



**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION
DISADVANTAGED (LCB-TD) MEETING**

Martin County Board of County Commission Chambers
2401 SE Monterey Road, Stuart, FL 34996

www.martinmpo.com

(772) 221-1498

Monday, March 4, 2024 @ 10:00 AM

AGENDA

<u>ITEM</u>	<u>ACTION</u>
1. CALL TO ORDER – 10:00 A.M.	
2. ROLL CALL	
3. APPROVE AGENDA	APPROVE
4. APPROVE MINUTES <ul style="list-style-type: none">• Regular Meeting Minutes - December 4, 2023 (pg. 3)	APPROVE
5. COMMENTS FROM THE PUBLIC (PLEASE LIMIT YOUR COMMENTS TO THREE MINUTES, COMPLETE CARD TO COMMENT)	
6. AGENDA ITEMS	
A. ELECTION OF VICE CHAIR (pg. 8)	APPROVE
B. QUARTERLY PERFORMANCE REPORT (pg. 9)	APPROVE
C. FY23 COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION UPDATE (pg. 16)	INFORMATION
D. LCB-TD BYLAWS (pg. 19)	APPROVE
E. LCB-TD COMPLAINT AND GRIEVANCE PROCEDURES (pg. 32)	APPROVE
7. COMMENTS FROM COMMITTEE MEMBERS	
8. NOTES <ul style="list-style-type: none">• Update - Senior Resource Association (SRA) presented to the Martin County BOCC on February 20, 2024. Karen Deigl and Chris Stephenson of the SRA detailed the increased TD ridership and the new municipal overmatch from the Village of Indiantown and the City of Stuart. Karen also described the Impact1000 Grant	

program and how this would potentially positively impact the TD transportation system in Martin County.

9. NEXT MEETING

- June 3, 2024 (Commission Chambers, Administration Bldg.)

10. ADJOURN

The Martin MPO solicits public participation without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the American with Disabilities Act or persons who require language translation services (free of charge) should contact Ricardo Vazquez, Senior Planner (Title VI/Non-discrimination Contact) at (772) 223-7983 or rvazquez@martin.fl.us in advance of the meeting. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.

**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION
DISADVANTAGED**

Martin County Board of County Commission Chambers
2401 SE Monterey Road, Stuart, FL 34996

www.martinmpo.com

(772) 221-1498

**Monday, December 4, 2023, at 10:00 A.M.
MINUTES**

- 1. CALL TO ORDER** – The Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) meeting of December 4, 2023, was called to order at 10:00 A.M. by Chair Susan Gibbs Thomas, Mayor of Indiantown.
- 2. ROLL CALL** – Anthony O’Neill-Butler, MPO Administrative Assistant, called roll.

Members in Attendance:

Susan Gibbs Thomas, Chair, Indiantown Council Member
Robert McPartlan, Vice Chair, Department of Children & Families Services
Daniel McHenry, Florida Department of Veteran’s Affairs
Becky Keith, Florida Division of Vocational Rehab
Dalia Dillon, Department of Elder Affairs
Michelle Miller, Representative for the Economically Disadvantaged (FACA)
Joe Azevedo, Martin County Career Center
Ashman Beecher, Martin County Transit
Monique Robbins, Representative for Children At-Risk
Mary Jo Pirone, Citizen’s Advocate/Rider Rep
Dr. Elizabeth Jekanowski, Rep. for Public Education Community District School Board
Milory Senat, Agency for Persons with Disabilities

Excused Members:

Phyl Weaver, Representative for Persons over 60

Members Not in Attendance:

Gayle McArdle, Representative for Persons with Disabilities
Ismir Ripley, Florida Department of Transportation
Brenda Matheny, Local Medical Community

Staff in Attendance:

Ricardo Vazquez, Senior Planner
Lucine Martens, Planner
Anthony O’Neill-Butler, Administrative Assistant

Others in Attendance:

Chris Stephenson, Senior Resource Association
Karen Deigl, Senior Resource Association

Maggie St Louis, Tykes & Teens
Laverne Williams

A quorum was present for the meeting.

3. APPROVE AGENDA

A motion was made by Robert McPartlan to approve the Agenda as presented, seconded by Dalia Dillon. The motion passed unanimously.

4. APPROVE MINUTES

- Regular Meeting Minutes – September 11, 2023

A motion was made by Robert McPartlan to approve the Regular Meeting Minutes of September 11, 2023, seconded by Becky Keith. The motion passed unanimously.

5. COMMENTS FROM THE PUBLIC - None

6. AGENDA ITEMS

A. QUARTERLY PERFORMANCE REPORT

Lucine Martens, MPO Planner, introduced Chris Stephenson of the Senior Resource Association (SRA) who presented the Quarterly Performance Report. Mr. Stephenson noted an error in the presentation which incorrectly displayed 7,297 trips provided for the County's Transportation Disadvantaged population. He estimated the correct amount to be approximately 16,000 trips.

Chair Susan Gibbs Thomas spoke high praises for the low wait time for the transit phone service, emphasizing how pleased she was that it was seconds and not minutes. She also noted that one of her constituents had contacted her and informed her that she had been provided with outdated information. Mr. Stephenson informed her that the phone number had not changed but he would provide his card to address the issue.

Karen Deigl, SRA CEO, wanted to take a moment to address the Board regarding funding. She spoke about the grant programs coming in the Spring, particularly the \$750,000 Innovative Service Development (ISD) grant for the dialysis program, which may not continue. It is a competitive grant process with other counties competing. Her talks with the Commission for the Transportation Disadvantaged (CTD) have indicated that we may not receive the funding in the next year and that the SRA and MPO are working on additional funding sources. One option in Martin County that she raised was the Impact 100 group, a local charity group, and the possibility of receiving a donation from them. She advised that more information would be available at the next LCB meeting.

Ms. Martens asked her to clarify the amount of the ISD Grant. Ms. Deigl repeated that it was \$750,000. Ms. Deigl went on to breakdown the numbers explaining that if Martin

County's contributions of \$166,000 stayed the same, and with the understanding that the formula for the Trip and Equipment (T&E) grant will increase somewhat due to the higher ridership by 5-10%, the ridership numbers would be about 17,000 versus 30,000, a roughly 40-50% decrease.

Chair Gibbs Thomas raised that the \$166,000 from Martin County was an increase in from the prior year to which Ms. Deigl applauded. Chair Gibbs Thomas then inquired if this included the \$12,500 donated from the Village of Indiantown and the City of Stuart to which Mr. Stephenson informed her that it did not.

Mr. Stephenson complimented the City of Stuart and the Village of Indiantown for each of their individual match funding to the FY 23-24 TD grants of \$12,500, totaling \$25,000.

Vice Chair Robert McPartlan stated that his concern is always sustainability and voiced his concerns regarding the 45% decrease in funding. Vice Chair McPartland was curious as to "whose tree we need to shake" to ensure that we continue to have sufficient funding. Ms. Deigl advised that the State is working on securing funding, but the ISD program operates on a year-to-year basis, even for the State. She advised that more work would need to be done to secure local funding as she and Mr. Stephenson have already worked closely with the State, and they are aware of the need for the ISD program. Ms. Deigl plans to come in front of the County Commission in February 2024 as a next step. Vice Chair McPartlan offered his full assistance to ensure we secure the necessary funding. He also asked about the other ISD grant to which Mr. Stephenson advised that it may also lose funding; over \$2 million. Mr. Stephenson further stated that the SRA is diligently working with local stakeholders to which Ms. Deigl emphasized that they are very pleased with the work that the Treasure Coast has done.

