

**CITRUS COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD
REGULAR MEETING MINUTES
April 2, 2015**

**The Citrus County Transportation Board met on Thursday, April 2, 2015 at 10:30AM. at
the Citrus County Transit Center, 1300 S Lecanto Hwy, Lecanto, FL. 34460**

A. CALL TO ORDER

The meeting was called to order at 10:30am by Commissioner Joe Meek.

B. OATH OF OFFICE

Oath of Office administered by Becky Ear to the following: Joe Meek, Ginger West, Samuel Dininno and Melinda Jordan.

C. ROLL CALL

Welcome Commissioner Joe Meek to our TD Board as new Chairman.

Board Members Present:

Joe Meek	Chairman
Ginger West	Citrus County Resource Center
Stephen Brown	Disabled Citizen
Casey Ladd	Mid-Florida Area Agency on Aging-Elder Options
Melinda Jordan	Vocational Rehabilitation Services, Department of Education
Nancy Blythe	
Robert Telese	Citizen Advocate / System User
Kelly Kell	CC Department of Community Services, Court Alternatives Supervisor
Samuel Dininno	Military Veterans

Board Member(s) Absent:

Dominic Christofaro	Elder Citizens Representative
Robert Krokker	Vice Chairperson, Blind America, Citizens Advocate
Shannon Heathcock	Dash Transport
Donna Moran	Local Medical Community Representative
Brenda Chrisman	CareerSource Citrus Levy Marion
Andrew Singer	Agency for Health Care Administration
Tracy Tronco	FDOT

D. OPEN TO THE PUBLIC

Commissioner Meek invited the public to speak. No one came forward to address the Board.

E. REGULAR BUSINESS

E1. Approval of Minutes of November 13, 2014 TD Meeting.

Motion by Robert Telese, seconded by Melinda Jordan, to approve the minutes from the November 13, 2014 TD Meeting.

Motion carries unanimously.

E2. TD Board Membership Updates / BOCC Approvals

Items provided as information. No comment was made.

E3. Quarterly Statistics / Quarterly Activities Report

Mr. Frye referred to a hand out of the last quarter statistics of 2014, October, November and December, pointing out that we have started our first successful month issuing the Orange Line Passes to people qualifying for Transportation Disadvantaged, 60 years of age and older, the Veterans and people with disabilities. We have had an unduplicated ridership of almost 200 people using the passes the first month. Transportation Disadvantage pays us \$35 per month per pass. This is our first month and we project \$7,000 in income from Transportation Disadvantaged. If this continues, an annual rate would be approximately \$84,000 of Transportation Disadvantaged funding that we are able to capture now that we were not in the past. Commissioner Meek comment that is fantastic.

E4. Contractor Payments

Ms. Janet Huntsman said up through December 31, 2014 we had a contractor, Nature Coast EMS. They were doing Medicaid transportation for us. The contract expired December 31, 2014. This will be the final time we will go over the contractor payments, and as you can see from the handout, we paid them on time. This is informational only.

E5. Appoint a Grievance Committee

Becky Ear, Board Secretary, read over the Board members in positions to be appointed to the Grievance Committee. The following 4 Board members volunteered to serve on the Grievance Committee; Robert Telese, Melinda Jordan, Kelly Kell and Ginger West.

Motion by Stephen Brown, seconded by Nancy Blythe, to approve the Grievance Committee consisting of Robert Telese, Melinda Jordan, Kelly Kell and Ginger West.

Motion carries unanimously.

E6. Review of Internal Cash Handling

Janet Huntsman explained how we handle any cash coming into the office. Mr. Frye said since we have gone to the Orange Line pass the amount of cash we deal with directly has decreased.

E7. Citrus Transit Update and Review / PowerPoint

Mr. Frye gave the following presentation thanking new Board members and present Board members for their service.

Citrus County Transit Center



Citrus County Transit is the Community Transportation Coordinator (CTC) for Citrus County which presently includes Citrus County Transit and the Key Training Center.

