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September 9, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Levy County Transportation Disadvantaged Coordinating Board will hold a business meeting **Thursday, September 16, 2021 at 10:00 a.m.** in the **Clerk Conference Room in the Levy County Clerk of Court Office located at 355 South Court Street in Bronson, Florida.** The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Please note that Board members may participate (and vote), via communications media technology, however, **six (6)** Board members must be present to establish a physical quorum to vote on agenda items that require formal action.

- Per the updated Centers for Disease Control and Prevention guidelines, to maximize protection from the COVID-19 Delta variant and prevent possibly spreading it to others: Wear a mask indoors in public if you are in an area of substantial or high transmission.
- Wearing a mask is most important if you have a weakened immune system or if, because of your age or an underlying medical condition, you are at increased risk for severe disease, or if someone in your household has a weakened immune system, is at increased risk for severe disease, or is unvaccinated. If this applies to you or your household, you might choose to wear a mask regardless of the level of transmission in your area.
- You should continue to wear a mask where required by laws, rules, regulations, or local guidance.

Attached is the meeting agenda and supporting materials. If you have any questions concerning the meeting, please do not hesitate to contact me at 1-800-226-0690 extension 110.

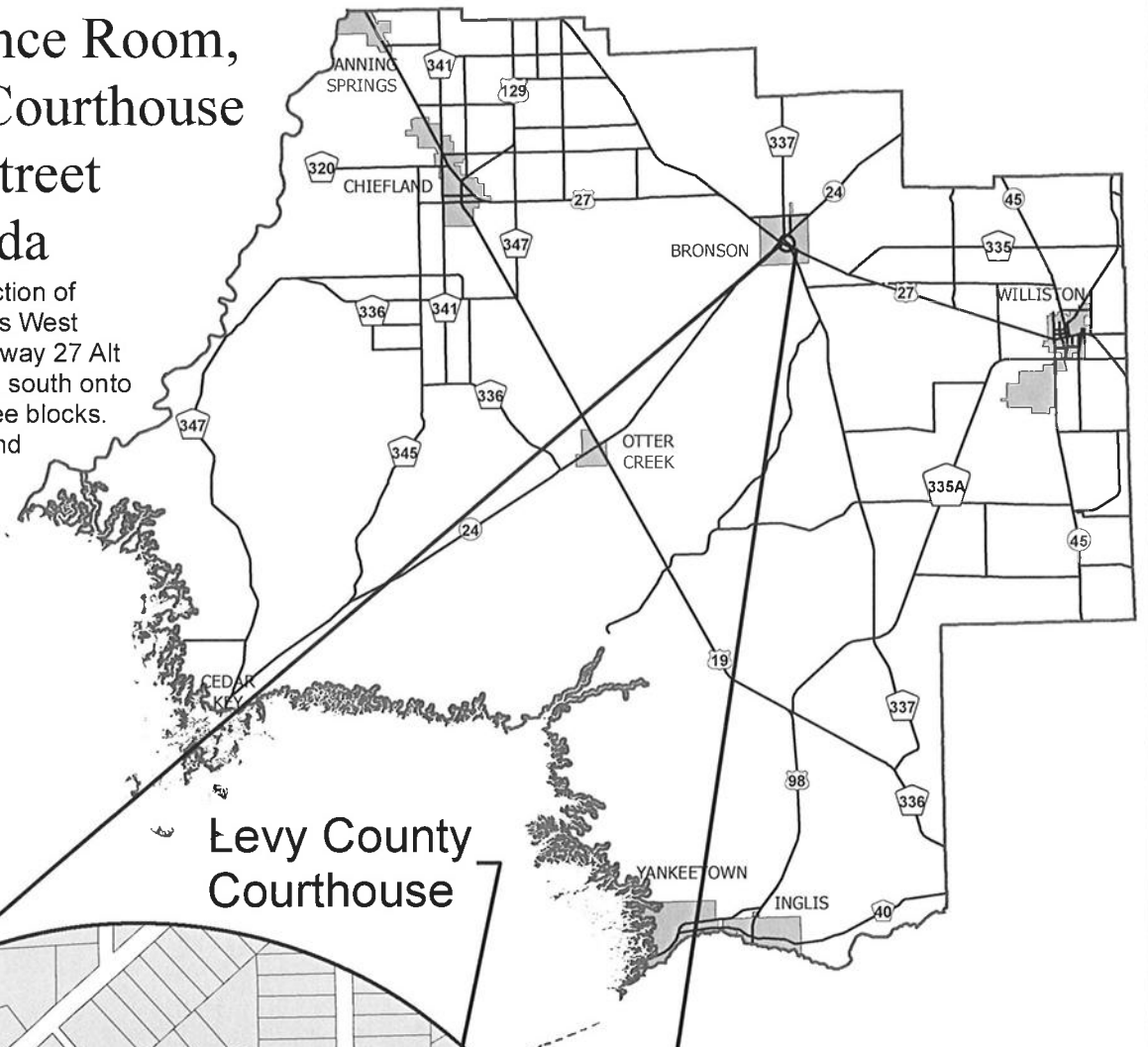
Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this public meeting is asked to advise our office at least **2 business days** before the meeting by contacting 352.955.2200 extension 110. If you are hearing or speech impaired, please contact our office using the Florida Relay Service, 1.800.955.8771 (TDD) or 1.800.955.8770 (Voice).