Vice Chair McPartlan inquired as to the maximum number of people that can be served on the Indiantown shuttle. Mr. Stephenson stated that it makes five (5) loops and holds up to sixteen (16) people sitting, with five (5) standing, and that there are times that it is at full capacity. He also mentioned that they have received funding to replace the current vehicle, which will be slightly larger. Ms. Deigl commented that the Sunday service may bring additional riders but also may lead to a slight decrease for the Saturday service due to its addition.

Chair Gibbs Thomas asked about funding on the federal level. Ms. Deigl advised that there is some potential available funding and that there is a new grant coming from FTA. Chair Gibbs Thomas recalled that Representative Mast had contacted Indiantown with agricultural grant opportunities since Indiantown has such an agricultural presence and the possibility of through those means.

A motion was made by Robert McPartlan to approve the Quarterly Performance Report, seconded by Dalia Dillon. The motion passed unanimously.

B. ANNUAL OPERATING REPORT (AOR)

Chris Stephenson presented the Annual Operating Report (AOR) which showed the estimated number of trips (Operating Subsidy or Capital) for the period of July 1, 2022, to June 30, 2023.

A motion was made by Monique Robbins to approve the Annual Operating Report (AOR), seconded by Becky Keith. The motion passed unanimously.

C. COMMUNITY TRANSPORTATION COORDINATOR (CTC) COORDINATION CONTRACTS

Chris Stephenson presented the current contracts for all four (4) agencies that the SRA is in a coordinated contract agreement with. This included Helping People Succeed, the Kane Center, the ARC of Martin County, and the Council on Aging of St Lucie County.

A motion was made by Dalia Dillon to approve the Community Transportation Coordinator (CTC) Coordination Contracts, seconded by Monique Robbins. The motion passed unanimously.

D. COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

Lucine Martens informed the Board that the Martin MPO would be conducting the Community Transportation Coordinator (CTC) Evaluation and asked for volunteers.

Ashman Beecher, Transit Administrator, volunteered to assist in the evaluation.

Chair Susan Gibbs Thomas asked how many people the evaluation would target to reach and when the evaluation would take place. Ms. Martens stated that she would like as many as possible and that it would be in March.

Vice Chair Robert McPartlan asked about the process of reaching out via telephone calls and wondered if anyone would perhaps give testimonials which may prove useful when looking for additional grant funding. Ms. Martens advised that the questions can be customized but that it can be difficult to ask people what they would do without these transportation programs.

7. COMMENTS FROM COMMITTEE MEMBERS - None

8. NOTES

Transit Development Plan and Survey

Join us at one of the two TDP Listening Sessions:

- a. District 2 - Cassidy Center/Lamar Park – Golden Gate, December 6, 2023, at 3 pm
- b. District 1 - Jammin' Jensen, December 7, 2023, at 5 pm

9. NEXT MEETING

- March 4, 2024 (Commission Chamber. Administrative Bldg.)

10. ADJOURN 10:37 A.M.

Prepared by:

Anthony O'Neill-Butler, Administrative Assistant

Date

Approved by:

Susan Gibbs Thomas, Chair

Date

DRAFT



MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY

MEETING DATE: March 4, 2024	DUE DATE: February 26, 2024	UPWP#: 6
WORDING: ELECTION OF VICE-CHAIR		
REQUESTED BY: MPO	PREPARED BY: Lucine Martens / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: N/A

BACKGROUND

Susan Gibbs-Thomas, Mayor of Indiantown is the LCB-TD Chair. Each year, the Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) elects a Vice-Chair from its voting membership. The Chair shall accept nominations for Vice-Chair, and if a quorum is present, the Vice-Chair shall be elected by a majority rule of the members present. The Vice-Chair shall serve a term of one year. In the event of the Chair’s absence or at the Chair’s discretion, the Vice-Chair shall preside over meetings.

ISSUES

At the March 4, 2024, LCB-TD meeting, voting members should elect a Vice-Chair.

RECOMMENDED ACTION

Nominate and elect the LCB-TD Vice-Chair.



**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 4, 2024	DUE DATE: February 26, 2024	UPWP#: 6
WORDING: QUARTERLY PERFORMANCE REPORT		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	PREPARED BY: Lucine Martens / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: CTC Quarterly Performance Report

BACKGROUND

Senior Resource Association, the Community Transportation Coordinator (CTC), is required to provide the LCB-TD with a performance report.

ISSUES

Chris Stephenson with Senior Resource Association (SRA) will provide the CTC Performance Report for the period covering July 1, 2023, through January 31, 2024, at the March 4, 2024, LCB-TD Meeting for review and approval.

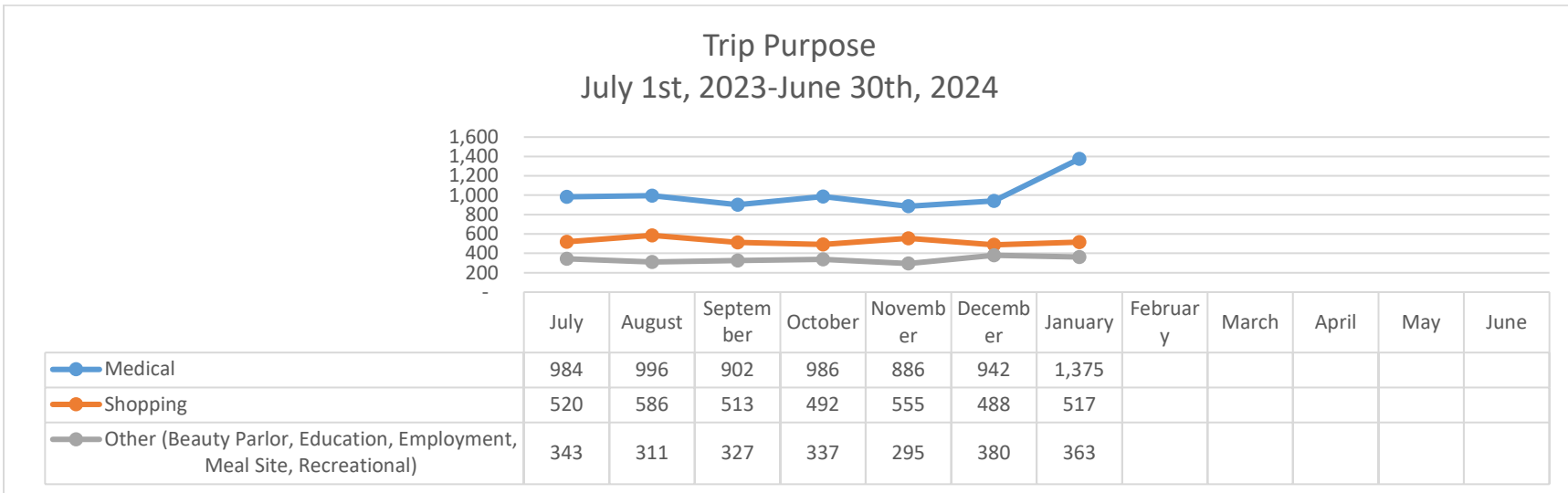
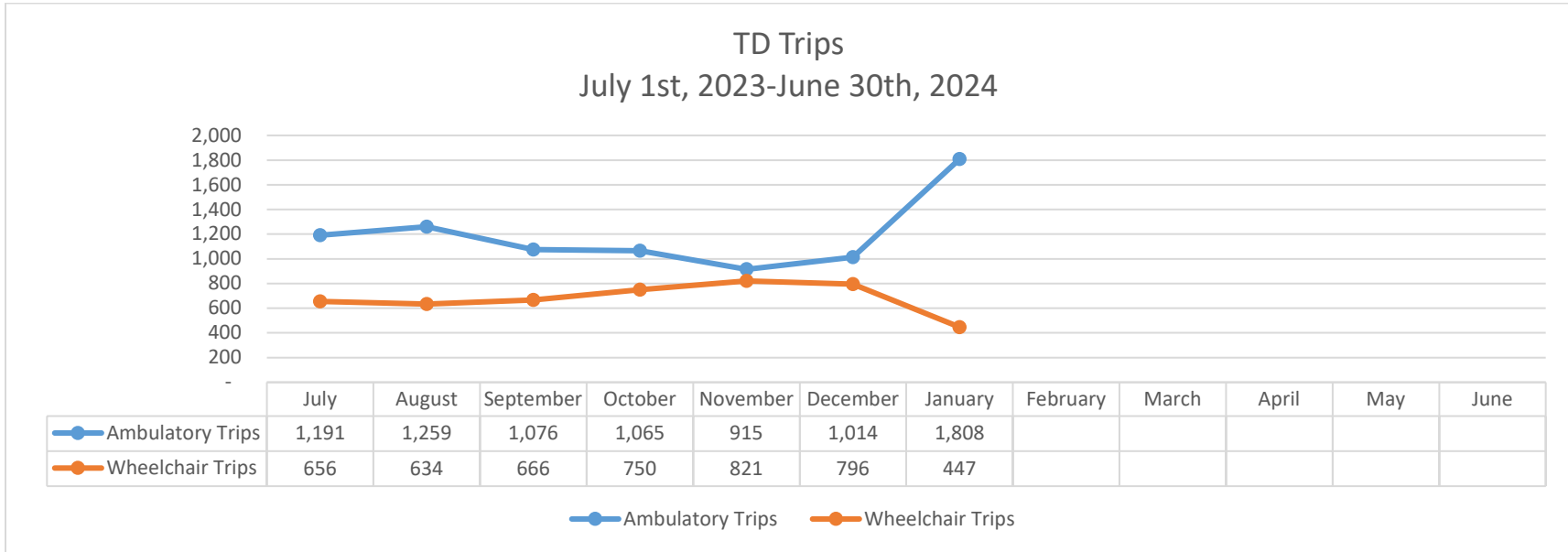
RECOMMENDED ACTION

