545,311	109,082	654,393		
Paratransit Beyond ¾ Mile	125,586	13,451	139,037	91,398	65.74%

5

REVISED Rates – 2023-2024

Trip Type	2022/2023	Calculated 2023/2024 (All Costs)	Proposed 2023/2024 LCB Approved 5/24/2023	REVISED Calculated ONLY TD Trips Cost 2023/2024
Ambulatory	\$39.91	\$69.18	\$39.91	\$30.01
Non-Ambulatory	\$68.41	\$118.59	\$39.91	\$51.44

6



Current Conditions

- Emergency Contracts are now in effect
- Rates may need to be adjusted mid-year based on results of RFP for paratransit services.
- TD allocates funds based on trips “billed” not on ALL TD Service Provided

7

7



Consequences to using The Revised?

- The goal is not to reduce the number of TD Trips “billed”.
- TD Service will NOT be affected.
- Palm Tran, following the CTD directive will calculate the Rate Model using the calculated cost for TD Trips **Billed**. Based on the percentage of cost.

8

8




The CTC respectfully requests
a Motion to Adopt the revised
Rate Model.

Questions?

9

Connection Efficiencies Project (CEP)

Deep dive study of
Palm Tran
Connection service



Recommendations Approved

Enhanced Eligibility process implemented in February 2021 as a phone interview

1

- Instead of “registration process” - Enhanced Eligibility assessment process

2

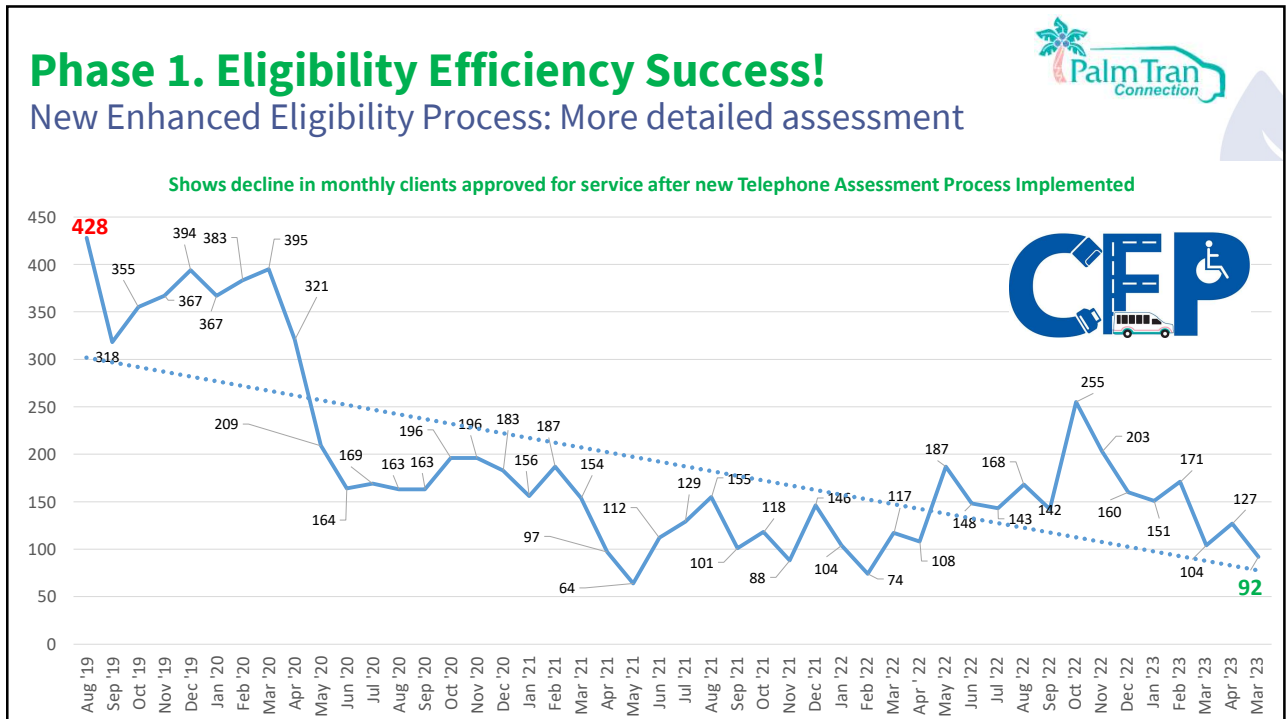
- Exploration of over-flow option (Uber/Lyft/Taxi type service) to improve service

