

**CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)**

Minutes of a regular meeting held on May 11, 2017 at the East Port Environmental Campus,
Training Room B, 25550 Harbor View Road, Port Charlotte, Florida 33980

MEMBERS PRESENT

Commissioner Ken Doherty, *Charlotte County Commissioner, (LCB Chair)*
Alan Skavroneck, *Local Private for Profit Transportation Industry Representative (LCB Vice Chair)*
Mike Mansfield, *Economically Disadvantaged Representative*
Cindy Montgomery, *Regional Workforce Development*
Dottie Fulton, *Citizen Advocate-User*
Cherrelle Rogers, *Department of Children & Families*
Debra Stephens, *FDOT, District One Modal Development Office*
Joseph Sabatino, *Citizen Advocate*
M. Suzanne Roberts, *Virginia B. Andes Volunteer Community Clinic (Medical Community Representative)*
Joseph Martinez, *Agency for Health Care Administration (AHCA)*
Shelby Yelvington, *Area Agency on Aging-Florida Department of Elderly Affairs*
David Wilson, *Disabled Representative*

ABSENT MEMBERS

Jill Mead, *Public Education-School Transportation-excused*
Bruce Emmerton, *Division of Blind Services*
Angela Hemstreet, *Children-at-Risk Representative*
Larry Brown, *Veterans Affairs-excused*

STAFF

Bob Herrington, *MPO Director*
Wendy Scott, *MPO Planner*
Gene Klara, *MPO Planner*

OTHERS IN ATTENDANCE

Rick Kolar, *Fleet and Transit Division Manager (CTC)*
Michelle Edwards, *Transit Division*
Andrea McDonough, *Transit Division*
Pamela Kirchner, *Fiscal Services Manager*
Zinnia Vargas, *Fiscal Services*

1. Call to Order & Roll Call

Chair Ken Doherty called the meeting to order at 10:00 a.m. He asked that each person state his/her name, and whom they represent.

2. **Pledge of Allegiance**

The Pledge of Allegiance was recited by those in attendance.

3. **Public Comments on Agenda Items**

There were no public comments.

4. **Consent Agenda:**

A. Approval of Minutes: January 12, 2017 Meeting

B. Federal Transit Administration (FTA) Section 5395(d) Grant Application (FY 2017/2018)

David Wilson made a motion to approve the Consent Agenda that included the Minutes from the January 12, 2017 meeting and the Federal Transit Administration (FTA) Section 5305 (d) Grant Application (FY 2017/2018). Alan Skavroneck seconded the motion, and it carried unanimously.

5. **Transportation Disadvantaged Trust Fund (TDSP) Trip and Equipment Grant**

Wendy Scott noted that each year a portion of the State Transportation Disadvantaged Trust Fund (TDTF) is allocated to each Community Transportation Coordinator (CTC) to provide trips and equipment for non-sponsored TD service. She noted that the CTC could receive, subject to final State legislative approval, approximately \$382,095 from this funding. Ms. Scott also noted that this year's voluntary \$1.00 contribution when citizens renew their vehicle registrations totaled \$31.00 for use in FY 2017-18.

6. **FY 2016/2017-FY 2020/2021 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan (TDSP/CPT-HSTP) Amendment/Rate Model Calculations**

MPO and County staff members reviewed draft amendment pages for the 2016/2017-FY 2020/2021 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan, including the rate model calculations. Revisions noted by Wendy Scott included the additions of C.A.R.E. (Center for Abuse & Rape Emergencies) as a coordinated provider, and the new Englewood Bi-County bus routes 16 and 26 provided by Sarasota County Area Transit (SCAT).

Staff members also described the Transit Division's new Eligibility Guidelines, No-Show Policy and Transportation Disadvantaged Application Form that now will be required of all individuals seeking to become eligible as a Transportation Disadvantaged rider. The applicants will be required to verify either their age (60 or older), their recognized disability/mobility status or their overall household income to be eligible. Recertification of rider eligibility will be required every three years.

Overall members were very supportive of these guidelines, with FDOT's Debi Stephens suggesting that these guidelines and application be made available to neighbor Florida

CTCs as a guide in meeting the Commission for the Transportation Disadvantaged eligibility requirements.

Zinnia Vargas of Charlotte County Fiscal Services discussed the FY 2018 Rate Model Calculations. She noted that the rate per passenger trip (non-subsidized) was calculated as \$17.00 per trip. Alan Skavroneck noted that there was an increase of nearly 460,000 passenger miles from the previous year. He focused his issue on the calculated average passenger trip length measured in miles for FY 2017, noting that a higher average trip length was calculated in FY 2017 than the raw data seemed to indicate. Rick Kolar acknowledged this issue, and Chair Ken Doherty suggested that the data used for the Rate Model calculation for FY 2017 be reviewed and if warranted, should be corrected in the final document.

Alan Skavroneck made a motion to approve the FY 2016/2017-FY 2020/2021 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan (TDSP/CPT-HSTP) Amendment/Rate Model Calculations. Debi Stephens seconded the motion. LCB members unanimously approved the FY 2016/2017-FY 2020/2021 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan (TDSP/CPT-HSTP) Amendment/Rate Model Calculations allowing staff to review and make minor changes to the final document. The Motion included amendment of both the Prioritization Policy and the No-Show Policy (located in the Appendices).