- a. Approve the CTC Performance Report for the period covering July 1, 2023, through January 31, 2024.
- b. Provide direction

ATTACHMENTS

SRA Performance Report for the period covering July 1, 2023, through January 31, 2024.

**Martin Community Coach
CTC Status Report
FY 2023/2024**



**Martin Community Coach
CTC Status Report
FY 2023/2024**

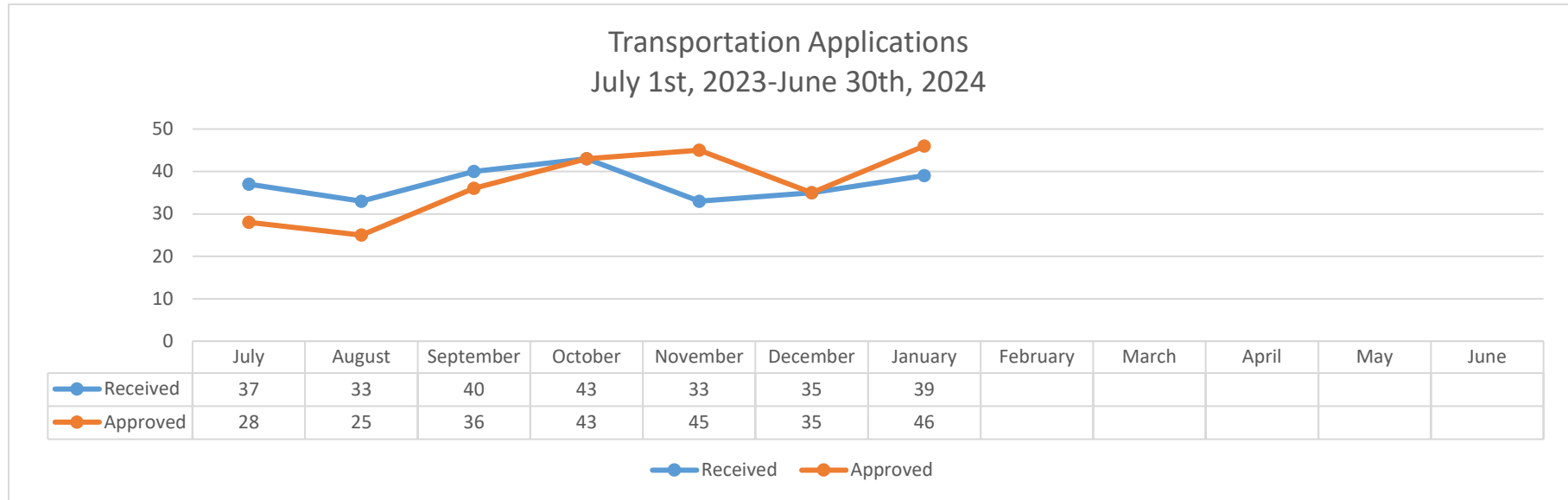
There were 13,098 trips provided for the county’s TD population during the 1st seven months of the 2023-2024 fiscal year.

- 8,328 ambulatory trips
- 4,770 wheelchair trips

100% of the available Trip and Equipment grant dollars were spent

100% of the available ISD grant dollars were spent

Transportation Applications



System Information

Unduplicated Head Count: 880

Average Age of TD Passenger: 79

**Martin Community Coach
 CTC Status Report
 FY 2023/2024**

Number of Transportation Vendors Used: 5

Vendor Name	Days Available to Work
ARC of Martin County	Monday-Friday (2 drivers)
A Martin Transportation	Saturdays
St. Lucie County Council on Aging	Monday-Saturday
Round the Clock Transportation	Saturdays (1 driver)
Ultimate Comfort Transportation	Monday-Saturday
Council Transportation	Monday-Saturday