3

- Non-ADA transportation alternatives/redefine service area and paratransit program parameters

1

1



2

Phase 2. Alternative Transportation Initiative

The emergency contract with First Transit (Transdev) for 2023 included a provision to move forward with the second phase of the CEP. The contract allows for an overflow option utilizing TNC companies UZURV and Lyft.

The UZURV overflow option was implemented in July. Customers like it and we have gained more capacity on the paratransit side with up to 160 daily trips. The utilization of Lyft through our "Rider's Choice" program is anticipated to start in mid-August.

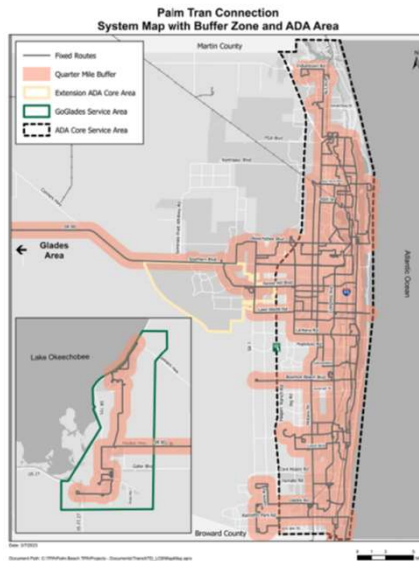
The third phase of the CEP, the development of non-ADA service is being worked on by our consultant Delta Services and options will be presented to the BCC in September's Workshop.



3

3

Phase 3. Program Re-evaluation and Non-ADA Alternatives



Cost and Efficiency Opportunity

- ¾ requirement not enforced
- Provides service with out restrictions throughout entire county
- No cap on TD service

4

4



2023 Palm Beach CTC Evaluation Executive Summary Response

In Palm Beach County, the Palm Beach Transportation Planning Agency (TPA) serves as the Designated Official Planning Agency (DOPA), which facilitates an annual evaluation of Palm Tran Connection, the Community Transportation Coordinator (CTC). The CTC evaluation process is dictated by the Florida Commission for the Transportation Disadvantaged (CTD) and includes the following:

- General Questions
- Chapter 427, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- American with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

Below are the key findings and recommendations from the FY 2021 - 2022 CTC Evaluation that was conducted during the months of February, March, April, and May 2023:

Section	Key Findings	Recommendation	CTC Response
General Questions	As identified in previous years, the high demand for paratransit and trip costs continues to increase. ADA far exceeds the required ¾ of a mile for service area and service hours which impact on-time performance and productivity.	The CTC should continue to develop and implement trainings and workshops to encourage and teach eligible riders how to easily access and transfer to the fixed-route service and Tri-Rail from paratransit.	The CTC continues to encourage and educate customers to utilize the fixed route service when the user is agreeable and has reasonable access to the service. Informational videos, virtual and in person trainings are available upon request.
	The large undeveloped area that divides the eastern urban communities from the western rural	The CTC should collaborate with LCB Members, use the board as a bridge to connect with riders for	Collaborating with members of the LCB is a great idea We look forward to starting the process with the DOPA.