Attachments

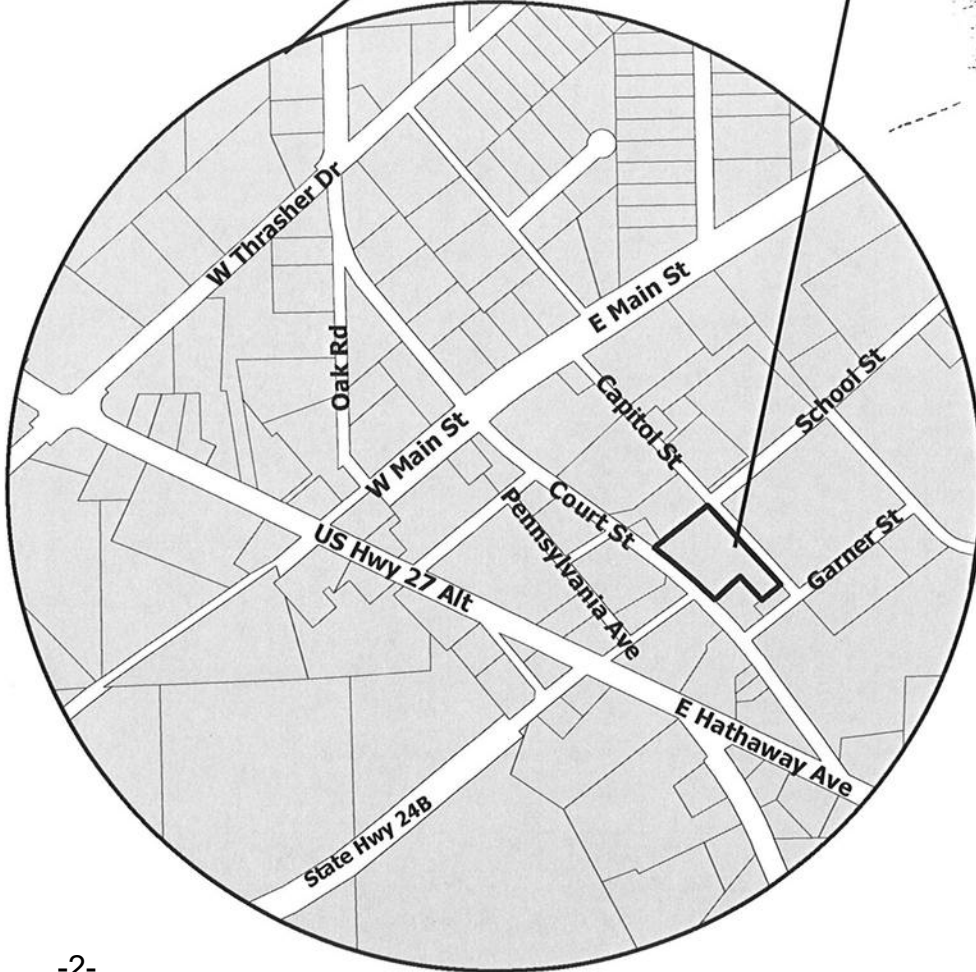
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Levy County Clerk of Court Office
 Clerk Conference Room,
 Levy County Courthouse
 355 S. Court Street
 Bronson, Florida

Directions: From the intersection of State Road 24 (also known as West Thrasher Drive) and US Highway 27 Alt in the Town of Bronson, head south onto US Highway 27 Alt about three blocks. Turn left onto Court Street, and the Levy County Courthouse will be on the right.



Levy County
 Courthouse



1 inch = 667 feet





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**LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

Levy County Clerk of Court Office
Clerk Conference Room
355 South Court Street
Bronson, Florida

Thursday
September 16, 2021
10:00 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Invocation

B. Pledge of Allegiance

C. Roll Call

D. Approval of the Meeting Agenda

ACTION REQUIRED

E. Approval of the April 15, 2021 Minutes

Page 7

ACTION REQUIRED

II. NEW BUSINESS

A. Levy County Transit

Page 11

ACTION REQUIRED

Fiscal Year 2021/22 Service Rates

The Board needs to approve Levy County Transit's Fiscal Year 2021/22 Service Rates

B. Bylaws

Page 17

ACTION REQUIRED

The Board needs to approve the Bylaws

C. Grievance Procedures

Page 37

ACTION REQUIRED

The Board needs to approve the Grievance Procedures

D. Elect Vice-Chair

Page 55

ACTION REQUIRED

The Board needs to elect a Vice-Chair

- E. Appoint Grievance Committee Members Page 57 ACTION REQUIRED**

The Chair needs to appoint three Board members to the Grievance Committee

- F. Levy County Transit Operations Reports Page 59 NO ACTION REQUIRED**

III. OTHER BUSINESS

Comments

IV. FUTURE MEETING DATES

- A. November 18, 2021 at 10:00 a.m.**
- C. January 13, 2022 at 10:00 a.m.**
- D. April 14, 2022 at 10:00 a.m.**
- E. September 15, 2022 at 10:00 a.m.**

* Please note that this is a tentative meeting schedule, all dates and times are subject to change.

If you have any questions concerning the meeting agenda, please do not hesitate to contact me at 1-800-226-0690, extension 110.

**LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner John Meeks Local Elected Official/Chair	Not applicable
Christina Nalsen Florida Department of Transportation	Lauren Adams Florida Department of Transportation
John Wisker Florida Department of Children and Families	Amy Burton Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education	Peter Shepis Florida Department of Education
Matthew Pearson Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Larry Trowbridge Regional Workforce Board	Cindy LeCouris Regional Workforce Board
Tiffany McKenzie Central Florida Community Action Agency, Inc. Term ending June 30, 2023	Charles J. Harris, Jr. Central Florida Community Action Agency, Inc. Term ending June 30, 2023
Gary Masters Public Education Community Grievance Committee Member	Joseph Wain Public Education Community
Robert E. Lowyns Veterans Grievance Committee Member Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2024	Vacant Citizen Advocate Term ending June 30, 2024
Tammy Jean Ippolito Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2024
Vacant Persons with Disabilities Term ending June 30, 2024	Vacant Persons with Disabilities Term ending June 30, 2024
Vacant Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Vacant Medical Community Term ending June 30, 2022	Vacant Medical Community Term ending June 30, 2022
Sandra Woodard Children at Risk Term ending June 30, 2022	Brooke Ward Children at Risk Term ending June 30, 2022
Vacant Private Transit Term ending June 30, 2022	Vacant Private Transit Term ending June 30, 2022

Note: Unless specified, members and alternates serve at the pleasure of the North Central Florida Regional Planning Council.

**LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

Board of County Commissioners' Meeting Room
310 School Street
Bronson, Florida
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

Thursday
April 15, 2021
10:02 a.m.

VOTING MEMBERS PRESENT IN PERSON

Commissioner John Meeks, Chair
Sandra Collins, Florida Department of Transportation Representative
Larry Trowbridge, Regional Workforce Board Representative
Robert E. Lowyns, Veterans Representative
Tiffany McKenzie, Central Florida Community Action Agency, Inc. Representative
Sandra Woodard, Children at Risk Representative

VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS TECHNOLOGY

Jeff Aboumrad, Florida Department of Education Representative
Sheryl Stanford, Florida Agency for Persons with Disabilities Representative
Matthew Pearson, Florida Department of Elder Affairs Representative
John Wisker, Florida Department of Children and Families Representative

VOTING MEMBERS ABSENT

Renate M. Cannon, Citizen Advocate, Vice-Chair
Tammy Ippolito, Citizen Advocate – User
Gary Masters, Public Education Representative
Dewece Ogden, Florida Agency for Health Care Administration Representative

OTHERS PRESENT

Connie Conley, Levy County Transit

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Chair Meeks called the meeting to order at 10:05 a.m. He stated that a physical quorum was not present, therefore, the Board cannot take official action on any agenda items.

A. Invocation

Ms. Connie Conley, Levy County Transit Director, gave the invocation.

B. Pledge of Allegiance

Chair Meeks led the Board in reciting the Pledge of Allegiance.

Chair Meeks stated that the Board will discuss the agenda items that do not require action until a physical quorum is present.

II. C. Levy County Transit Operations Reports

Ms. Conley discussed the Levy County Transit operations reports.

Chair Meeks asked staff to conduct a roll call attendance.

C. Roll Call

The roll was called by Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, and, a quorum was declared present.

D. Approval of the Meeting Agenda

ACTION: Larry Trowbridge moved to approve the meeting agenda with the addition of allowing Board members participating via communications media technology to vote on agenda items that require formal action. Sandra Collins seconded; motion passed unanimously.

E. Voting Via Telecommunications Media Technology

ACTION: Tiffany McKenzie moved to allow Board members participating via communications media technology to vote on agenda items that require formal action due to the extraordinary circumstances related to the COVID-19 pandemic. Sandra Collins seconded; motion passed unanimously.

F. Public Comments

There were no public comments.

G. Approval of the March 18, 2021 Meeting Minutes

ACTION: Robert Lowyns moved to approve the March 18, 2021 meeting minutes. Larry Trowbridge seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2020/25 Levy County Transportation Disadvantaged Service Plan Annual Update

Ms. Godfrey stated that Chapter 427, Florida Statutes requires Levy County Transit to prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the Board's approval. She reviewed the draft plan with the Board.

ACTION: Robert Lowyns moved to approve the 2020/25 Levy County Transportation Disadvantaged Service Plan Annual Update. Larry Trowbridge seconded; motion passed unanimously.

B. 2021/22 Rural Area Capital Assistance Grant Application

The Board reviewed Levy County Transit's 2021/22 Rural Area Capital Assistance Grant application.

ACTION: Tiffany McKenzie moved to approve Levy County Transit's 2021/22 Rural Area Capital Assistance Grant application. Robert Lowyns seconded; motion passed unanimously.

III. OTHER BUSINESS

A. Comments

Commissioner Meeks stated that the Florida Legislature has been reducing funding for transportation projects during the 2021 Legislative Session. He encouraged everyone to support continued funding for the Transportation Disadvantaged Program. He also stated that Ms. Renate Cannon was re-elected Vice-Chair at the last meeting, however, she does not wish to serve as Vice-Chair for another term. He asked staff to place the election of Vice-Chair on the next meeting agenda.

IV. FUTURE MEETING DATES

Chair Meeks stated that the next meeting of the Board is scheduled for Thursday, September 16, 2021 at 10:00 a.m. He thanked all of the Board members for attending the meeting.

ADJOURNMENT

The meeting was adjourned at 11:35 a.m.

Chair

Date



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September 9, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Fiscal Year 2021/22 Transportation Disadvantaged Program Rate Calculation Model and Service Rates

STAFF RECOMMENDATION

Approve Levy County Transit's Fiscal Year 2021/22 Transportation Disadvantaged Program Rate Calculation Model and Service Rates.