Complaints

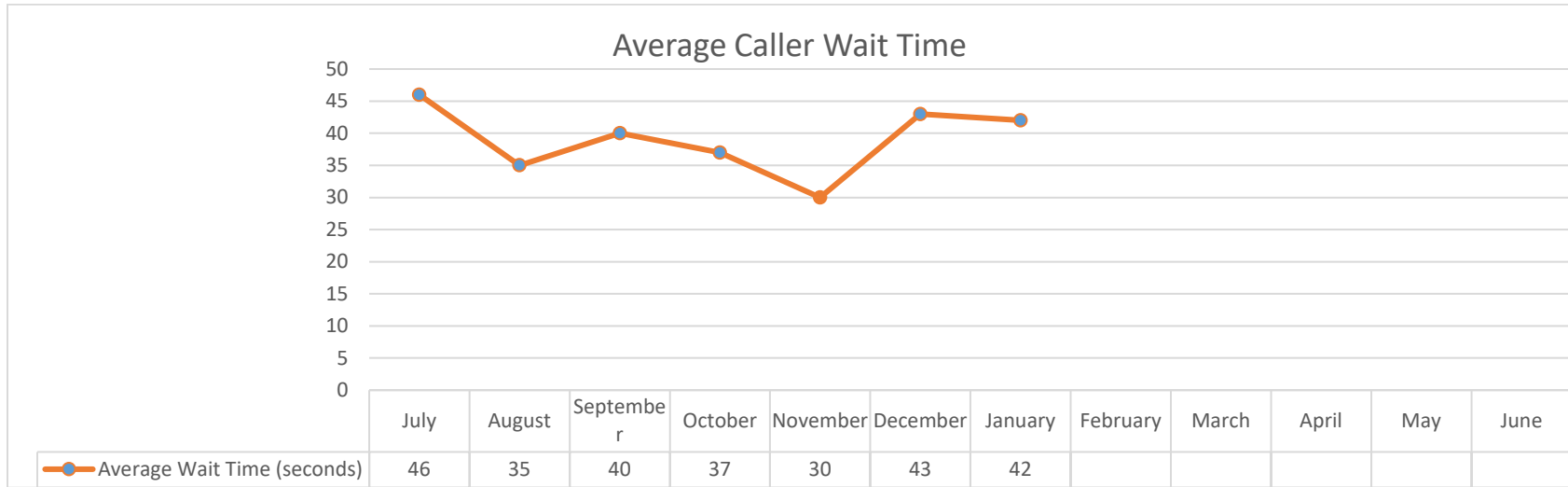
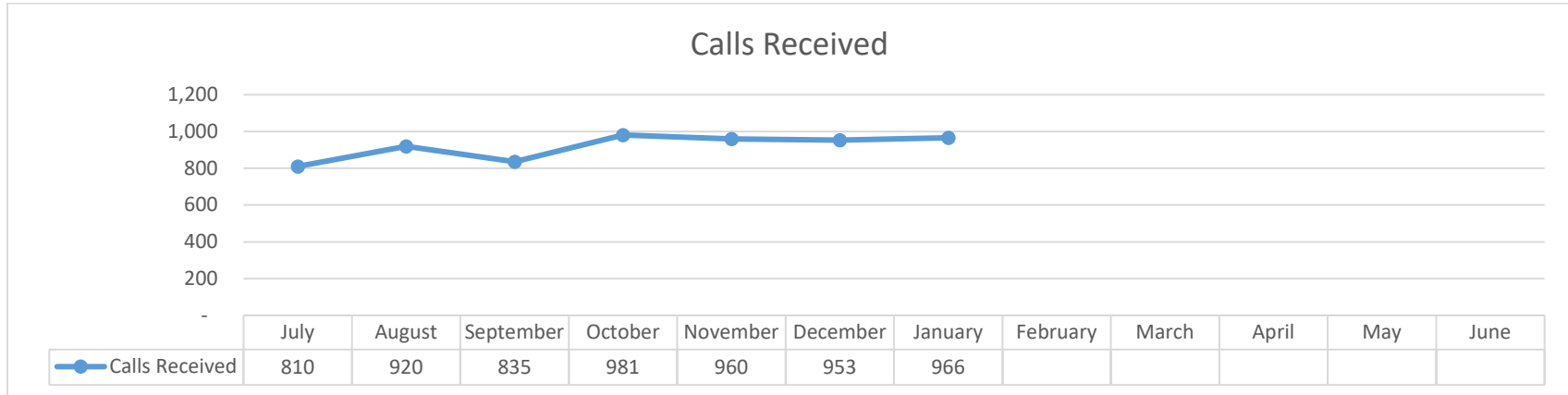
Complaints Received Year-To-Date: 17

No Shows by Vendors Year-To-Date: 2

No Shows by Passengers Year-To-Date: 88 (less than 1 a day)

**Martin Community Coach
CTC Status Report
FY 2023/2024**

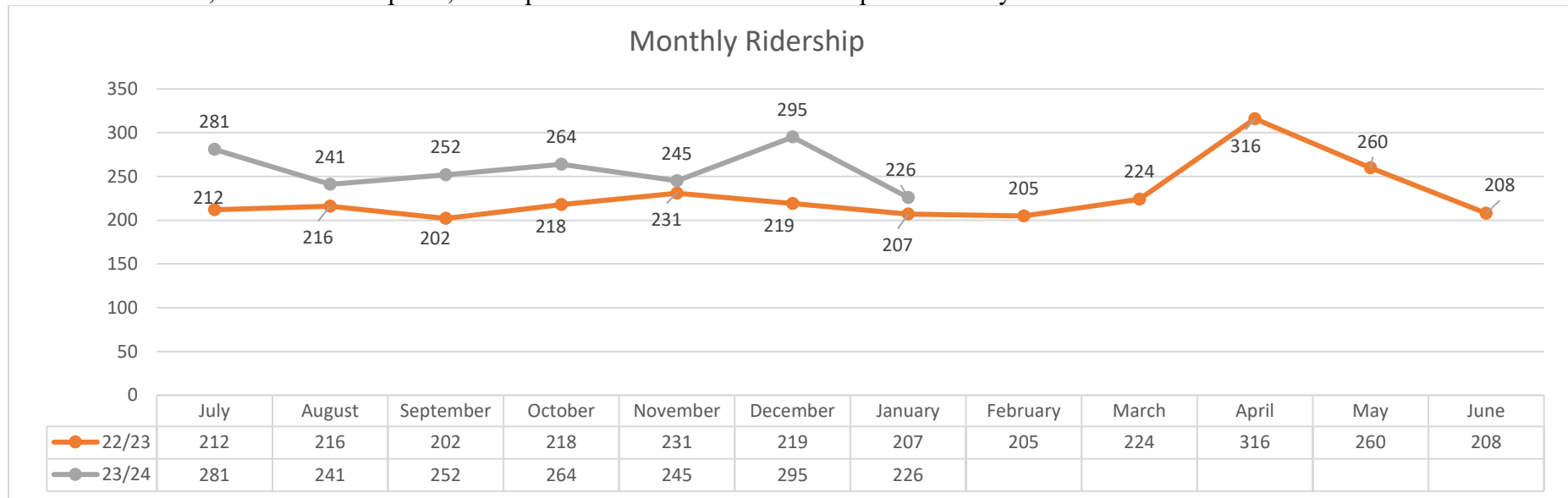
Phone Information



So far this FY we have received 6,425 calls and the wait times averaged 39 seconds.

Martin County Indiantown Shuttle

- For the FY, Shuttle ridership is 1,804 trips. This is a 20% increase compared to last year.