Section	Key Findings	Recommendation	CTC Response
	<p>communities creates challenges for operating an efficient and convenient transportation system across the entire county.</p>	<p>ongoing education, and the best method to commute on paratransit, fixed route, and TNCs.</p> <p>Analyze the suburban area in Palm Beach County to facilitate a possible transit feeder service to a fixed route. Replicate the Go Glades on demand model on the east side of the County.</p>	<p>As of July 2023, Palm Tran Connection has entered into a contract with UZURV (a TNC service) to assist with the influx of booked trips. In the near future, we will also implement a "Riders Choice" program with Lyft. This will alleviate some of the pressure of the increased ridership.</p> <p>Palm Tran's Planning Department has a plan to implement "Go Glades" like service throughout the county to complement the Fixed Route and bring added options to the residents and visitors of Palm Beach County.</p>
	<p>Employment makes up the largest share in the trip category. Most customers complain about the late pick-up and drop-off. Employment trips impact the customer, the CTC, and the economy. The method to report on-time performance does not complement appointments and window on-time performance. The waiting period is so lengthy it creates frustration.</p>	<p>Continue evaluating resources availability to deliver on-time performance. When feasible implement alternate, less traditional paratransit services such as TNC to alleviate the increased ridership and ensure the OTP is at an acceptable rate.</p>	<p>The transit industry was hit hard by the employee shortage crisis. The lack of drivers and increased demand for service has negatively affected our on-time performance. By implementing the UZURV service and rider's choice program, we anticipate improving on-time performance and a better customer experience. However, there are budget constraints that we must keep in mind when the demand for service on paratransit exceeds the budget. TNC service is not the most efficient way to provide paratransit service, but it could alleviate some of the ridership burden. The CTC might return to the LCB to discuss Trip Priorities or Trip Limits as the county overmatches the TD grant exponentially.</p> <p>Palm Tran management and the use of the PT-Stat team and forum will continue to focus on implementing an appropriate balance between on-time performance and productivity.</p>

Section	Key Findings	Recommendation	CTC Response
<p>Chapter 427, F.S.</p>	<p>School buses are not currently being utilized in the coordinated system due to similar peak hours. Charter and private school students oftentimes rely on paratransit services to get to and from school. The size of Palm Beach County and the average one-way trip length being over 15 miles, school buses would not be conducive to the wear and tear of paratransit trips. School buses are currently not a viable cost-effective alternative.</p>	<p>If possible, work with the School District of Palm Beach County to utilize school buses.</p> <p>Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to their students.</p>	<p>School buses are not a feasible option in Palm Beach County. There have been discussions with the School Board on school bus usage. Still, with the similar peak times, cost-effectiveness, the size of Palm Beach County, and the average one-way trip length being close to 10 miles, school buses would not be conducive to providing paratransit trips. Therefore, school buses are not currently a viable, cost-effective alternative. Additionally, charter and private school students often rely on paratransit services to get to and from school. Despite our efforts, and those of the Assistant County Administrator, there has not been any cooperation from the private and charter schools to solve this situation.</p>
	<p>The CTC has a goal of increasing estimated bus pass trips by 10% for paratransit riders. In FY 2020, of all new clients, 17% were issued ADA ID cards, a decrease from 20% in FY 2019, likely due in part to COVID-19 (no new ADA ID cards were issued between April-June 2020).</p>	<p>Continue to evaluate trends and assess the impact of COVID-19 on bus pass trips for TD clients.</p>	<p>Due to COVID-19, ridership was reduced by 30%. We are still recovering from the effects of the pandemic. However, we have seen increased ridership this past Fiscal Year. Recent trends are encouraging.</p>
	<p>The CTC has begun conducting eligibility interviews to better match riders with the service that best fits their need and to help manage the continued demand for paratransit services in Palm Beach County.</p>	<p>Monitor and report impact of phone eligibility interviews.</p> <p>When conducting eligibility interviews, ensure that safe pedestrian/bicycle routes to access fixed route service is a consideration in whether riders can use fixed route transit.</p>	<p>The Palm Tran Connection eligibility department carries various reports that address the different stages of the eligibility process. Offering various alternatives to paratransit is part of the needs assessment. The new process has been successful in ensuring those that truly need paratransit get certified.</p>