BACKGROUND

The Transportation Disadvantaged Program Trip and Equipment Grant Agreement must include the service rates charged for Transportation Disadvantaged Program sponsored trips. The Transportation Disadvantaged Program Rate Calculation Model must be completed and submitted to the Florida Commission for the Transportation Disadvantaged to support the proposed service rates. The Transportation Disadvantaged Program Rate Calculation Model is required to be reviewed and approved by the local Transportation Disadvantaged Coordinating Board.

Attached are Levy County Transit's Fiscal Year 2021/22 Transportation Disadvantaged Program Rate Calculation Model worksheets and service rates. If you have any questions concerning the attached materials, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Levy\Memos\ratecalcmod.docx



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Levy County Transit
Service Rate Effective Date	7/1/2021

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$2.14
* Wheel Chair	Passenger Mile	\$3.66
* Stretcher	Passenger Mile	Enter \$ Per Unit
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
Suwannee River Economic Council	Passenger Trip	\$17.57
Levy ARC/Medwaiver Program	Passenger Trip (individual)	\$12.24
Levy ARC/Medwaiver Program	Passenger Trip (group)	\$12.24
Levy ARC/Medwaiver Program	Passenger Trip (wheelchair/group)	\$27.70

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

Local Non-Govt						
Farebox	\$ 19,340	\$ 12,500	\$ 12,500	-35.4%	0.0%	Other - these are revenues received for private pay transportation. These trips do not qualify under the TD guidelines.
Medicaid Co-Pay Received	\$ -					
Donations/ Contributions	\$ -					
In-Kind, Contributed Services	\$ -					
Other	\$ 45,464	\$ 45,000	\$ 45,000	-1.0%	0.0%	
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CID						
Non-Spons. Trip Program	\$ 366,992	\$ 459,821	\$ 395,127	25.3%	-14.1%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 17,560	\$ 82,746	\$ -	371.2%	-100.0%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						Other DOT - 5339 Capital 5311 - CARES Act funding at 100% overall operating expense 2020 2021 - Did not apply for 5339 grant.
49 USC 5310						
49 USC 5311 (Operating)	\$ 469,939	\$ 645,164	\$ 272,800	37.3%	-57.7%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 81,454	\$ -	\$ -	-100.0%		
Bus Pass Program Revenue						

DOEA						
Older Americans Act	\$ 8,890	\$ -	\$ -	-100.0%		Transportation services have not been reinstated by SREC. Unaware if these services will return.
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						
APD						
Office of Disability Determination						Transportation services to Levy ARC for APD
Developmental Services						
Other APD (specify in explanation)	\$ 45,626	\$ 79,000	\$ 79,000	73.1%	0.0%	
Bus Pass Program Revenue						
Other Fed or State						
	5339	\$ 81,454			-100.0%	
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						Interest and Misc Revenue
Interest & Misc Revenues	\$ 241	\$ -	\$ -	-100.0%		
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By -						
		None	None			
Total Revenues =	\$1,136,959	\$1,324,231	\$804,427	16.5%	-39.3%	

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

Operating Expenditures

Labor	\$ 392,870	\$ 467,985	\$ 380,000	19.1%	-18.8%
Fringe Benefits	\$ 207,007	\$ 424,600	\$ 210,000	105.1%	-50.5%
Services	\$ 26,975	\$ 49,500	\$ 49,500	83.5%	0.0%
Materials and Supplies	\$ 113,359	\$ 280,346	\$ 154,227	147.3%	-45.0%
Utilities	\$ 5,541	\$ 5,500	\$ 5,500	-0.7%	0.0%
Casualty and Liability	\$ -	\$ -	\$ -		
Taxes	\$ -	\$ -	\$ -		

Purchased Transportation:

Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services					
Other					
Miscellaneous	\$ 5,969	\$ 4,800	\$ 5,200	-19.6%	8.3%
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 99,014	\$ 91,500		-7.6%	-100.0%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR GAIN

	\$266,224				
Total Expenditures =	\$850,735	\$1,324,231	\$804,427	55.7%	-39.3%

RATES FOR FY: 2021 - 2022

	Ambul	Chkr	Stretcher Leave Blank	Group Leave Blank
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	342,748	295,251	47,495	0
Rate per Passenger Mile =	\$2.14	\$3.66	\$0.00	\$0.00
			per passenger	per group



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Levy County Transit
Service Rate Effective Date	7/1/2020

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$1.58
* Wheel Chair	Passenger Mile	\$2.72
* Stretcher	Passenger Mile	Enter \$ Per Unit
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
Suwannee River Economic Council	Passenger Trip	\$17.57
Levy ARC/Medwaiver Program	Passenger Trip (individual)	\$12.24
Levy ARC/Medwaiver Program	Passenger Trip (group)	\$12.24
Levy ARC/Medwaiver Program	Passenger Trip (wheelchair/group)	\$27.70
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure.	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
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Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit

*** Ambulatory, Wheel Chair and Stretcher** must all use the same Unit of Measure either **Trip or Passenger Mile**;
Cannot mix, all must be the same regardless of Transportation Mode.



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September 9, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Levy County Transportation Disadvantaged Coordinating Board Bylaws

RECOMMENDATION

Approve the Board’s Bylaws.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Bylaws annually. Attached are the Board’s Bylaws for review and approval.