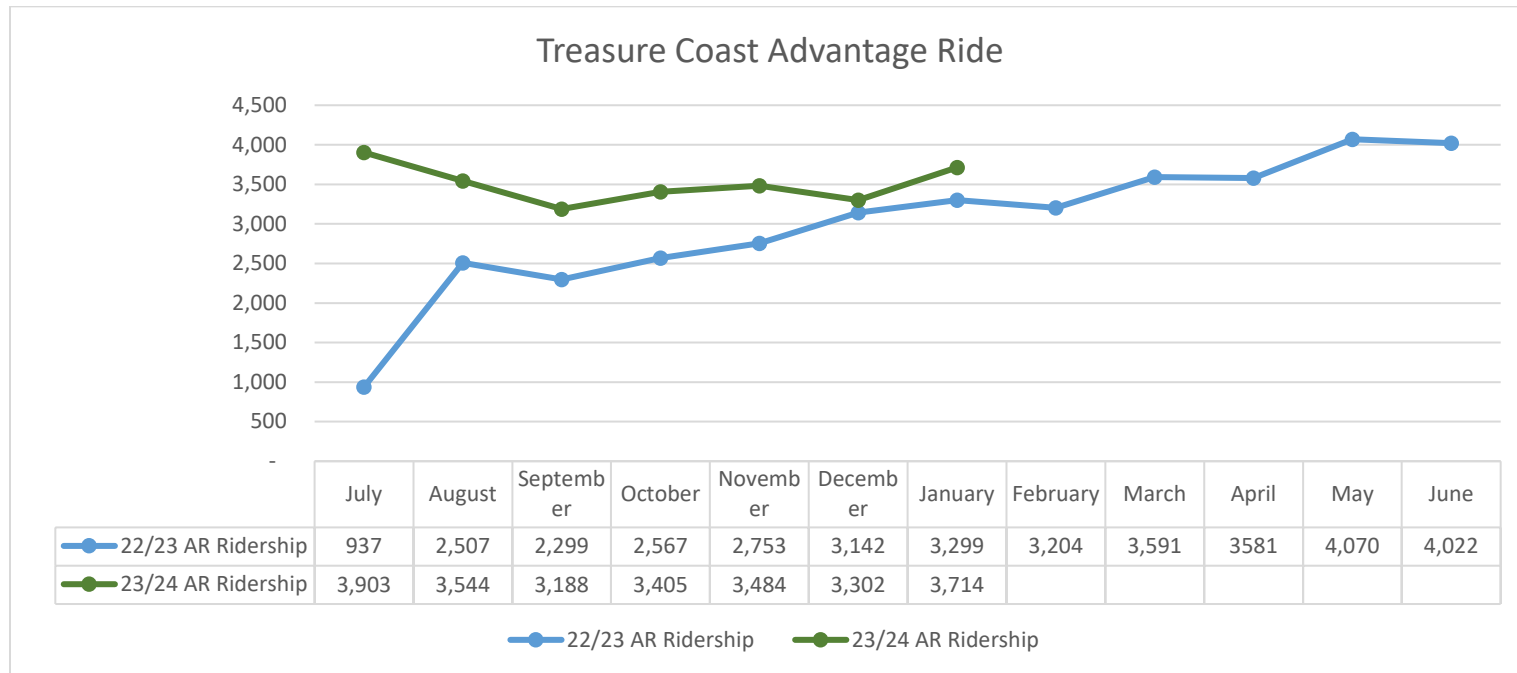


Indiantown Saturday Shuttle Statistics

- The shuttle started the first Saturday in April, 2020
- The Village of Indiantown wrapped the bus on February 17th, 2021
- SRA received another 5310 grant for the fourth year of the program in 2023
 - The Village of Indiantown provides the local match dollars, approximately \$25,000/year
- SRA applied for a 5310 Grant to replace the shuttle vehicle in 2024; will receive status update later this year

Treasure Coast Developmental Disability Advantage Ride

- In August, 2020 SRA was approached by staff from the Florida Developmental Disabilities Council (FDDC) and tasked with putting together a pilot program to help individuals with developmental disabilities have access to more mobility options. This program began October 1st, 2020 and will continue until at least June 30, 2024. The program serves all 4 counties along the Treasure Coast (Indian River, Martin, St. Lucie and Okeechobee). Anyone who has a developmental disability is eligible to book trips, and all trips are carried out by drivers with training specific for working with people with developmental disabilities.
- 3,714 passenger trips for people with developmental disabilities in January 2024.
 - This is a 12% increase from last month.
 - This is a 13% increase from January of 2023
- For the FY, Advantage Ride ridership is 24,540 trips. This is a 40% increase compared to last year.





**LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 4, 2024	DUE DATE: February 26, 2024	UPWP#: 6
WORDING: FY24 CTC EVALUATION UPDATE		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	PREPARED BY: Lucine Martens / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: Annual CTC Evaluation Update

BACKGROUND

Each year, pursuant to Chapter 427, Florida Statutes and Florida Commission for the Transportation Disadvantaged Rule 41-2, Florida Administrative Code, the LCB-TD assists in the evaluation of the Community Transportation Coordinator (CTC). With the coordinated help of LCB member volunteers and Martin MPO staff, the evaluation for the CTC is underway.

ISSUES

On March 4, 2024, MPO staff will provide an update on the progress CTC Evaluation. See updated sample two (2) page-Rider Survey attached. Rider/beneficiary surveys are underway. We have LCB member volunteers to do ride-along surveys and vendor evaluations to follow. Chris Stephenson with the CTC/Senior Resource Association (SRA) as always cooperatively continues to provide comprehensive information and has facilitated a smooth evaluation process.

RECOMMENDED ACTION

This is an informational item.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: _____
Date of Call: / /2024

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? _____

2) Were you charged an amount in addition to the co-payment? Yes or No
If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on _____ ?

Yes. If yes, please state or choose problem from below.

No. If no, skip to question# 7

What type of problem did you have with your trip?

Advance notice

Cost

Pick up times not convenient

Late pick up-specify time of wait

Assistance

Accessibility

Service Area Limits

Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. _____

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

9) How long have you been a rider on Martin Community Coach?

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Additional Comments:



**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 4, 2024	DUE DATE: February 26, 2024	UPWP#: 6
WORDING: LCB-TD BYLAWS		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	PREPARED BY: Lucine Martens / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: LCB-TD BYLAWS

BACKGROUND

The Bylaws govern the composition, scope, and procedures of Martin County’s LCB-TD. The Bylaws shall state that the LCB-TD will conduct business using parliamentary procedures according to Robert’s Rule of Order and shall be updated annually. The Florida Commission for the Transportation Disadvantaged requires that these procedures are brought before the LCB-TD on an annual basis for re-adoption.

ISSUES

At the March 4, 2024, LCB-TD meeting, MPO Staff will present the Bylaws for re-adoption.

RECOMMENDED ACTION

- a. Approve the LCB-TD Bylaws as presented.
- b. Approve LCB-TD Bylaws with comments.

ATTACHMENTS

Draft LCB-TD Bylaws

***BYLAWS
OF THE
MARTIN COUNTY
LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED***

Originally Adopted: April 18, 1991
Re-Adopted: March 3, 2008
Re-Adopted: March 2, 2009
Revised & Adopted: March 1, 2010
Re-Adopted: April 4, 2011
Re-Adopted: March 5, 2012
Re-Adopted: March 4, 2013
Re-Adopted: March 3, 2014
Re-Adopted: March 2, 2015
Re-Adopted: March 7, 2016
Re-Adopted: March 6, 2017
Re-Adopted: March 26, 2018
Re-Adopted March 4, 2019
Re-Adopted: March 2, 2020
Re-Adopted: June 7, 2021
Re-Adopted: March 7, 2022
Re-Adopted: March 6, 2023
Re-Adopted: March 4, 2024

Local Coordinating Board Chair
Duly passed and adopted the 4th day of March 2024

TABLE OF CONTENTS

1.01 PREAMBLE 3

1.02 LCB PURPOSE AND FUNCTIONS 3

1.03 LCB MEMBERSHIP 4

1.04 LCB APPOINTMENT, QUALIFICATIONS AND TERMS OF OFFICE 6

1.05 LCB OFFICERS AND DUTIES 7

1.06 REGULAR LCB MEETINGS 7

1.07 EMERGENCY LCB MEETINGS 8

1.08 PUBLIC HEARINGS AND WORKSHOPS 8

1.09 LCB MEETING AGENDA 8

1.10 LCB MOTIONS 9

1.11 CONDUCT OF LCB MEETINGS 9

1.12 LCB SUBCOMMITTEES 12

1.13 LCB ADMINISTRATION 12

1.01 PREAMBLE

The Local Coordinating Board for the Transportation Disadvantaged has been created pursuant to Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. The following sets forth the bylaws, policies and procedures that shall serve to guide the proper functioning of the Local Coordinating Board (LCB). The intent is to provide guidance for the operation of the LCB to ensure the accomplishment of transportation disadvantaged planning and development of tasks within a cooperative framework to create a modern, efficient and safer public transportation system.

1.02 LCB PURPOSE AND FUNCTIONS

(1) The citizens of the area shall be involved in the transportation disadvantaged planning process by the establishment of an LCB. The purpose of the LCB shall be to identify local service needs and to provide information, advice, direction, and support to the Community Transportation Coordinator (CTC) on the coordination of transportation disadvantaged services.

(2) The Board shall meet at least quarterly and shall perform the following duties as mandated in FAC 41-2.012(6):

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to Florida Commission for the Transportation Disadvantaged hereinafter referred to as the "commission" and keep same on file with the Martin County Metropolitan Planning Organization (MPO) serving as the Designated Official Planning Agency (DOPA).

(b) Review and approve the CTC's Memorandum of Agreement (MOA) and the Service Plan for the provision of transportation services.