Section	Key Findings	Recommendation	CTC Response
	<p>There is not currently a formal arrangement with the local WAGES coalition, CareerSource PBC. However, in the past year the CTC implemented an agreement with CareerSource to reinstate a bus stop outside their facility. Palm Tran does not currently prioritize trips. The cost per trip is experiencing an ongoing increase over the years.</p>	<p>Continue to coordinate with CareerSource PBC to determine how to best provide clients with innovative transportation services.</p> <p>CTC should consider formalized a trip prioritization matrix to mitigate potential future conflict.</p>	<p>The CTC provides trips on Connection and Fixed Route to those seeking employment. We are in constant communication with CareerSource and have partnered with them to help with the hiring of bus operators.</p> <p>Trip prioritization will eliminate trips for riders that are currently being transported without an alternative. This could be an option in the near future due to budget constraints.</p>
<p>Local Standards</p>	<p>The CTC is currently <u>meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Passenger no shows of <5%. • Call hold time is less than two (2) minutes per call. <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Increasing public transit ridership goal of 25%. • On time performance goal of 90%. • Roadcalls of ≤1 per 10,000 miles. • Complaint ratio goal of ≤3 per 10,000 trips performed. • At-fault accident goal of ≤1 per 100,000 miles traveled. 	<p>The CTC’s Office of Performance Management (OPM) should continue to evaluate current measurable goals and develop a strategic plan to achieve them (i.e., increasing the average on time performance standards, decreasing the amount of complaints, and get able-bodied users of Connection to transition to the fixed-route, if their abilities allow.)</p>	<p>The CTC continues to evaluate goals and develop ways to address metric concerns. Such as on time performance; the CTC is providing services with UZURV and developing a working plan with Lyft to elevate the stress on the program and increase on-time performance (the utilization of TNC’s shall provide further service delivery support).</p> <p>For those that can use the fixed route and do not qualify for paratransit they are referred to the fixed route. With the RPM 2.0 Palm Tran fixed route is endeavoring to straighten out routes and reduce headways. This will lead to a more appealing and accommodating option to move paratransit users to fixed route.</p>

Section	Key Findings	Recommendation	CTC Response
Passenger Surveys	<p>Survey responses indicate concerns with on-time performance; late pick up or return pick up was an issue. Riders are requesting late-hour service.</p>	<p>CTC should consider evaluating rider’s origin and destination trips; implement route optimization. Send text notifications to customers when there is a road closure, work zone, crash, or peak hour traffic delay.</p>	<p>The CTC is constantly optimizing the scheduling parameters to improve customer experience. Our software vendor Trapeze has performed several “health checks” and the PT-Stat OTP team analyzes the data and suggests innovative scheduling ideas to the Palm Tran Connection team.</p> <p>Riders can use the Palm Tran Connection app or on the web (called Passweb) to easily access their ETA and see where their bus is located. The app is available for Android and Apple. The website is Passweb.palmtran.org.</p>
	<p>Customers expressed frustration with cash payment system. Asking for improving the payment process.</p>	<p>CTC should consider implementing digital payment/ digital cash to increase efficiency. Incorporate payment hardware like Software like Square, Clover Stripe, and ShopKeep.</p>	<p>Palm Tran fixed route has implemented a cashless fare payment system. Where customers are able to pay with the Paradise Pass, by tapping their phone, card or paradise pass.</p> <p>Palm Tran Connection will be implementing EZ Wallet payment where the customer will be able to load money to their account, fare deduction will be completed by having an account positive balance and a deduction will be made on the time of boarding. This is scheduled for 2023.</p>
	<p>Customers expressed concerns with trip lengths; it can take 2-3 hours to travel 10 miles; some vehicles are overbooked, which increases delays. There are inconsistent instructions between drivers, customers, and guard gate officers.</p>	<p>CTC should consider upgrade their system and software or incorporate Google Map or Waze application.</p> <p>CTC should consider working with customers more closely to standardize gate access for drivers. Consider adding language on the application and interview process to mitigate potential guard gate access barriers.</p>	<p>A new on board system called Driver Mate is scheduled to be tested this year that utilizes Google maps and interactive traffic logic. If the test is successful we will invest the capital in upgrading all paratransit vehicles to this system.</p> <p>The current eligibility application contains a section where a customer can add gate information, furthermore during the phone interview process the customer home address is reviewed to ensure accuracy.</p>