If you have any questions concerning the Bylaws, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Levy\Memos\bylaws.docx

Bylaws

September 16, 2021

Levy County Transportation Disadvantaged Coordinating Board



Levy County Transportation Disadvantaged Coordinating Board

Bylaws

Approved by the
Levy County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000

John Meeks, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

September 16, 2021

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Table of Contents

Chapter I: Levy County Transportation Disadvantaged Coordinating Board Bylaws..... 1

- A. Preamble 1
- B. Agency Description 1
- C. Definitions 1
- D. Name and Purpose 2
- E. Membership 2
- F. Officers..... 4
- G. Meetings..... 5
- H. Administration 8
- I. Duties..... 8
- J. Committees..... 9
- K. Amendments..... 10
- L. Certification 10

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Chapter I: Levy County Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the Levy County Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements governing the coordination of transportation services provided to the transportation disadvantaged.

B. Agency Description

The Levy County Transportation Disadvantaged Coordinating Board is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means 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 handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means 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 designated official planning agency in areas covered by such organizations.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Name and Purpose

- (1) The name of the Coordinating Board shall be the Levy County Transportation Disadvantaged Coordinating Board, hereinafter referred to as the Board.
- (2) According to Rule 41-2.012, Florida Administrative Code, the purpose of the Board is to identify local service needs and to provide information, advice and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged population within the designated service area through the Florida Coordinated Transportation System. In general, the Board is considered an advisory body (Section 427.0157, Florida Statutes).

E. Membership

- (1) **Voting Members.** In accordance with Section 427.0157, Florida Statutes, all voting members of the Board shall be appointed by the Designated Official Planning Agency. The Designated Official Planning Agency for Levy County is the North Central Florida Regional Planning Council.

In accordance with Rule 41-2.012(3), Florida Administrative Code, the following agencies and groups shall be represented on the Coordinating Board as voting members.

- (a) An elected official from the service area which the Board serves shall be appointed to the Board.

- (b) A local representative of the Florida Department of Transportation;
- (c) A local representative of the Florida Department of Children and Family Services;
- (d) 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;
- (e) 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;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) 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;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) 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 shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) 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 department or other home and community based services, etc.

- (r) A local representative of the Florida Agency for Persons with Disabilities.
- (s) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board.

It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.

- (2) **Alternate Members.** The North Central Florida Regional Planning Council may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair and state agency representatives, 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. The Chair shall serve until elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. There are no limits to the number of terms served by any member of the Board.
- 4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any member who fails to attend three (3) consecutive meetings. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged of any state agency voting member or his/her alternate failing to attend three (3) consecutive meetings.
- (5) **Non-Voting Members.** The North Central Florida Regional Planning Council may appoint non-voting members to the Board. It shall consider appointing one or more representatives from transportation boards or communities existing in the county as non-voting members of the Board.

F. Officers

Officers of the Board shall include a Chair, Alternate Chair and a Vice-Chair.

- (1) Chair. The North Central Florida Regional Planning Council shall appoint an official Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). For a multi-county Board, the Chair shall be from one of the counties in the designated service area. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. The Chair shall preside at all meetings.
- (2) Alternate Chair. The North Central Florida Regional Planning Council shall appoint an alternate Chair. The alternate Chair shall be an elected official from the designated service area that the Board serves. The alternate Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. In the event of the Chair's absence, the alternate Chair shall assume the duties of the Chair and conduct the meeting.
- (3) Vice-Chair. The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chair (41-2.012(2) Florida Administrative Code). The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the first meeting after their election. For a multi-county Board, an elected official not serving as the Chair shall serve as Vice-Chair. In the event of the Chair and alternate Chair's absence, the Vice-Chair shall assume the duties of the Chair and conduct the meeting. The Vice-Chair may serve more than one term.

G. Meetings

- (1) Regular Meetings. The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. Business meetings of the Board may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order except when they conflict with these by-laws of Commission guidelines.
- (2) Emergency Meetings. The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by 1/3 of the Board's voting membership.

North Central Florida Regional Planning Council staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

- (3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (4) Public Workshop. The Board shall hold a public workshop annually. Public workshops may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair.

- (5) Notice of Regular and Special Meetings. All meetings, public workshops, committee meetings, etc. shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting. Meeting notices shall include the date, time and location, general nature/subject of the meeting a contact person and phone number to call for additional information and to request accessible meeting material formats.

Notices and tentative agendas shall be provided to the Florida Commission for the Transportation Disadvantaged, Board members and other interested parties at least two weeks prior to each Board meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.

- (6) Quorum. At all meetings of the Board, the presence in person of 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:
- a) Cancel and reschedule the meeting; or
 - b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

Board members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on agenda items that require formal action.

- (7) Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.
- (8) Voting Conflicts. In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."

- (9) Proxy Voting. Proxy voting is not permitted.
- (10) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (11) Attendance. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The North Central Florida Regional Planning Council must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.
- (12) Public Comment. Members of the public shall be given a reasonable opportunity to be heard on a proposition before the Board. The opportunity to be heard need not occur at the same meeting at which the Board takes official action on the proposition if the opportunity occurs at a meeting that is during the decision making process and is within reasonable proximity in time before the meeting at which the Board takes the official action. This provision does not prohibit the Board from maintaining orderly conduct or proper decorum in a public meeting. The opportunity for members of the public to be heard is subject to policies adopted by the Board as provided herein.