7. Community Transportation Coordinator (CTC) Evaluation

Wendy Scott described the findings of the annual Community Transportation Coordinator (CTC) Evaluation conducted on February 1 and the week of February 24-28, 2017. She reviewed the two ride-along trips conducted by MPO staff on February 24, 2017, noting that one inspection revealed a missing posting of contact information for the Florida Commission for the Transportation Disadvantaged (CTD) Ombudsman assistance line. An issue related to some mold and mildew found on the ceiling near the air conditioner unit of one of the buses was noted and has now been rectified. Surveys of riders contacted by MPO staff indicated that overall riders are very appreciative and thankful of the opportunities TD services provide with a remark by one rider that “The bus is like gold to me”. The survey of riders did indicate an area of concern as it relates to occasional long wait times experienced by riders scheduling rides via telephone. Rick Kolar noted that riders may request a call back from dispatchers. David Wilson observed that in some instances, call backs could approach up to 1.5 hours, which could be a hardship to riders. Rick Kolar noted that the current phone transit dispatch system has only 20 lines, with peak phone activity experienced on Monday mornings. Chair Ken Doherty suggested that senior County staff brief him on the matter and propose solutions.

Mike Mansfield made a motion to approve the 2017 annual Community Transportation Coordinator Evaluation. Alan Skavroneck seconded the motion. The motion carried unanimously.

8. Quarterly Report

Rick Kolar stated that TD ridership had decreased in February and March 2017. At the same time, the general public transportation had experienced an increase in ridership. He suggested that this decrease may be partially attributed to some TD riders using public transportation due to the County's new application process for TD services which includes increased documentation requirements.

Suzanne Roberts noted that Try Transit Week (held from April 17-21, 2017) resulted in many residents being made aware of the County's transit services. She stated that the efforts of volunteers of the Community Health Improvement Partnership's (CHIP) Subcommittee on Access to Health Care helped to make this event a success.

Mr. Kolar stated that C.A.R.E. is now a new coordinated provider beginning in February 2017. He noted that unmet trips have been reduced during the reporting period and attributed this decrease to an additional 5 to 6 buses now being utilized with the total buses in service being between 24 and 25 vehicles. Mr. Kolar described an increase in the total number of complaints in the quarter with long phone wait times attributed to this increase. He also noted that some additional complaints related to time slot availability are due to the increased number of ride requests coming from the West County area.

9. Public Comments

There were no Public Comments

10. Staff Comments

Wendy Scott noted the recent passing of former LCB Veterans Services Representative Dave Rockow. She also mentioned that long serving LCB Elderly Interests Representative Naomi Manning has resigned and is now residing near relatives out-of-state.

Ms. Scott mentioned that she will attend the annual Transportation Disadvantaged Training Workshop and CTD Business Meeting to be held in Orlando on August 29-31, 2017.

Ms. Scott stated that effective April 2017, Sarasota County Area Transit (SCAT) has begun cross county bus service in the areas of Englewood Beach and the Englewood Hospital (Routes 16 and 26).

Ms. Scott mentioned that a TD Trip and Equipment Grant Allocation Formula Study has provided three new funding options. She stated that at this time, it is unclear if the Legislature will approve these findings, but she noted that under all three funding options Charlotte County would see funding increases.

Gene Klara discussed a research effort conducted by the Maxwell School of Citizenship and Public Affairs at Syracuse University. He stated that current research indicates that individuals with cognitive and reduced mental capacity are more likely than individuals who have physical ailments to use paratransit services. He stated that research indicated that communities with higher poverty rates generate less demand for paratransit services, and that there is little correlation between those individuals who use fixed route services and those who prefer paratransit services. Mr. Klara also noted that this research confirms that the greater reliability and level of service that a CTC can attain positively correlates with an increase in rider demand and usage.

Bob Herrington greeted Ms. Dottie Fulton as the new Citizen Advocate-User Representative and welcomed her participation at LCB meetings.

11. Member Comments

Dottie Fulton thanked MPO staff for the orientation she attended and stated that she looked forward to working with LCB members and staff.

David Wilson asked if dispatchers could use their names to aid riders when they phone Transit to schedule trips or receive a call back. He mentioned that the Transit staff should evaluate telephone menu options regarding holding in que or when requesting a cancellation. He noted that while transit reservations can be made up to 4 pm on weekdays, on occasion, reservation calls requested near close of business go unanswered. Mr. Wilson also suggested that drivers should consider not updating their Route Match data input while attempting to operate the bus. He requested that FDOT consider using audible signals to ease the pedestrian crossing of US 41 at Gardner Drive for the visually impaired, as occasionally the visual signs are covered due to nearby construction activity. Debi Stephens agreed to follow up on this issue.

Joseph Martinez asked that Wendy Scott provide a report at the September 7, 2017 LCB Meeting regarding the events of the annual TD Workshop and CTD Business Meeting scheduled for late August 2017.

Debi Stevens noted that the processing of several annual FTA Grants is delayed. She stated that she will provide the information as soon as possible.

Suzanne Roberts again thanked all who participated in April's Try Transit Week and looked forward to another successful event in 2018.

12. Adjournment (Next Meeting – September 7, 2017)

Chair Doherty stated that the next LCB Meeting is scheduled for September 7, 2017 and adjourned the meeting at 11:28 a.m.