

REGULAR ITEMS
(All Items Open for Public Comment)

1. Call to Order, Roll Call and Recognition of Quorum
2. **Approval of Minutes - October 21, 2024**
3. Approval of Agenda
4. Public Comments
Please submit to info@browardmpo.org at least 24 hours prior to the start of the meeting.

ACTION ITEMS

0. **MOTION TO ELECT LCB Vice Chair**
0. **MOTION TO SELECT LCB Members to Serve on the LCB Review Committee**

NON-ACTION ITEMS

0. **Paratransit Update and Transportation Disadvantaged Grant Tracking Report - Paul Strobis, BCT Paratransit Director**

ADMINISTRATIVE ITEMS

1. Member Comments

2. Monthly LCB Operating Reports - October through November 2024
3. Planning Related Grant Agreement Tasks Quarterly Progress Report
4. Attendance Roster - Members and Alternates

NEXT MEETING: Review Committee - April 21, 2025; Regular Business Meeting - May 19, 2025

***MOTION TO ADJOURN**

* Motion Requested

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Carl Ema, Title VI Coordinator at (954) 876-0033/0052 or emac@browardmpo.org (or via Florida Relay at 711) at least seven days prior to the meeting.

For complaints, questions or concerns about civil rights or non-discrimination please contact: Carl Ema, Title VI Coordinator at the numbers or e-mail above.



Metropolitan Planning Organization

Regular Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 01/27/2025

SUMMARY:

Approval of Minutes - October 21, 2024

Attachments

DRAFT Minutes - October 21, 2024

DRAFT
MEETING MINUTES
BROWARD METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED
Monday, October 21, 2024, 2:00 p.m.
100 West Cypress Creek Road, Suite 850
Fort Lauderdale, FL 33309

Members and Alternates Present

Modeline Acreus, Florida Department of Transportation
Barbara Bateman, Florida Department of Health
Hugh Chen, Private Transportation
Sue Gallagher, Children's Services Council
Jerome Hill, Local Medical Agency
Lori Mandke, Alternate, Florida Department of Elder Affairs
Natasha Parks, Alternate, Florida Department of Children and Families
Shatara Piedrasanta, Alternate, Community Action Agency
Nancy Scott, Alternate, Citizen Advocate / System User
Milory Senat, Disabled Community
Vera Sharitt, Persons Over 60
Lisa VanVoorhis, Citizen Advocate

Members and Alternates Absent

Chair Caryl Shuham, Commissioner of Hollywood
Vice Chair Charlotte Mather-Taylor, Florida Department of Elder Affairs
Torey Alston, Broward County School Board
Marielisa Amador, Alternate, Local Medical Agency
Sam Cox, Alternate, Persons Over 60
Maria Chiari, Florida Department of Children and Families
Vish Deonarine, Alternate, Career Source Broward
Marie Dorismond, Alternate, Florida Department of Transportation
Hazel Dumervil, Alternate, Private Transportation
Manny Fuentes, Alternate, Broward County Elderly and Veterans' Services Division
Alexis Harrison, Alternate, FDOE / Vocational Rehabilitation
Ruth Masters, Alternate, Broward County School Board
Jake McIntyre, Citizen Advocate / System User
Prudence Mollica, FDOE / Vocational Rehabilitation
Denise Payne, Alternate, Citizen Advocate
Michelle Ramirez, Career Source Broward
Reginald Shagoury, Alternate, Florida Department of Health
Pauline Spence, Alternate, Disabled Community
Owen Walker, Broward County Elderly and Veterans' Services Division
Shea Williams, Alternate, Children's Services Council

MPO Staff

Kerrie MacNeil

Rebecca Schultz

Also Present

Paul Strobis, Broward County Transit (BCT) Paratransit Manager

J. Opperee, Recording Secretary, Prototype, Inc.

REGULAR ITEMS

(All Items Open for Public Comment)

1. Call to Order, Roll Call and Recognition of Quorum

The meeting was called to order at 2:00 p.m. It was noted a quorum was present.

It was determined by unanimous voice vote that in the absence of the Chair and Vice Chair, Ms. Gallagher would serve as Acting Chair (A/Chair) for today's meeting.

2. Approval of Minutes – September 16, 2024

Motion made by Mr. Hill, seconded by Mr. Chen, to approve the minutes for September 16. In a voice vote, the **motion** passed unanimously.

3. Approval of Agenda

Motion made by Mr. Chen, seconded by Ms. Senat, to approve today's Agenda. In a voice vote, the **motion** passed unanimously.

4. Public Comments

None.

ACTION ITEMS

1. MOTION TO APPROVE the Fiscal Year (FY) 2023-2024 Annual Operating Report (AOR)

Motion made by Mr. Hill, seconded by Ms. Piedrasanta, to approve the fiscal year 2023-2024 Annual Operating Report.