Policies of the Board which govern the opportunity for members of the public to be heard at public meetings are, as follows:

- (a) The Board shall include an item on the agenda of public meetings for public comment offering members of the public and representatives of groups or factions an opportunity to comment or to be heard on any matter pertinent to the Board not included as an agenda item at such public meeting. Such comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.
- (b) Members of the public shall be allowed to address the Board or any committee of the Board following the making of a motion that has been properly seconded concerning a proposition before the Board or any committee of the Board. Such comments shall be directed to the Chair.
- (c) The Board may, at its discretion, require representatives of groups or factions on a proposition to address the Board or any committee of the Board, rather than allowing all members of such groups or factions to address the Board or any committee of the Board, at meetings in which a large number of individuals wish to be heard.
- (d) All comments made by Board members, Board staff, guests and members of the public during any public meeting of the Board shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:
 - 1. We will be respectful of one another even when we disagree;
 - 2. We will direct all comments to the issues; and
 - 3. We will avoid personal attacks.

H. Administration

- (1) **Staff Support.** The North Central Florida Regional Planning Council shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets and other necessary administrative duties as required by the Board within the limits of the resources available.

North Central Florida Regional Planning Council staff will assist the Chair with the preparation, duplication, and distribution of all materials necessary for Board meetings. Also, staff is responsible for preparing official minutes for each Board meeting.

- (2) **Minutes.** The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Board meeting regardless of the presence of a quorum. The minutes shall be prepared in a reasonable time following the meeting and shall include an attendance roster indicating what agency, organization or position each member represents and reflect a summary of official actions taken by the Board. Meeting minutes shall be provided at the next regularly scheduled Board meeting for approval.

I. Duties

- (1) **Board Duties.** The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
 - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.
 - (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.
 - (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.
 - (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.

- (e) Review coordination strategies for service provision to the transportation disadvantaged in the 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 multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
- (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- (g) Assist the Community Transportation Coordinator in establishing eligibility guidelines and trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
- (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
- (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.
- (j) Annually hold a public workshop for the purpose of receiving input regarding unmet transportation needs or any other areas that relate to the local transportation services provided under Florida's Transportation Disadvantaged Program in Levy County.
- (k) Annually review the Annual Operations Report.
- (l) Assist the Community Transportation Coordinator in the establishment of trip priorities with regard to the recipients of Transportation Disadvantaged Program services purchased with Transportation Disadvantaged Trust Fund moneys.

J. Committees

- (1) Grievance Committee. The Chair subject to approval by the Board shall appoint a Grievance Committee to process and investigate complaints from agencies, users, transportation operators and potential users of the system in the designated service area. The Grievance Committee shall make recommendations to the Board or to the Florida Commission for the Transportation Disadvantaged for improvement of service.

The Board shall establish a process and procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. 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 Florida Commission for the Transportation Disadvantaged's Transportation Disadvantaged Helpline service when local resolution has not occurred.

When requested, all materials shall be made available in accessible format. Members appointed to the Grievance Committee shall be voting members of the Board. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse himself or herself from hearing the grievance.

- (2) Evaluation Committee. The Chair subject to approval by the Board shall appoint an Evaluation Committee to review the Community Transportation Coordinator's annual performance evaluation. The Committee shall convene at least annually.
- (3) Additional committees may be appointed by the Chair, subject to approval by the Board, as necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures.

K. Communication With Other Agencies and Entities

The North Central Florida Regional Planning Council authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its responsibilities in accordance with Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code.

L. Amendments

These Bylaws may be amended by a majority vote of members present at regular meetings.

M. Certification

The undersigned hereby certifies that he/she is the Chair of the Levy County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Levy County Transportation Disadvantaged Coordinating Board the 16th day of September 2021.

John Meeks, Chair
Levy County Transportation Disadvantaged Coordinating Board

Levy County Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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**Levy County
Transportation Disadvantaged Coordinating Board**

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September 9, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Levy County Transportation Disadvantaged Coordinating Board Grievance Procedures

RECOMMENDATION

Approve the Board’s Grievance Procedures.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Grievance Procedures annually. Attached are the Board’s Grievance Procedures for review and approval.

If you have any questions concerning the Grievance Procedures, please contact me at extension 110.

Attachment

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Grievance Procedures

September 16, 2021

Levy County
Transportation Disadvantaged Coordinating Board



Levy County Transportation Disadvantaged Coordinating Board

Grievance Procedures

Approved by the

Levy County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000

John Meeks, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

September 16, 2021

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Table of Contents

Chapter I: Levy County Transportation Disadvantaged Coordinating Board.....	1
Grievance Procedures	1
A. Preamble	1
B. Agency Description	1
C. Definitions	1
D. Purpose	2
E. Membership	3
F. Officers.....	3
G. Meetings.....	3
H. Administration	4
I. Duties.....	5
J. Procedures.....	5
K. Appeals	6
L. Suspension Reconsideration	7
M. Prohibition Against Retaliation	8
N. Alternative Recourse	8
O. Certification	8

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Chapter I: Levy County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Levy County Transportation Disadvantaged Coordinating Board to address grievances from agencies, users, potential users, sub-contractors, and other interested parties concerning Florida's Coordinated Transportation System.

