

**LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED
OF THE
COLLIER METROPOLITAN PLANNING ORGANIZATION
3299 TAMiami TRAIL EAST, BLDG. F, 5TH FLOOR
May 1, 2019 Meeting Minutes
2:30P.M.**

1. Call to Order

A. Roll Call

Commissioner Fiala called the meeting to order at 2:38 p.m.

Ms. Otero called roll and confirmed that a quorum was present.

B. Pledge of Allegiance

Commissioner Fiala led the Pledge of Allegiance.

LCB MEMBERS PRESENT

Commissioner Donna Fiala, Board of County Commissioners (BCC), Chairwoman
Susan Corris, Southwest Florida Regional Workforce Development Board
Sherry Brenner, Disabled
Irene Johnson, Veteran Services
Harold Kurzman, Elderly, Vice-Chairman
Maribel Perez, Agency for Health Care Administration
Emely Kafle, Children at Risk
Pa Houa Lee-Yang, Florida Association for Community Action
Dale Hanson, FDOT

LCB MEMBERS ABSENT

Felix Soto, Florida Department of Children and Families
Rebecca MacKenzie, Area Agency on Aging
Robert Richards, Department of Education/Vocational Rehab Services
David Ogilvie, Public Education
Birgitta Grasser, Citizens Advocate/Non-user
Dylan Vogel, Citizens Advocate/User

MPO STAFF

Brandy Otero, Principal Planner
Karen Intriago, Administrative Assistant

OTHERS PRESENT

Omar DeLeon, PTNE
Braian Morales, MV
Dale Hanson, FDOT
Mari Maldonado, MV Transit
Michelle Arnold, PTNE

2. Open to the Public for Comments on Items Not on the Agenda

None.

3. Approval of Agenda

Ms. Johnson moved to approve the Agenda. Second by Ms. Corris. Motion carried unanimously.

4. Approval of Meeting Minutes

A. March 13, 2019 Public Workshop Meeting Minutes

Mr. Kurzman stated that he is noted as not present at the Public Workshop, but he was in attendance.

Ms. Johnson moved to approve the March 13, 2019 Public Workshop Meeting Minutes with the changes noted. Second by Ms. Corris. Motion carried unanimously.

B. March 13, 2019 Regular Meeting Minutes

Mr. Kurzman moved to approve the March 13, 2019 Regular Meeting Minutes. Second by Ms. Lee-Yang. Motion carried unanimously.

5. Board Action

A. Review and approval of a Grievance Policy

Ms. Otero stated that on an annual basis the Local Coordinating Board (LCB) must review and update the Grievance Procedures. In the past, the LCB has been adopting Collier Area Paratransit (CAT) grievance procedures. TD Commission staff reviewed the grievance procedures and recommend that the LCB adopt their own unique grievance procedures. TD staff suggested that paratransit riders should have a direct interaction with the LCB; staff has updated the grievance procedures to reflect their recommendations. MPO staff reviewed the TD Commission local grievance guidelines to determine what is required. The TD Commission guidelines are included in the agenda packet as well as the current Grievance policy. The proposed Grievance policy is included as attachment 3. One of the items to be discussed is whether to appoint an LCB sub-committee to hear grievances. If appointed, the subcommittee should be at least three members. The LCB can choose to have riders meet with the sub-committee to discuss grievances or to meet with the entire LCB. Staff has simplified the process of a service complaint by having the customer contact CAT's office if they are unable to resolve the grievance the customer can request to have their grievance come towards the Grievance Committee. Ms. Otero noted that there is a difference between a service compliant and a formal grievance compliant, each one should be handled as defined in the guidelines.

A discussion arose among committee members about including ADA policies in the grievance policy. Ms. Otero noted that she would get in contact with the County's Attorney about the possibility of amending the TD policy.

Mr. De Leon noted that CAT's administrative staff is responsible in providing each passenger with the appropriate policy information.

Ms. Brenner expressed her concern about making a call-in regard to a reservation and having to leave a voicemail to CAT and not receiving a call back and questioned if there could be a rule set in place to have CAT staff attended to those messages by end of day. **Mr. Morales** noted that if the call is not placed to the main reservation number the message may be left in a personal voicemail. The quickest way to receive a return call is to call the main number which is 252-

7272. **Mr. Omar** stated that PTNE staff is working on leaving a message on everyone's voicemail to state the correct phone number to place a reservation or make a correction.

The committee suggested that the PTNE Director's contact information be added to Step 1 of the grievance policy. Ms. Otero asked for volunteers for the subcommittee. Ms. Kafle, Ms. Johnson and Mr. Kurzman volunteered to serve on the subcommittee.

Ms. Kafle moved to approve the Grievance Policy. Second by Ms. Johnson. Motion carried unanimously.

Ms. Johnson made a motion to appoint Ms. Kafle, Ms. Johnson and Mr. Kurzman or their alternates as a subcommittee for the grievance policy. Second by Ms. Kafle. Motion carried unanimously.

B. Endorsement of the Transportation Disadvantaged (TD) Planning Grant Application and Resolution

Ms. Otero noted that this grant funds staff time for the LCB. The TD Commission has indicated that the process will be back to normal this year and has asked the TD Planners to file a regular application this year. The amount allocated in FY19/20 is \$27,016. These funds will be used as defined in the UPWP.

Ms. Johnson moved to endorse the Transportation Disadvantaged (TD) Planning Grant Application and Resolution. Second by Ms. Corris. Motion carried unanimously.

C. Review and Endorsement of the 2019/20 Shirley Conroy Grant Application

Mr. De Leon Recommendation to authorize the Chairman of the Local Coordinating Board (LCB) to execute the attached Shirley Conroy Rural Area Capital Equipment Support Grant, in the amount of \$79,118. This grant is used to help provide rural transportation in Collier County and is made available each year through an application process administered by the Florida Commission for the Transportation Disadvantaged (FCTD).

Ms. Brenner asked if PTNE staff reaches out to riders to receive input about what is suitable for each specific rider. **Mr. De Leon** noted that PTNE utilizes FDOT's contract to purchase vehicles which states that the vendors must reach certain requirements for ADA and size of the vehicle. **Ms. Arnold** noted that the state reaches out to different agencies for any recommendations.

Dr. Kebhinwq . Kurzman substanealy moved to endorse the 2019/20 Shirley Conroy Grant Application. Second by Ms. Brenner. Motion carried unanimously.

6. Reports and Presentations

A. CTC Quarterly Report

Mr. De Leon highlighted that paratransit service is experiencing growth month to month this has made an impact on on-time performance, PTNE staff will present to the Board ways that they plan on enhancing the productivity as well as reliability.

Commissioner Fiala questioned if there is a reason for no shows increasing. **Mr. De Leon** noted that staff is documenting when the driver arrives, and the passenger is not ready, this allows staff to confirm the no shows for return trips.

B. FDOT Report

Ms. Hanson reported that the FTA section 5310, 5311, and 5339 application have been received and has released the FFY 2019 apportionments. Noted that there is a Statewide Professional Development Workshop in Tampa, June 3rd through the 5th.

7. Other Business

None.

8. Distribution Items

None.

9. Board Member Comments

None.

10. Next Meeting Date

Sept. 4, 2019

Ms. Arnold requested that the Board have an additional in June to review Collier Area Transit connect service scheduling performance improvement process. **Ms. Otero** noted that she would work with staff to arrange an additional meeting.

11. Adjournment

With no further comments Commissioner Fiala adjourned the meeting at approximately 3:38 p.m.