Broward County Transit (BCT) Paratransit Manager Paul Strobis explained that BCT had submitted a draft Annual Operating Report (AOR) which was late due to its review by the Commission for the Transportation Disadvantaged (CTD) in Tallahassee. The

CTD emailed both Mr. Strobis and Rebecca Schultz of MPO Staff to inform them that the submission was accepted and the Board may officially vote to approve it.

In a roll call vote, the **motion** passed unanimously (12-0).

NON-ACTION ITEMS

1. Paratransit Update and Transportation Disadvantaged Grant Tracking Report – Paul Strobis, BCT Paratransit Manager

Mr. Strobis noted that the AOR reflects the first two months of the current grant cycle. There is significant growth in the Paratransit program on both the Transportation Disadvantaged (TD) side and the Americans with Disabilities Act (ADA)/Paratransit side.

The 2023-2024 Florida Public Transportation Association and CTD Annual Conference was held in September 2024. Mr. Strobis noted that the passing of Board member and former CTD member Bob Siedlecki was commemorated at the conference's banquet.

Mr. Strobis continued that BCT's fiscal year (FY) 2025 budget was approved by the Broward County Board of County Commissioners on September 27, 2024. The budget includes a \$7.2 million increase in the Paratransit operating budget to allow for continued growth in order to meet demand. The 2023-2024 fiscal year, which ended on September 30, reflected 15.6% growth over the previous year. BCT has exceeded its pre-COVID-19 ridership totals and is seeing an increase in the number of new applicants for Paratransit service.

BCT also received a TD trip and equipment grant, which brought its operating budget to nearly \$42 million. This grant constitutes roughly 18% of the total annual operating budget. Paratransit is responsible for 3% of BCT's annual ridership, which grew to over a million passenger trips for the first time in program history in FY 2023-2024.

The first 22 of 40 vehicles ordered have arrived in Broward County and are being prepped for service. The remaining 18 vehicles are expected by the second week of November 2024.

On September 15, 2024, Mr. Strobis participated in the annual White Cane Awareness Day in Broward County, which was sponsored by the Broward County Chapter of the National Federation of the Blind. The event raises awareness of the importance of pedestrian safety for individuals with visual impairments.

Also in September 2024, BCT kicked off its "Just Try It" marketing campaign to reeducate the public on the benefits of using public transit. After the Florida Panthers recently won the Stanley Cup, BCT operated special shuttles which allowed parade-goers to park in parking garages near Port Everglades and brought them into the

parade area. There was significant positive feedback on this service. BCT also operated shuttles to the stadium area during the Stanley Cup playoffs. He emphasized the importance of the campaign, particularly as gas prices remain high.

Mr. Strobis continued that BCT's PREMO Plan has achieved significant milestones. Commuter rail services are now brought to the FEC Railroad tracks on which Brightline operates. The PREMO Plan has also passed its National Environmental Protection Act (NEPA) studies and may begin applying for grants for the design of stations.

The first Bus Rapid Transit (BRT) corridor will run along Oakland Park Boulevard and is currently in the design phase. This includes a lane repurposing study, as BCT hopes to provide dedicated lanes for BRT throughout the corridor. This is on track for implementation in 2027.

The People Mover project is also underway. This service is intended to connect the Fort Lauderdale-Hollywood International Airport (FLL), Port Everglades, and the new Convention Center using an above-ground light rail connector system.

A/Chair Gallagher requested an update on the status of drivers. Mr. Chen, who serves as vice president of the company used for Paratransit services, replied that there are currently 459 drivers, as they had been aware of the 40 incoming vehicles and had prepared for them.

A/Chair Gallagher also asked if there are any plans affecting east-west service on the 595 corridor. Mr. Strobis stated that over 26 miles of rail service will be included in the PREMO Plan. BCT has purchased land between the Sawgrass Mills Mall and the stadium in order to create an intermodal transit hub which will include a light rail station in the future. The People Mover will also extend to the west to access this hub.

A/Chair Gallagher noted that the AOR documents over 100,000 passenger "no-shows," and asked if this was a typical amount. Mr. Strobis confirmed that this was not an unusual number, noting that some no-shows may occur because of last-minute changes. Paratransit decided against any policy which would penalize riders for no-shows. They also choose not to deny service if a rider cannot pay the fare. BCT also hopes to change their fare collection process, moving away from an on-vehicle process toward an account-based system.

Ms. Scott requested clarification of how Paratransit can be used for regional transportation. Mr. Strobis acknowledged that this can be difficult, although it is possible: the Transportation Options (TOPS) program extends into northern Miami-Dade County, where riders can then transfer to Miami-Dade Transit for the remainder of their trip. The process is the same to the north of BCT's service area, as BCT extends into Boca Raton and allows riders to transfer to Palm Tran Paratransit.