B. Agency Description

The Levy County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means 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 handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means 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 designated official planning agency in areas covered by such organizations.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida's Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Grievance means a written complaint to document any concerns regarding the operation or administration of services provided by Florida's Coordinated Transportation System by the Community Transportation Coordinator, subcontracted transportation operators, the Designated Official Planning Agency, or the Board. A grievance may also be a service complaint that has been left unresolved for more than 45 days.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Service complaint means routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. All service complaints shall be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Board.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Purpose

- (1) The Board shall appoint a Grievance Committee to serve as a mediator to process, and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Board for the improvement of service.
- (2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

- (3) The Grievance Committee and the Board shall have the authority to hear and advise on grievances. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance. Chapter 427, Florida Statutes grants no adjudicative powers to anyone.

E. Membership

- (1) The Chair, subject to approval by the Board, shall appoint three (3) voting members and two (2) alternate members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the counties in the service area.
- (2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

- (1) The Grievance Committee shall elect a Chair and Vice-Chair.

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill its responsibilities. Meetings may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. The Grievance Committee may meet following Board meetings to hear complaints and grievances. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation Disadvantaged, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

- (5) **Voting Conflicts.** In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."

In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse himself or herself from hearing the grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

- (6) **Parliamentary Procedures.** The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.
- (7) **Public Comment.** Public comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

Members of the public shall be allowed to address the Committee following the making of a motion that has been properly seconded concerning a proposition before the Committee. Such comments shall be directed to the Chair.

All comments made by Committee members, Committee staff, guests and members of the public during any public meeting of the Grievance Committee shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:

1. We will be respectful of one another even when we disagree;
2. We will direct all comments to the issues; and
3. We will avoid personal attacks.

H. Administration

- (1) **Staff Support.** The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.
- (2) **Minutes.** The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

The Grievance Committee shall make recommendations to the Board, the Community Transportation Coordinator, and/or to the Florida Commission for the Transportation Disadvantaged for improvement of service.

J. Procedures

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.
- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) The Community Transportation Coordinator also has a process for addressing service complaints and grievances. Service complaints shall be submitted to the Community Transportation Coordinator for resolution prior to being brought to the Board's Grievance Committee.
- (4) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Levy County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (5) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (6) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (7) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.

- (8) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (9) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (10) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (11) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (12) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.
- (13) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (14) Any party may request a follow-up meeting of the Grievance Committee if one is needed to ensure a fair and complete hearing of a grievance. If a follow-up meeting is requested, it shall be scheduled before the meeting is adjourned. Follow-up meetings will be noticed in the same manner as regular Grievance Committee meetings.
- (15) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (16) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.
- (17) Utilization of the Board's Grievance Procedures does not preclude individuals from utilizing other processes and forums to pursue their grievances as appropriate.

K. Appeals

- (1) Appeals of recommendations by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:

Levy County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension of service by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.

- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The suspended rider will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended rider requesting the reconsideration.

M. Prohibition Against Retaliation

The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

N. Alternative Recourse

Apart from these grievance processes, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes, administrative hearings process or the judicial court system.

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Levy County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Levy County Transportation Disadvantaged Coordinating Board the 16th day of September 2021.

John Meeks, Chair
Levy County Transportation Disadvantaged Coordinating Board

Levy County Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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**Levy County
Transportation Disadvantaged Coordinating Board**

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September 9, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Elect Vice-Chair

RECOMMENDATION

Elect a new Vice-Chair.

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

If you have any questions concerning this matter, please contact me at extension 110.

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September 9, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Appoint Grievance Committee Members

RECOMMENDATION

The Chair needs to appoint three (3) Board members to the Grievance Committee.

BACKGROUND

Chapter I.E. of the Board's Grievance Procedures requires the Chair to appoint five (5) voting members to the Grievance Committee. The following Board members serve on the Grievance Committee:

- Robert Lowyns, Veterans Representative
- Gary Masters, Public Education Representative

Currently, there are three (3) vacancies on the Grievance Committee. Therefore, the Chair needs to appoint three (3) Board members to this Committee.

Please do not hesitate to contact me if you have any questions concerning this matter.

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September 9, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Levy County Transit Operations Reports

RECOMMENDATION

No action required. This agenda item is for information only.

BACKGROUND

Attached are the following reports for the Board's review:

1. April - June 2021 Operations Report;
2. April - June 2021 Complaint/Commendation Report; and
3. April - June 2021 Trip Denial Report.

If you have any questions regarding the attached reports, please do not hesitate to contact me.

Attachments

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**QUARTERLY OPERATING REPORT
LEVY COUNTY TRANSIT
LEVY COUNTY
APRIL - JUNE 2021**

OPERATING DATA	LEVY COUNTY TRANSIT
NUMBER OF INVOICED TRIPS	5,498
Florida Commission for the Transportation Disadvantaged	1,428
Florida Managed Medical Assistance Program	0
Florida Department of Elder Affairs	0
Levy County ARC	1,214
Other	2,856
TOTAL VEHICLE MILES	71,649
TOTAL REVENUE VEHICLE MILES	61,769
TOTAL VEHICLE HOURS	2,961
TOTAL DOLLARS INVOICED	\$107,029.10
Florida Commission for the Transportation Disadvantaged	\$81,188.90
Florida Managed Medical Assistance Program	\$0.00
Florida Department of Elder Affairs	\$0.00
Levy County ARC	\$17,756.20
Other (Private Pay and Schools)	\$8,084.00
AVERAGE COST PER TRIP	\$19.47
Florida Commission for the Transportation Disadvantaged	\$56.85
Florida Managed Medical Assistance Program	\$0.00
Florida Department of Elder Affairs	\$0.00
Levy County ARC	\$14.63
Other	\$2.83
AVERAGE COST PER VEHICLE MILE	\$1.49
AVERAGE COST PER REVENUE VEHICLE MILE	\$1.73
AVERAGE COST PER VEHICLE HOUR	\$36.15
TRIP PURPOSE*	
Medical	1,626
Employment	6
Education/Training	3,383
Shopping	228
Meal Site	0
Recreation	41
Other (Social, Legal, Escorts)	214
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	5,498
PERCENT OF SINGLE PASSENGER TRIPS	100%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	7
AVERAGE NUMBER OF TRIPS PER VEHICLE	785
AVERAGE MILES PER TRIP	13
NUMBER OF ROADCALLS	1
MILES BETWEEN ROADCALLS	71,649