Awards

- Outstanding Rural Community Transportation Coordinator
 - ✓ 2010-2011
 - ✓ 2013-2014

Services Provided

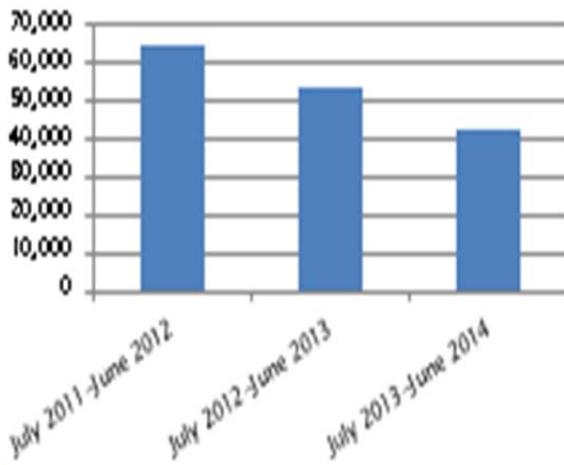
- Door to Door Paratransit Service
- Deviated Fixed Route/Orange Line
- ESFI-Evacuation
- VA-Gainesville



Door to Door Paratransit Trips for the Last 3 Years

	July 2011-June 2012	July 2012-June 2013	July 2013-June 2014
Total Number of Trips	64,587	53,913	42,763
Cost Per Paratransit Trip	\$27.14	\$85.78	\$41.68

Total Number of Trips



Cost Per Paratransit Trip



Orange Line Trips

	July 2012-June 2018	July 2018-June 2014
Cost per Deviated Fixed Route Trip	\$7.64	\$8.06
Number of Trips	28,114	51,415

Cost per Deviated Fixed Route Trip



Number of Trips



Orange Line Trips

	2012-2018 Cost Per Trip	2018-2014 Cost Per Trip
Inverness Route	8.62	6.51
Beverly Hills Route	7.87	6.75
Crystal River Route	18.47	8.92
Homosassa Route	26.76	12.11
Saturday Service - May 10, 2014 to Present		12.27

Mr. Frye said our cost per trip on Saturday service is \$12.45. That's a very high number. Somewhere along the line we will be asked to trim services and do something to bring our budget in line. One of the things that are being considered is the cutting of Saturday service. It is something that will have a lot of discussion with our BOCC.

Mr. Frye concluded his presentation stating this was to inform the Board of trends, costs and things that are on the horizon.

E8. Home Pick up for Gainesville VA

Mr. Frye said as part of Community Support Services we try very hard to give excellent customer service in every circumstance, therefore we have put ourselves in a bit of a dilemma as far as our home pick up's going to Gainesville.

When we originally started, we would have several places in the county where people would meet, like the DAV Van; we would pick them up at those places and go to Gainesville. We have wheelchair accessibility, the Gainesville vans do not. It is something important to get people with special needs to Gainesville. People with special needs and transportation challenged, can't always get to those stops. When we have people that live over here on Hwy 44, that's no problem, were going right by, but if that person moves to Old Homosassa now we have something different to deal with because it is a little more remote. As our advisory Board, I just wanted to put this out there for the Board to consider if we should we continue our home pick up at no charge or should we try to move people back to where the stops are. Ms. Ginger West asked if we are having a lot of people who could get to the stop not going to the stop and asking to be picked up at home. Mr. Frye said if we went with strictly a physical limitations thing, the answer would be yes. A lot of people who are not physically limited do not have access to get to a stop. We pick up people very early and try to get them to Gainesville at least by 10am. The dilemma we sometimes run into operationally, we spend as much time and miles within the county, loading our passengers, as what it takes to go to Gainesville. We have a beautiful county, it's very remote and people live in different areas. It is possible to have a passenger that lives in Chassahowitzka and one that lives on Trails End in Floral City, and that's becoming the norm. The people who live in Inverness don't like all the sight-seeing on the way to Gainesville, so we do have some disgruntled people on occasion. Whether we do anything with this or we don't, I do want the Board to be aware of some of the inconsistencies that we have made for ourselves.

