



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

DATE: **Wednesday, August 27, 2025**
TIME: **2:00 p.m.**
PLACE: **301 Datura Street, West Palm Beach, FL 33401**

Members of the public can [join the 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 June 18, 2025
- 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 ELECT VICE CHAIR FOR FISCAL YEAR (FY) 2026

The LCB By-Laws require the board to hold an organizational meeting each year to elect 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.

B. MOTION TO ADOPT FY 2026 LCB By-Laws

The draft FY 2026 LCB Bylaws, required to be adopted annually, are attached.

C. MOTION TO ADOPT FY 2026 Grievance Procedures

The LCB must adopt grievance procedures annually and appoint a Grievance Subcommittee of at least three (3) LCB voting members. The Draft FY 2026 Grievance Procedures are attached.

D. MOTION TO APPROVE Fiscal Year (FY) 2026 TD Service Plan (TDSP) Annual Update

TPA staff will present the Annual Update to the FY 2026 TDSP, jointly developed by the TPA and Palm Tran Connection. The LCB is required to review, make recommendations, and approve minor updates to the TDSP annually. The draft plan is posted online at PalmBeachTPA.org/LCB, and a presentation will be provided. A roll call vote is required.

3. INFORMATION ITEMS

A. FY 2025 Annual Expenditures Report (AER) and Discussion

The TPA is providing the TD LCB with the FY 25 AER to review the trip and costs of the TD program operated by the CTC. The AER is attached, and a presentation will be provided.

B. 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 19, 2025**

B. LCB Timeline

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

Niccole J. Smith

Area Agency on Aging
Alternate: Nancy Yarnall

Tekesha Saffold

Citizen Advocate/User

Isis Williams

Department of Children and Family Services
Alternate: Vacant

Jerome Hill

Florida Agency for Health Care Administration
Alternate: Marielisa Amador

Modeline Acreus

Florida Department of Transportation
Alternate: Marie Dorismond

Angela Choice

Florida Department of Veterans Affairs
Alternate: Latasha Brown

James E. Green

Palm Beach County Community Action
Alternate: Adam Reback

Arielle Richardson

Private Transportation Industry
Alternate: Vacant

VICE CHAIR

Uyen Dang
Citizen Advocate

Vacant

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

Vacant

Representative for Children at Risk
Alternate: Vacant

Robert Goodman

Representative for the Disabled

Vacant

Representative for the Elderly

Michael Corbit

Workforce Development Board
Alternate: Vacant

Ron Jones

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

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 Eble at 561-725-0813 or MEble@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 Eble al teléfono 561-725-0813 o MEble@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, June 18, 2025

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 2:01 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	Adam Reback (Alt)	P	Michael Corbit	P
Niccole Smith	P	Merlene Ramnon	P	Ron Jones	P
Uyen Dang (Vice Chair)	P	Laura Schultze	A	Tekesha Saffold	A
Jerome Hill	P	Robert Goodman	A	Chelsea Reed (Chair)	P
Angela Choice	P			Arielle Richardson	P

P = Present A = Absent

1.C. Modifications to the Agenda

There were no modifications to the agenda.

1.D. APPROVED: Minutes for February 26, 2025

MOTION TO APPROVE the Minutes made by Uyen Dang, seconded by Jerome Hill, and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	A	Adam Reback (Alt)	Y	Michael Corbit	Y
Niccole Smith	Y	Merlene Ramnon	Y	Ron Jones	Y
Uyen Dang (Vice Chair)	A	Laura Schultze	A	Tekesha Saffold	A
Jerome Hill	Y	Elizabeth Clark	Y	Chelsea Reed (Chair)	Y
Angela Choice	Y	Robert Goodman	A	Arielle Richardson	Y
Milory Senat	A	Adam Reback (Alt)	Y	Michael Corbit	Y

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

1.F. GENERAL PUBLIC COMMENTS

There were no public comments received.

1.G. CHAIR AND MEMBER COMMENTS

There were no member comments.

1.H. LCB Liaison Report

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

There were no public comments on this item.

Milory Senat joined the meeting at 2:08pm.

2. ACTION ITEMS**A. MOTION TO APPROVE THE CTD TRIP & EQUIPMENT RATE MODEL (2025-2026)**

CLAUDIA CALAZAR, Palm Tran representative, provided a presentation.

There were no public comments.

There were no board comments.

MOTION TO APPROVE the CTD Trip & Equipment Rate Model (2025-2026) made by Uyen Dang, seconded by Jerome Hill, and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	A	Adam Reback (Alt)	Y	Michael Corbit	Y
Niccole Smith	Y	Merlene Ramnon	Y	Ron Jones	Y
Uyen Dang (Vice Chair)	A	Laura Schultze	A	Tekesha Saffold	A
Jerome Hill	Y	Elizabeth Clark	Y	Chelsea Reed (Chair)	Y
Angela Choice	Y	Robert Goodman	A	Arielle Richardson	Y
Milory Senat	A	Adam Reback (Alt)	Y	Michael Corbit	Y

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

B. MOTION TO RECEIVE AND FILE CTC EVALUATION RESULTS

BRIAN RUSCHER, TPA Deputy Director of Multimodal, provided a presentation.

UYEN DANG noted that conducting surveys and engaging riders via phone was challenging due to language translation barriers. She suggested that Palm Tran consider providing a tablet on the bus equipped with translation capabilities to improve accessibility and facilitate more effective communication with non-English-speaking riders.