Source: Levy County Transit

**QUARTERLY OPERATING REPORT
LEVY COUNTY TRANSIT
LEVY COUNTY
APRIL - JUNE 2020**

OPERATING DATA	LEVY COUNTY TRANSIT
NUMBER OF INVOICED TRIPS	2,025
Florida Commission for the Transportation Disadvantaged	1,667
Florida Managed Medical Assistance Program	0
Florida Department of Elder Affairs	0
Levy County ARC	0
Other	358
TOTAL VEHICLE MILES	55,747
TOTAL REVENUE VEHICLE MILES	46,381
TOTAL VEHICLE HOURS	2,304
TOTAL DOLLARS INVOICED	\$82,791.76
Florida Commission for the Transportation Disadvantaged	\$82,736.76
Florida Managed Medical Assistance Program	\$0.00
Florida Department of Elder Affairs	\$0.00
Levy County ARC	\$0.00
Other (Hospital Discharge)	\$55.00
AVERAGE COST PER TRIP	\$40.88
Florida Commission for the Transportation Disadvantaged	\$49.63
Florida Managed Medical Assistance Program	\$0.00
Florida Department of Elder Affairs	#DIV/0!
Levy County ARC	#DIV/0!
Other	\$0.15
AVERAGE COST PER VEHICLE MILE	\$1.49
AVERAGE COST PER REVENUE VEHICLE MILE	\$1.79
AVERAGE COST PER VEHICLE HOUR	\$35.93
TRIP PURPOSE*	
Medical	1,669
Employment	0
Education/Training	0
Shopping	165
Meal Site	0
Recreation	
Other (Social, Legal, Escorts)	191
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	2,025
PERCENT OF SINGLE PASSENGER TRIPS	100%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	8
AVERAGE NUMBER OF TRIPS PER VEHICLE	253
AVERAGE MILES PER TRIP	28
NUMBER OF ROADCALLS	0
MILES BETWEEN ROADCALLS	0

**LEVY COUNTY
SERVICE COMPLAINTS/COMMENDATIONS
APRIL - JUNE 2021**

TYPE OF COMPLAINT	TOTAL	Resolved
Vehicle Condition	0	-
Driver's Behavior	0	-
Client Behavior	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Service Denial	0	-
Other	0	-
TOTAL	0	0
COMMENDATIONS	1	-

Source: Levy County Transit

**LEVY COUNTY
UNMET TRANSPORTATION NEEDS
APRIL - JUNE 2021**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Out of Service Area Trip	0
Insufficient Advance Notice	0
After Hours Trip Request	0
Weekend Trip Request	0
Other (Non-medical-overbooked)	0
TOTALS	0

Source: Levy County Transit

ATTENDANCE RECORD

LEVY COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	6/18/2020	9/17/2020	3/18/2021	4/15/2021
Chair	Commissioner John Meeks			P	P
Florida Department of Transportation Alternate Member	Vacant Lauren Adams	A	P	A	A
Florida Department of Children and Families Alternate Member	John Wisker Amy Burton	P A	P A	P A	P A
Florida Department of Education Alternate Member	Jeff Aboumrad Peter Shepis	P A	A A	A A	P A
Florida Department of Elder Affairs Alternate Member	Matthew Pearson Vacant	P	A	P	P
Florida Agency for Health Care Administration Alternate Member	Deweese Ogden Vacant	P	P	P	A
Florida Agency for Persons with Disabilities Alternate Member	Sheryl Dick-Stanford Sylvia Bamburg		A	A P	P A
Regional Workforce Board Alternate Member	Larry Trowbridge Cindy LeCouris	P	P	P	P A
Central Florida Community Action Agency Alternate Member	Tiffany McKenzie Charles J. Harris, Jr.	P A	P A	P A	P A
Public Education Community Alternate Member	Gary Masters Joseph Wain	A P	A A	P A	A A
Veterans Alternate Member	Robert E. Lowyns Vacant	A	A	P	P
Citizen Advocate Alternate Member	Vacant Vacant				
Citizen Advocate-User Alternate Member	Tammy Jean Ippolito Vacant	A	A	A	A
Persons with Disabilities Alternate Member	Vacant Vacant				
Elderly Alternate Member	Vacant Vacant				
Local Medical Community Alternate Member	Vacant Vacant				
Children at Risk Alternate Member	Sandra Woodard Brooke Ward	P A	P A	P A	P A
Private Transit Alternate Member	Vacant Vacant				

LEGEND KEY: P-Present A-Absent

ATTENDANCE POLICY: According to Section G (10) of the Bylaws: "The North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings."