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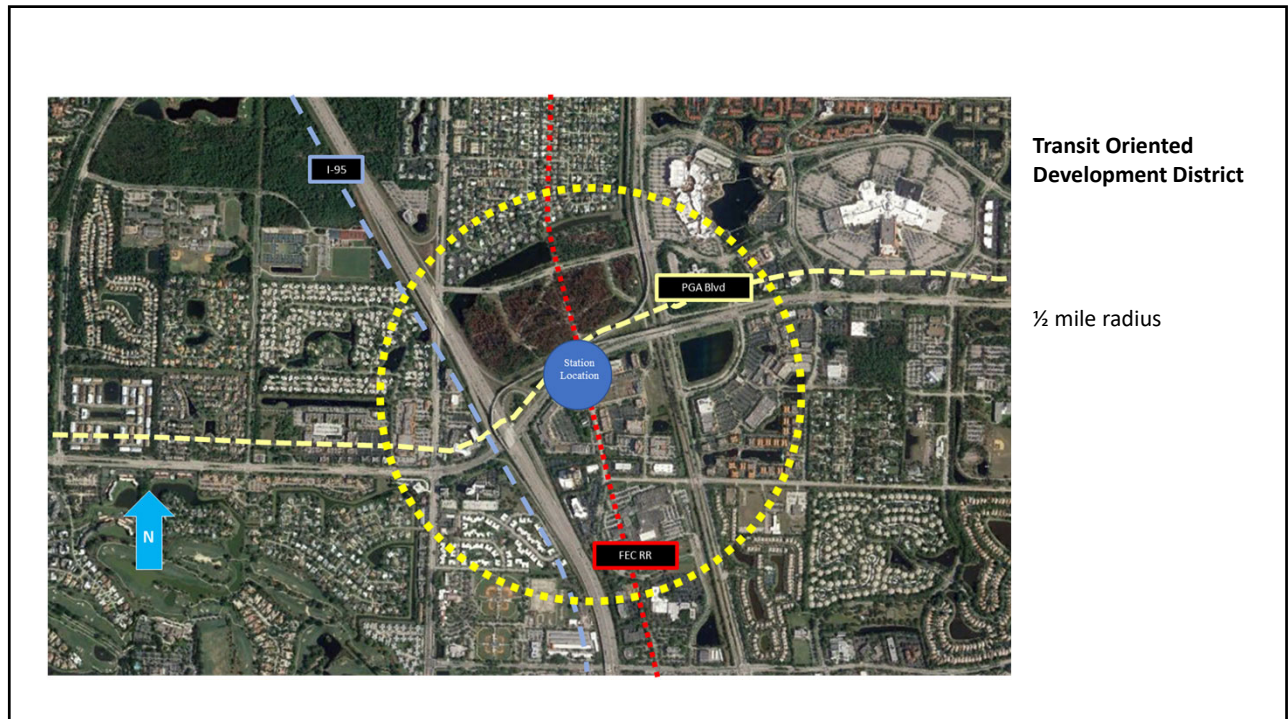
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Artistic Bus Shelters