CHAIR REED agreed with the concerns raised and inquired whether surveys could be conducted through alternative methods or platforms to improve accessibility and response rates.

MERLENE RAMNON noted she could not attend the tour. She provided positive feedback on the observation Palm Tran ride and noted signage was helpful.

NICCOLE J. SMITH raised a question about whether riders are informed about ongoing surveys related to ridership. She specifically noted that parent's phone numbers were used for underage riders when using the service, which has led to parents or legal guardians questioning the unexpected survey calls directed at their children.

ADAM REBACK questioned whether surveys are limited to just phone and email, echoing board concerns. He suggested exploring additional methods to better reach riders.

CHAIR REED emphasized the importance of sharing the stories of Palm Tran Connections users, highlighting how these stories help demonstrate the impact and value of the service. She inquired whether there is a way to access or collect more of these stories from riders.

3. INFORMATION ITEMS

A. Palm Tran Connection Service Planning Discussion

Ron Jones, Palm Tran Connections Representative, provided a presentation.

There were no public comments on this item.

CHAIR REED questioned when the increased rate will begin.

RON JONES noted it will begin on January 1, 2026.

B. Partner Agency Updates

There were no partner agency updates.

4. ADMINISTRATIVE ITEMS

4.A. Next Meeting – August 27, 2025

4.B. Adjournment

There being no further business the meeting was adjourned at 2:49 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 **June 18, 2025** meeting of the Transportation Disadvantaged Local Coordinating Board, dated this 27th day of August 2025.

Chair Chelsea S. Reed
City of Palm Beach Gardens Mayor

EXHIBIT A – Palm Beach County TD LCB Attendance Record

Representative/Alternate Agency	May 24 2023	Aug 23 2023	Nov 15 2023	Feb 28 2024	May 29 2024	Aug 21 2024	Nov 20 2024	Feb 26 2025	Jun 25 2025
Mayor Chelsea Reed <i>Chair – Palm Beach TPA</i>	P	P	P	P	P	E	P	P	P
Uyen Dang <i>Vice Chair - Citizen Advocate</i>	P	P	E	P	P	P	A	A	P
Tekesha Saffold Citizen Advocate/User	P	P	E	P	P	A	A	E	P
Milory Senat /Pauline Spence Agency for Persons with Disabilities	A	P	E	A	P	A	P	A	E
Niccole Smith / Nancy Yarnall Area Agency on Aging	P	P	P	P	ALT	P	P	P	P
Isis Williams FL Dept. of Children & Families	P	--	--	--	P	E	E	A	P
Marielisa Amador /Jerome Hill FL Agency for Healthcare Administration/ Medicaid Program	ALT	P	E	ALT	E	ALT	A	A	P
Angela Choice /Latasha Brown FL Department of Veteran's Affairs	P	P	P	P	E	P	P	ALT	P
James Green /Adam Reback Department of Community Services	***P	P	P	P	A	P	E	A	E
Arielle Richardson Private Transportation	P	P	P	P	A	A	--	--	P
VACANT Department of Education/Division of Vocational Rehabilitation	A	A	A	A	A	--	--	--	P
Merlene Ramnon Local Medical Community	P	P	A	P	A	A	A	P	P
Laura Schultze School District of Palm Beach County	A	A	P	A	E	P	P	E	P
VACANT Representative for Children at Risk	P	P	P	P	P	P	P	P	--
Robert Goodman Representative for the Disabled	P	A	P	A	E	E	A	E	E
VACANT Representative for the Elderly	P	P	P	--	--	--	--	--	--
Michael Corbit Workforce Development Board	A	P	P	P	P	P	P	P	P

*** – New Appointment
E – Excused

P – Representative Present ALT– Alternate Present
A – Absent -- – Vacant

EXHIBIT A (cont.)

OTHERS PRESENT

Brian Ruscher
Carly Diglio
Ruth Del Pino

REPRESENTING

Palm Beach TPA
Palm Beach TPA
Palm Beach TPA

Palm Beach County Transportation Disadvantaged Local Coordinating Board

FY 2026 By-Laws

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

Date: August 27, 2025

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 five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and how 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 adopted Local Coordinating Board By-Laws and pursuant to the CTD Program Manual::

- 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 workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public 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 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 on the TPA Website and in The Palm Beach Post.

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

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

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

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

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

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

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

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

Proxy and absentee voting are not permitted.

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

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

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

2.5 LCB Advisory Committees

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

2.6 Staff

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

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

Section 3. Emergency Powers

3.1 Applicability

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

3.2 Virtual Meetings

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

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

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

3.3 Emergency Approvals

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

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

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

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

Section 4. Amendments

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

Palm Beach County Transportation Disadvantaged Local Coordinating Board

FY 2026 Grievance Procedures

For consideration of the Local Coordinating Board
August 27, 2025

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 TD LCB 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 27th day of August 2025.

Approved: _____
_____, Vice Chair
Palm Beach County Local Coordinating Board



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED ACTUAL EXPENDITURE REPORT FORM

(One form for each county)

Do not report funds from state agency sources)

COUNTY: Palm Beach

DUE: September 15, 2025

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
\$69,266,778	953,733	NA	NA

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
NA	NA	NA	NA

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
NA	NA	NA	NA