E9. Procedure for Para Transit No Shows

Mr. Frye said we have a no show policy right now in which we don't collect anything the first time it happens, but the second and so on, we charge \$5. We have never suspended anyone because of no shows; but we have to run an efficient organization so we are going to be somewhat assertive in collecting the no show fees from here on.

E10. Passenger Requests

Mr. Frye said this is a handout; when we get information from people who would like to see new services I try to print out the emails and share it with our Board.

Mr. Robert Telese said he is hearing complaints from passengers that we completely shut down for holidays and there is absolutely no service. Could we

possibly consider running skeleton crews on those days so passengers have transportation rather than be completely shut out? Mr. Frye said that would be for the Board to decide. We are a county organization and we go under the county guidelines with our structure. It is overtime opportunity, the costs would be greatly increased, and that doesn't mean though that it can't happen. I would be happy to sit with you and define the word skeleton, and put a cost factor on it, and come back to the Board at the next meeting for further discussion.

E11. Coordination Agreement with The Centers

Motion by Kelly Kell, seconded by Robert Telese, to approve and recommend that the Coordination/Operator Contract with The Centers be sent to the Citrus County Board of County Commissioners for approval and execution.

Motion carries unanimously.

E12. Newspaper Articles and Miscellaneous

Mr. Frye said these are for informational purposes only.

E13. Updated ByLaws and Grievance Procedures

Ms. Janet Huntsman said towards the end of last year, after the November 2014 meeting, the Board voted to approve the ByLaws and Grievance Procedures and send them to the BOCC for their approval; the county attorney kicked them back. We had to change some of the wording; therefore we are here again with the updated ByLaws and Grievance Procedures for approval.

Motion by Nancy Blythe, seconded by Melinda Jordan, to approve the updated ByLaws and Grievance Procedures and send them to the Citrus County Board of County Commissioners for their approval.

Motion carries unanimously.

E14. Citrus County Transit Manuals

Ms. Janet Huntsman said we have to update all our Manuals on an annual basis. At this meeting we provide you with a copy of the manuals on an electronic disk. We ask that you read them. If you have any questions, give us a call. At the next meeting we are going incorporate the changes and give you a strike-through copy. You'll read it again and call again with any questions. Then at the third meeting in August we will present you with the updated manuals for your approval. Commissioner Meek said there is plenty of opportunity to look at them.

E15. CTD Calculation Model

Ms. Huntsman said once a year Transportation Disadvantaged asks us to complete the rate calculation model. They don't use all revenues and expenditures, they pick and choose what they want to use and we have done it this year. We ask that you approve and authorize us to send it to TD Commission for their approval.

***Motion by Nancy Blythe, seconded by Robert Telese, to approve and authorize staff to send the Transportation Disadvantaged Rate Calculation Model to the Commission for the Transportation Disadvantaged for their approval with the calculated rates to be included in the State Fiscal Year 16 Transportation Disadvantaged Trip and Equipment grant.
Motion carries unanimously.***

F. OTHER BUSINES BY BOARD MEMBERS

Mr. Frye introduced Theresa Flick from the Key Center.

Ms. Flick. Ms. Flick said she should be working closely with Mr. Frye and his staff in the coming months because the Federal Transit Authority (FTA) has imposed that everyone come to compliance with the transportation mandates. The Key Training Centers main mission is serving people with developmental disabilities in residential and meaningful day activities. Transportation is a sidebar to get them to the main mission. We have not been up to the standards that the Fed's would like us to be as far as policies, procedures, training and things like that so Mr. Frye and his staff have been gracious enough to offer us the opportunity to help bring us up to snuff so that we can continue to have the wonderful opportunity to apply for 5310 grants. We are very grateful that they are going to work with us.

Mr. Terry Gariety, Terri's Taxi, said it is disturbing that the Key Training Center should have to jump through loopholes to get funding when you see what's been happening in our industry the last few years. Speaking to Mr. Frye, and referring to the wheelchair accessible trip figures in the PowerPoint presentation, those numbers are going down on you because you have major national companies that are taking governmental funds and they are bridging it into a business and then subcontracting to guys like me. There are more out of town wheelchair accessible vans and trucks coming into our town and picking up our citizens and taking them to Gainesville.