(c) Evaluate services provided under the Service Plan. Annually, by copy of the CTC's annual evaluation, provide the MPO (DOPA) with an evaluation of the CTC's performance in general and relative to Commission standards as outlined by the Commission for the Transportation Disadvantaged (CTD) and the completion of the Annual Service Plan/Update.

(d) In cooperation with the CTC, review and provide recommendations to the Commission and the DOPA on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area are provided in the most cost effective and efficient manner.

(e) Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve

cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multicounty and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent designated service areas when it is appropriate and cost effective to do so.

(f) Appoint a Grievance Subcommittee to process, investigate and resolve complaints and make Recommendations to the Board for improvement of service from agencies, users or potential users of the system in the designated service area. All Grievances shall be processed under the adopted Grievance Procedures.

(g) In coordination with the CTC, jointly develop applications for funds that may become available for planning, service expansion or related areas.

(h) Review and approve the Annual Operating Report of the CTC prior to submittal to the CTD.

(i) Review inventory of vehicles purchased with transportation disadvantaged funds in Service Plan.

1.03 LCB MEMBERSHIP

(1) LCB voting membership may be attained in the following ways:

(a) Per the requirement of Rule 41-2, the MPO shall appoint one elected official to serve as the official Chairperson for all Coordinating Board meetings and the appointed person shall be an elected official from the County that the Coordinating Board serves.

(b) Per the requirement of Rule 41-2, a representative shall be selected by a state or local agency and be recommended to the DOPA to serve on the Board.

(c) Each voting member of the Board may nominate one alternate for approval by the DOPA; said alternate shall vote only in the absence of that member on a one-vote per member basis.

(2) The LCB membership shall include, but not be limited to the following voting members or their alternate:

(a) A representative of the Florida Department of Transportation;

(b) A representative of the Florida Department of Children and Families;

(c) A representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services representing the Department of Education;

- (d) A 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;
 - (e) A person who is recognized by the Florida Department of Veterans Affairs, representing the Veterans in the service area;
 - (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
 - (g) A disabled person representing the disabled in the County;
 - (h) Two citizen advocates - users of the system;
 - (i) A person over sixty years of age representing the elderly in the county;
 - (j) A local representative for children at risk;
 - (k) A person representing Department of Elder Affairs;
 - (l) A person representing the Florida Agency for Health Care Administration (Medicaid);
 - (m) A representative of the Private Transportation Industry;
 - (n) A representative of the Regional Workforce Development Board established in Chapter 455, Florida Statutes;
 - (o) A representative of the local medical community which may include but not limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health departments or other home and community-based services.
 - (p) A local representative of the Agency for Persons with Disabilities
- (3) Additional non-voting members may be appointed.
- (4) Non-voting members shall sit with the same rights and privileges as other members, except that non-voting members shall not have the right to present motions or second same, or to vote upon any motion of the LCB.

1.04 LCB APPOINTMENT, QUALIFICATIONS AND TERMS OF OFFICE

- (1) The LCB shall encourage affected state/local agencies, the MPO serving as the DOPA and interested citizens in the service area to nominate representatives and alternates to serve as voting members on the LCB.
- (2) Voting members of the LCB may have mass transportation expertise or interests to advise CTC on public transportation operations, management and planning matters.
- (3) Each LCB member or his/her alternate is expected to regularly attend scheduled LCB meetings, except for unavoidable reasons. A committee member missing three (3) consecutive meetings for unexcused reasons may be recommended for resignation. After two (2) consecutive absences, the Chairperson will write a letter to the affected member regarding absenteeism and his/her intention to continue serving on the LCB with a copy to his/her supervisor, as appropriate.
- (4) The DOPA will review and consider terminating the appointment of any voting member of the Board who fails to attend three (3) consecutive meetings without notice to the MPO. The affected agency or representative will be informed of this termination by letter and a replacement for that category shall be appointed.
- (5) In the event a member decides to resign or is unable to serve, such member or their representative shall submit a written notice to the DOPA. The resignation shall take effect upon receipt of the written notice by the Chairperson and its presentation to the LCB at a regularly scheduled meeting.
- (6) LCB members shall be appointed to terms as follows, or as specified by the MPO serving as the DOPA.
 - (a) The Chairperson shall be appointed by the MPO serving as the DOPA. Per Rule 41-2, the Chairperson shall serve until replaced by the MPO.
 - (b) Per Rule 41-2 membership shall be maintained with a representative/alternate from the prescribed agencies/entities referenced in Section 1.03 of these Bylaws.
 - (c) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years.
- (7) Vacancies shall be filled in the same manner as the initial appointment.

1.05 LCB OFFICERS AND DUTIES

- (1) The LCB voting membership shall hold an organizational meeting as part of their first regular annual meeting for the purpose of electing a Vice-Chairperson from its voting membership.
- (2) The Chairperson shall accept nominations for Vice-Chairperson either in written or verbal form at the meeting specified in (1) above of this section.
- (3) Quorum – A majority of the LCB-TD voting members on the active roster at the time of the respective meeting must be present for the LCB to conduct business. If a quorum is in attendance, the Vice-Chairperson shall be elected by a majority of the members present at the organizational meeting and shall serve a term of one year, starting with the next meeting.
- (4) The Chairperson shall preside at all meetings. In the event of his/her absence, or at his/her direction, the Vice-Chairperson shall preside over meetings.
- (5) In the event of the permanent incapacitation or removal from the LCB of the Chairperson or Vice-Chairperson, a new Chairperson will be nominated by the DOPA, or a new Vice-Chairperson elected from the membership at the next scheduled meeting.
- (6) The Chairperson shall be the only person to sign all correspondence or to delegate letter preparation to staff.

1.06 REGULAR LCB MEETINGS

- (1) LCB meetings shall be held at least quarterly or on an as-needed basis at a date, time and place to be designated by the Chairperson. The Chairperson, or Vice-Chairperson when acting on behalf of the Chairperson, may change regular meeting dates and times to accommodate desirable changes due to holidays or other reasons.
- (2) In the event that the Chairperson or Vice-Chairperson acting on behalf of the Chairperson wishes to cancel or change the meeting time of a regular meeting, advance notice of such cancellation or change shall be given by mail or telephone at least three (3) working days before such meeting was to have taken place.
- (3) Except in the case of emergency meetings or workshops, the MPO shall give at least five (5) days of public notice of any meeting or workshop by posting on the MPO website, the Florida Administrative Register and through various communication platforms.

1.07 EMERGENCY LCB MEETINGS

(1) An emergency meeting of the LCB may be called by the Chairperson when, in his/her opinion, an emergency exists which required immediate action by the LCB. When such a meeting is called, each LCB member will be notified, stating the date, hour and place of the meeting and the purpose for which it is called, and no other business shall be transacted at that meeting. At least twenty-four (24) hour advance notice of such emergency meeting shall be given before the meeting is held.

(2) If, after reasonable diligence, it becomes impossible to give notice to each member, such failure shall not affect the legality of the emergency meeting if a quorum is present. The minutes of each emergency meeting shall show that proper notice was given to each member of the LCB or shall show a waiver of notice.

1.08 PUBLIC HEARINGS AND WORKSHOPS

(1) Public Hearings and workshops may be called by the LCB and may be scheduled before, during or after regular meetings at the designated meeting place or may be scheduled at other times and places, provided:

(a) The LCB shall give notice of the date, hour and place of the hearing or workshop including a statement of the general subject matter to be considered no less than ten (10) working days (Or as required by Federal, State Regulations) before the event; and

(b) No formal business, for which notice has not been given, shall be transacted at such workshops or hearings.

1.09 LCB MEETING AGENDA

(1) There shall be an official agenda for every meeting of the LCB, which shall determine the order of business conducted at the meeting.

(2) Requests for agenda changes to any LCB meeting must be received by MPO Staff at least three (3) working days prior to the meeting. MPO staff will then inform the Chairperson prior to the LCB meeting.