PALM BEACH
Gardens

5

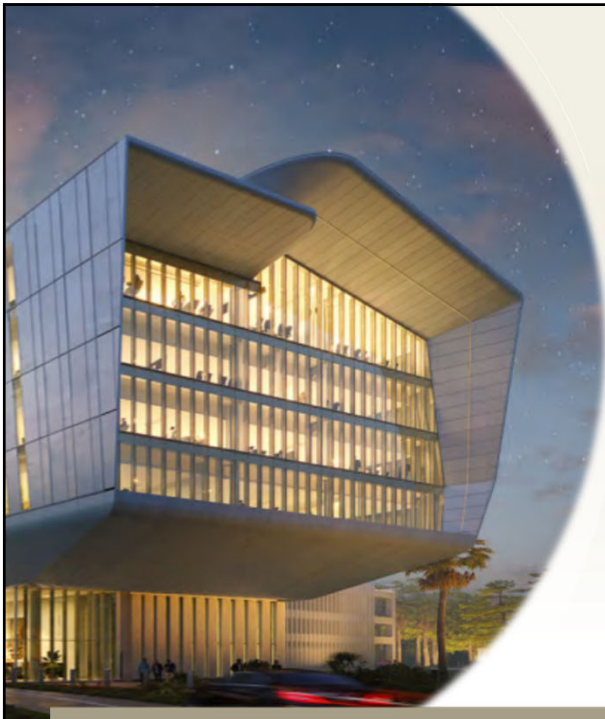


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PGA Station

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Florida
Power & Light

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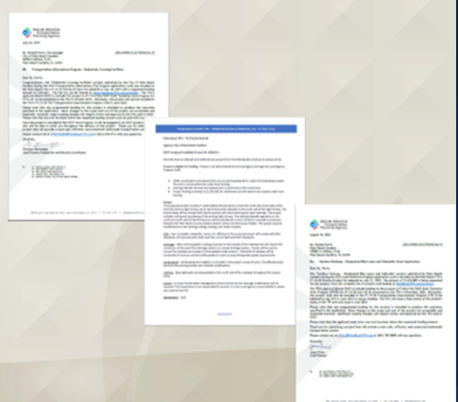
Workforce Housing

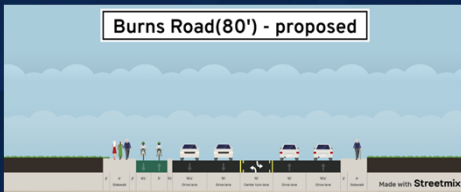
Project	Total Units	WFH Units (10%)	Status
Solera	136	14	Open
PGA Station	396	40	Under Construction
Mira Flores	363	36	Under Review
PGA Station Ph. II (Gardens Station)	625	63	Under Review
TOTAL	1520	153	

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TPA GRANTS


- Pedestrian Crosswalks (Holly Drive, etc.)
- Fairchild Avenue
- Gardens Parkway

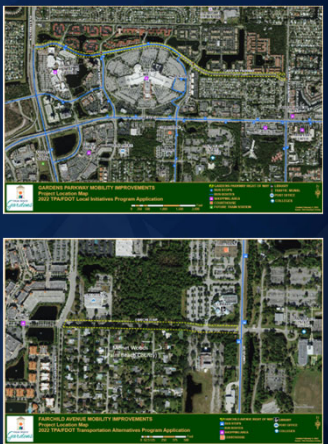





Burns Road(80') - proposed

Made with Streetmix







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Transportation Toolbox

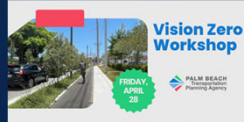
Partners:

- TPA
- Treasure Coast Regional Planning Council
- FDOT
- County
- SFRTA
- Brightline



Policy

- Vision Zero
- Complete Streets




PALM BEACH Gardens

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PALM BEACH Gardens

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Palm Tran Update

Month	TD Ridership	Raw Complaints	Valid
May	9,110	13	7
June	7,495	5	1
July	6,787	3	1

Valid complaints: Late Pick Up (2), Other (2), Discourteous (1), Cell Phone (1), Damaged Property (1), Condition of Vehicle (1), Vehicle No-Show (1)

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Palm Tran Update

Palm Tran has enjoyed the summer months with on-time performance on both Fixed-Route (80%+) and Connection (90%+) meeting our goals. The Go Glades service continues to grow and provide an excellent customer experience.

The Palm Beach County Board of County Commissioners has challenged Palm Tran to look at ways to make the Fixed Route and Paratransit service more efficient and less costly. There will be a Workshop on September 26th at the Governmental Center.

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Revised FY 2024 Timeline

Dates subject to change.