Commissioner Meek said he would like to sit down with Mr. Gariety and Mr. Frye to discuss this further and see if there are more funds we can tap into.

Mr. Frye said Mr. Gariety brings up a good subject and this is part of being a CTC because when you include people within the community to do a trip more efficiently and give the passenger a longer day and different circumstances there is nothing but good that can come out of it including players within the county.

Mr. Frye said as we transition into 5307 funding and FTA regulations, some of the services that we were able to do in the past, we are not going to be able to do. Examples are running a shuttle for the Chamber of Commerce for the Manatee and Strawberry festivals and some of the work we've done for Fish and Wildlife. We were told by The Department of Transportation that if it's a shuttle and its open to the public you're permitted to do it. We've had further clarification through the FTA that that's considered a charter now and if that trip is presented to us we are supposed to shop it on the website and if they give you a price you have to take that price. If were doing it for \$50 and hour and they come in and say we want \$10,000 for the day money cannot be a factor if a private operator bids on that trip, we are not allowed to touch it. So it's going to change the atmosphere that we've operated in the past. We have to stay in compliance. When they say you can't do that trip, we are not going to jeopardize our future funding to do something that's been spelled out in black and white. We may hear in the future that Transit can't provide this and that and we will provide backup. An example would be if we stop Saturday service. Ms. Flick said that would be the same thing for his coordinated partners. We have to follow all the same rules and regulations as the CTC does.

Ms. Ginger West asked if the Cold Weather Shelter would be considered a charter. Mr. Frye said if we do not receive a fee for the service, it is not a charter.

Ms. Susan Parker said Saturday service is very important and it shouldn't be stopped.

Ms. Parker also said in regard to our stringent policy on Orange Line deviations needing to be booked prior, it's not clear on the recording how to do this in advance and people don't know how to use it.

Ms. Parker said there is not consistency in regards to Orange Line deviations with the drivers. Some of them are by the rules and very strict and other will pretty much take you wherever you want to go. We need consistency here.

Ms. Parker said there are a lot of complaints about the Holiday issue but as long as you run Saturdays that kind of makes up for it.

Mr. Robert Reiner stated he went to the BOCC and pushed for Saturday service and does not want to see it end.

G. UPCOMING MEETINGS

Commissioner Meek read over the upcoming meetings.

1. Regular Meeting: March 19, 2015, at 10:30 a.m., Citrus Transit Center Conference Room, 1300 S Lecanto Hwy, Lecanto, FL. 34461

2. Regular Meeting: May 21, 2015, at 10:30 a.m., Citrus Transit Center Conference Room, 1300 S Lecanto Hwy, Lecanto, FL. 34461
3. Annual Organizational Meeting for the purpose of electing a Vice Chairperson: August 20, 2015, 9:00a.m. – 9:30a.m., Citrus County Transit Center Conference Room
Annual Public Meeting: August 20, 2015, 9:30am – 10:30am, Citrus County Transit Center Conference Room.
Regular Meeting: August 20, 2015, 10:30am – approx. 12pm, Citrus County Transit Center Conference Room.
4. Regular Meeting: November 19, 2015, at 10:30a.m., Citrus Transit Center conference Room S Lecanto Hwy, Lecanto, FL. 34461

H. ADJOURNMENT

The meeting was adjourned at 11:45 AM.

NOTE: If any person decides to appeal any decision made by the Transportation Disadvantaged Coordinating Board with respect to any matter considered at this public meeting or hearing, he or she will need to ensure that a verbatim record of the proceedings is made which record shall include the testimony and evidence upon which the appeal is to be based. Any person requiring reasonable accommodation at this meeting because of a disability or physical impairment should contact the County Administrator's Office, 110 N. Apopka Ave, Inverness, FL 34450 (352) 341-6560, at least two days before the meeting. If you are hearing or speech impaired, use the TDD telephone (352) 341-6580.