(3) The LCB shall not take action upon any matter, proposal or item of business not listed on the official agenda, unless a majority of the voting members present shall have first consented to the presentation thereof for consideration and action; however, the Chairperson may add new business to the agenda under other business, or reports.

(4) No agenda item listed on the agenda for public hearing or vote thereon may be deferred until a later time unless a majority of the voting members present shall vote in favor of such deferral.

(5) The agenda shall be prepared by the DOPA staff.

1.10 LCB MOTIONS

(1) All actions of the LCB shall be by motion as follows:

(a) Endorsement of transportation disadvantaged plans and programs and amendments thereto;

(b) Endorsement of goals and objectives;

(c) Endorsement of policy directives:

(d) Approval of administrative matters including directive or authorizations of the Chairperson, LCB Subcommittees, or the technical staff;

(e) Amendments to the LCB Bylaws subject to the approval of the MPO serving as the DOPA; and

(f) Any other matters deemed by the LCB to be of sufficient importance to require a motion.

(2) All official and formal motions of the LCB shall be recorded in the minutes and kept in the permanent files of the MPO.

1.11 CONDUCT OF LCB MEETINGS

(1) All LCB meetings will be open to the public and members of the press.

(2) Roberts Rules of Order shall be used as a guideline at all meetings. The Chairperson shall have the authority to appoint a Parliamentarian to interpret Roberts Rules of Order.

(3) No official action shall be taken without a quorum. No motion shall be adopted by the LCB except upon the affirmative vote of a majority of the voting members present.

(4) Should no quorum attend within fifteen (15) minutes after the hour appointed for the meeting of the LCB, the Chairperson or Vice-Chairperson acting in his/her absence may adjourn the meeting. In that event, those members present may, by unanimous agreement, select another hour or day to be readvertised to provide adequate notice. The

names of the members present and their action at such meeting shall be recorded in the minutes.

- (5) All meetings of the LCB shall be conducted in accordance with the following:
- (a) The Chairperson shall preside at all meetings at which he/she is present;
 - (b) In the absence of the Chairperson, the Vice-Chairperson shall preside;
 - (c) The Chairperson shall state every question coming before the LCB and announce the position of the LCB on all matters coming before it;
 - (d) A majority vote of the members present shall govern and conclusively determine all questions of order not otherwise covered. Individual dissent shall be recorded and represented as such;
 - (e) No individual member shall represent an individual opinion to the press. State, Federal or local officials or any other party as being the consensus/findings of the LCB unless previous discussion and a majority vote was taken at an LCB meeting;
 - (f) The Chairperson shall take the chair at the hour appointed for the meeting, and shall call the LCB to order immediately;
 - (g) In the absence of the Chairperson and Vice-Chairperson, the staff representative shall determine whether a quorum is present and in that event shall call for election of a temporary Chairperson, the temporary Chairperson shall relinquish the chair upon conclusion of the business immediately before the LCB;
 - (h) Any LCB member who intends to be absent from any LCB meeting shall notify the staff of the intended absence as soon as he or she conveniently can;
 - (i) Any member of the LCB who has conflict of interest on a particular matter shall, by these rules, be deemed absent for the purpose of constituting a quorum, voting, or for any other purpose;
 - (j) Any LCB member who has a disagreement with Committee or Board policies shall state it in a letter to the LCB Chairperson and the MPO Administrator prior to seeking a resolution;
 - (k) The vote upon any resolution, motion or other matter may be a voice vote, unless the Chairperson or any member requests that a roll call be taken;
 - (l) Upon every roll call vote, the staff representative shall call the roll, tabulate the votes, and announce the results;

(m) The minutes of prior meetings may be approved by a majority of the voting members provided a quorum is present, and upon approval shall become the official minutes;

(n) Unless a reading of the minutes of a meeting is requested by a majority of the voting LCB members, the minutes shall not be read for approval, provided the staff delivers a copy thereof to each LCB member at least seven (7) working days prior to the meeting;

(o) Any citizen who is not on the Committee shall be entitled to be placed on the official agenda of a regular meeting of the LCB and be heard concerning any matter within the scope of the jurisdiction of the MPO;

(p) Any citizen who is not on the Committee shall be permitted to address the LCB on any matter NOT appearing on the official agenda, upon approval by a majority of the voting LCB members present;

(q) Any citizen who is not on the Committee shall be entitled as a matter of right to address the LCB on any matter listed on the official agenda, which is NOT scheduled for public hearing, discussion or debate, upon approval by a majority of the voting LCB members present;

(r) Each person, other than staff members who addresses the LCB shall give the following information for the minutes:

1. Name
2. Address
3. Representing
4. Whether or not he or she is being compensated by the person(s) for whom he or she speaks; and whether he or she, or any member of his/her immediate family has a personal financial interest in the pending matter, other than that set forth in (4), of this section.

(s) All remarks shall be addressed to the LCB as a body and not to any member thereof. No person, other than LCB members and the person having the floor, shall be permitted to enter into any discussion, either directly or through a member, without permission of the presiding officer. No question shall be asked of a LCB member except through the presiding officer.

1.12 LCB SUBCOMMITTEES

(1) LCB Subcommittees may be designated as necessary to investigate and report on subject areas of interest to the LCB. These subcommittees may include, but are not limited to:

- (a) Paratransit, Intercounty travel and future public transportation development;
- (b) Fare structure and service area need assessment; and
- (c) Directions for future growth and funding sources.

(2) LCB Subcommittees may be designated as necessary to deal with administrative and legislative procedures. These subcommittees may include, but are not limited to:

- (a) Administrative matters (CTC evaluation, etc.);
- (b) Bylaw amendments; and
- (c) Grievance Committee

1.13 LCB ADMINISTRATION

(1) The MPO Administrator shall be the direct liaison between the LCB Chairperson and the MPO serving as the DOPA.

(2) The MPO shall serve as the support staff of the LCB.

(3) The staff is responsible for the minutes of all meeting and all notices and agendas for future meetings

(4) The staff shall furnish recording capability for all meetings.

(5) The staff will assist the Chairperson in the preparation, duplication and distribution of all printed materials necessary for the meetings.

(6) All official actions of the LCB are to be recorded and kept in permanent minute files by the staff. These files shall be open to public inspection during regular office hours of the staff office in Stuart, Florida.



**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 4, 2024	DUE DATE: February 26, 2024	UPWP#: 6
WORDING: LCB-TD COMPLAINT AND GRIEVANCE PROCEDURES		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	PREPARED BY: Lucine Martens / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: LCB-TD COMPLAINT AND GRIEVANCE PROCEDURES

BACKGROUND

The TD Program Complaint and Grievance Procedures establish a specific course of action to remedy situations that may have contributed to a complaint or grievance from a TD rider or beneficiary. This document also serves as the local grievance system as mandated by Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code. The Florida Commission for the Transportation Disadvantaged requires that these procedures are brought before the LCB-TD on an annual basis for re-adoption.

ISSUES

There are no recommended changes to the TD Program Complaint and Grievance Procedures. At the March 4, 2024, LCB-TD meeting, MPO staff will present the LCB-TD Complaint and Grievance Procedures for re-adoption.

RECOMMENDED ACTION

- a. Approve the Martin County TD Program Complaint and Grievance Procedures as presented.
- b. Approve the Martin County TD Program Complaint and Grievance Procedures with comments.

ATTACHMENTS

Martin County TD Program Complaint and Grievance Procedures

**MARTIN COUNTY
TRANSPORTATION DISADVANTAGED PROGRAM
COMPLAINT & GRIEVANCE PROCEDURES**

**Adopted: March 7, 2011
Re-Adopted: March 5, 2012
Re-Adopted: March 4, 2013
Re-Adopted: March 3, 2014
Re-Adopted: March 2, 2015
Re-Adopted: March 7, 2016
Re-Adopted: March 6, 2017
Re-Adopted: March 26, 2018
Re-Adopted: March 4, 2019
Re-Adopted: March 2, 2020
Re-Adopted: June 7, 2021
Re-Adopted: March 7, 2022
Re-Adopted: March 6, 2023
Re-Adopted: March 4, 2024**

**CTD OMBUDSMAN
HELP-LINE: 1-800-983-2435**
Florida Commission for the
Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL 32399-0450
www.dot.state.fl.us/ctd

INTRODUCTION

The purpose of this document is to provide transportation disadvantaged riders with a course of action to remedy the situation in which a complaint or grievance arose. This document also serves as the local grievance system as mandated by Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code. It complies with requirements set forth in §641.511, F.S.; 42 CFR 431.200; and 42 CFR 438.

These procedures apply to transportation disadvantaged riders.

During the complaint, grievance, and appeal process the rider or his/her representative has the right to contact the Commission for the Transportation Disadvantaged (CTD) by:

- Phone: TD Helpline 1-800-983-2435
- Mail: Florida Commission for the Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL, 32399-0450
www.dot.state.fl.us/ctd

If a customer is unable to submit a written complaint, grievance, or appeal, the Community Transportation Coordinator (CTC) will assist the customer in submitting such a request.

The CTC shall ensure no punitive action is taken against the customer, his/her representative, or other persons involved in the processes listed below.

All records of the complaint, grievance, and appeal processes, to include the Coordinator's, Grievance & Appeal Committees' reports, will be maintained by the Coordinator and made available upon request.

DEFINITIONS

Action – The denial or limited authorization of a requested service, including the type or level of service;
the reduction, suspension or termination of a previously authorized service;
the denial, in whole or in part, of payment for a service;
the failure to provide services in a timely manner, or the failure to act within the timeframes provided in 42 CFR 438.408 (as described within this document).

Appeal – Requests for review of an *Action* taken by the Community Transportation Coordinator or the Subcontracted Transportation Provider.

Complaint – Expressions of dissatisfaction related to the quality of care provided by a provider or any matter other than an *Action* that can be resolved at the Point of Contact rather than through filing a formal *Grievance*.

Grievance – Expressions of dissatisfaction about any matter other than an *Action*.

RESPONSIBLE PARTIES

Community Transportation Coordinator
Senior Resource Association
694 14th Street
Vero Beach, FL 32960
1-866-836-7034

*Local Coordinating Board for the
Transportation Disadvantaged*
c/o Martin MPO
3481 SE Willoughby Blvd, Suite 101
Stuart, FL 334994
772-221-1498

COMMITTEES

The Local Coordinating Board (LCB) for the Transportation Disadvantaged appoints membership of the Grievance Committee as follows:

- (1) An Area Agency on Aging Representative;
- (1) A Florida Department of Transportation Representative;
- (1) A Division of Vocational Rehab Representative;
- (1) A Veteran Service Office Representative; and
- (1) A Disadvantaged citizen over 60.

At least 3 Committee members must be present during the meeting to render a decision.

The LCB also appoints membership of the Appeal Committee as follows:

- (1) An LCB Member,
- (1) An MPO Staff Member, and
- (1) A CTC Staff Member.

Members of the Appeal Committee may not have been involved in the determination of the initial action. Members must be able to meet within 72 hours notice in order to address Expedited Appeal Requests.

COMPLAINT PROCEDURES

FIRST LINE OF RESOLUTION PROCESS

1. Community Transportation Coordinator (CTC) representative receives verbal or written complaint from customer within 90 calendar days of incident.

2. CTC representative documents complaint and works to resolve complaint within 15 business days.
3. If unable to resolve within 15 business days, CTC extends for an additional 10 business days. The CTC provides notice to customer of extension and the reasons for the extension.
4. Once complaint is resolved, CTC provides written notification of the resolution to customer within 5 business days. Include the following in written notice:
 - The action the CTC has taken or intends to take.
 - The reasons for this action.
 - Notice of right to file a grievance through Grievance Committee.
 - Information on the CTD Ombudsman Program.
5. CTC forwards copy of the notification of the resolution to Chairperson of the Local Coordinating Board (LCB) and the MPO Administrator.

GRIEVANCE PROCEDURES

SECOND LINE OF RESOLUTION PROCESS

1. CTC receives verbal or written grievance within 1 year of incident.
2. CTC forwards copy of grievance to Chairperson of the LCB and the MPO Administrator. Upon receipt of the grievance, the CTC will have up to 10 business days to schedule the initial Grievance Committee meeting. The meeting must be held within 15 business days of the initial filing of the grievance. Further meetings may be held at the discretion of the Committee.
3. The CTC will provide all relevant documents to the Grievance Committee at least 3 business days prior to the meeting(s). At least 3 Committee members must be present during the meeting.
4. If unable to resolve within 90 calendar days, the Grievance Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.
5. Once grievance is resolved, CTC provides written notification of the resolution to customer within 30 calendar days. Include the following in the written notice:
 - The action the CTC has taken or intends to take.
 - The reasons for this action.
 - Notice of right to file an appeal.
 - The procedures for exercising these rights.

- The circumstances for which an expedited appeal is available and the procedures to request it.
- Notice of right to have benefits continue pending resolution of the appeal, how to request exercise this right, and the circumstances under which the customer would be required to pay the costs of these services.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the Florida Commission for the Transportation Disadvantaged (CTD) upon request.

APPEAL PROCEDURES

THIRD LINE OF RESOLUTION PROCESS

1. The CTC receives verbal or written appeal within 30 calendar days of the customer's receipt of notice of action. If request is made verbally, CTC notifies customer within 10 business days of need to file written request. The CTC acknowledges the receipt of the appeal in writing.
2. The CTC forwards a copy of the appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. Upon receipt of the appeal, the CTC will have up to 10 business days to schedule the initial Appeal Committee meeting. The meeting must be held within 15 business days of the initial filing of the appeal. Further meetings may be held at the discretion of the Committee.
3. The CTC will provide all relevant documents to the Appeal Committee at least three 3 business days prior to the meeting(s). At least three 3 Committee members must be present during the meeting.
4. If unable to resolve within 45 calendar days, the Appeal Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.
5. Once the appeal is resolved, CTC provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:
 - The action the CTC has taken or intends to take.
 - The reasons for this action.
 - Notice of the right to file a grievance with the CTD.
 - The procedures for exercising these rights.
 - Information on the CTD Ombudsman Program.

6. The CTC forwards a copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

EXPEDITED APPEAL PROCEDURES

1. The CTC receives verbal or written request for an expedited appeal within 30 calendar days of the customer’s receipt of notice of action. The request must be based on conditions which would seriously jeopardize the customer’s life, health, or ability to attain, maintain or regain maximum function.

2. The CTC must notify the customer of the limited time available to provide allegations of fact or law. The CTC acknowledges the receipt of the appeal in writing.

3. The CTC forwards a copy of the request for an expedited appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. The CTC will have up to 72 hours (3 calendar days) to schedule an Appeal Committee meeting, review relevant evidence, and to resolve the Expedited Appeal.

5. Once the appeal is resolved, the CTC makes reasonable efforts to provide immediate verbal notification to the customer of the resolution. The CTC also provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of the right to file a grievance with the CTD.
- The procedures for exercising these rights.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

ADOPTED THIS 4th DAY OF MARCH 2024

MARTIN COUNTY LOCAL COORDINATING BOARD for the
TRANSPORTATION DISADVANTAGED

Attest: _____
Anthony O’Neill-Butler, Administrative Assistant

Susan Gibbs Thomas, Local Coordinating Board Chair