Mr. Strobis continued that ADA riders are permitted to transfer between these systems as visitors. TD riders, however, would need to determine whether or not they may qualify for ADA service. ADA riders may receive 21 days of visitor service within the year. Paratransit also assists in determining appropriate first mile/last mile service.

Ms. Scott asked how a rider might access these services. Mr. Strobis replied that the rider would need to contact his office, as well as the other system's service. Paratransit sends proof of eligibility to that entity so they can create an account that allows their service to be used. He emphasized that BCT takes this step on a daily basis.

Ms. VanVoorhis asked if a TOPS user living in Miami-Dade County but working in Broward County would have to pay their fare to both counties. Mr. Strobis confirmed this, noting that this is the same for users of fixed-route service in multiple counties.

2. Committee Members' Presentations

Ms. Senat, Community Liaison for the Agency for Persons with Disabilities (APD), gave a presentation on how TOPS assists members of this Agency. They receive both federal and state funding to serve individuals diagnosed with disabilities since birth. APD serves individuals who have been diagnosed with a range of disabilities before the age of 18.

APD offers adult day programs, transportation, physical, emotional, and behavioral therapy, and residential placement, among other benefits. Many of these individuals work within the community and need TOPS service to take them to and from work. They may also use TOPS to access other activities and events. Ms. Senat strongly emphasized the importance of safety as well as accessing meaningful activities.

Ms. Parks requested clarification of the processing and screening time of an application to APD. Ms. Senat explained that some applications are accompanied by crisis letters if the applicant is experiencing a crisis. These applications are addressed within 24 hours. In non-crisis situations the agency has 45 to 60 days in which to gather collateral documents and process the application.

Ms. Senat added that APD is not income-based and does not ask for proof of income. Once all necessary documentation has been provided, the application is processed within 10 days.

3. Safe Streets Summit – Kerrie MacNeil

Kerrie MacNeil of MPO Staff gave a PowerPoint presentation on the upcoming 2025 Safe Streets Summit. This event serves as South Florida's Complete Streets training conference and focuses on promoting and creating healthier, safer, and more vibrant communities by encouraging the skills necessary to implement Complete Streets. Each

year, technical experts and speakers highlight the successful implementation of these projects.

The Safe Streets Summit was begun in 2014 by the Broward MPO to bring policymakers, technical staff, and interested parties together to discuss Complete Streets projects from planning through implementation. In 2017, the Summit expanded to include the Miami-Dade TPO and Palm Beach TPA, emphasizing the importance of partnerships in creating a safe and accessible region-wide transportation system. The event now rotates between these three counties each year.

Outcomes from the Safe Streets Summit include:

- Providing proven methods and strategies to implement projects
- Garnering support for Complete Streets principles from elected officials and technical staff
- Encouraging support for the implementation of mobility projects
- Highlighting the Broward MPO as a national leader in Complete Streets education and training

The Palm Beach TPA will host the next Safe Streets Summit in West Palm Beach at the Hilton Hotel on February 6-7, 2025. Early registration is now open at [SafeStreetsSummit.org](https://www.fdot.gov/safestreetssummit.org).

ADMINISTRATIVE ITEMS

1. Member Comments

None.

2. Monthly LCB Operating Reports: July-September 2024

3. Planning Related Grant Agreement Tasks Quarterly Progress Report

4. Upcoming CTD Business Meetings – <https://www.fdot.gov/ctd/ctd-home>

5. TD-LCB Board Member Guidebook

6. Attendance Roster – Members and Alternates

There being no further business to come before the Board at this time, the meeting was adjourned at 2:46 p.m.

NEXT MEETING: January 27, 2025



Metropolitan Planning Organization

Action Items 0.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 01/27/2025

REQUESTED ACTION:

MOTION TO ELECT LCB Vice Chair

WHAT THIS ACTION ACCOMPLISHES:

This action is necessary to satisfy section IV of the Local Coordinating Board and Planning Agency Operating Guidelines and section 1.05 of the LCB Bylaws.

SUMMARY EXPLANATION/BACKGROUND:

IV. LOCAL COORDINATING BOARD MEMBERSHIP

A. OFFICERS

2. VICE-CHAIRPERSON

The LCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the LCB members. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official not serving as the Chairperson shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

ADDITIONAL INFORMATION/PREPARER:

If you have any questions about this item, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 01/27/2025

REQUESTED ACTION:

MOTION TO SELECT LCB Members to Serve on the LCB Review Committee

WHAT THIS ACTION ACCOMPLISHES:

This action is necessary to satisfy sections VII and VIII of the Local Coordinating Board and Planning Agency Operating Guidelines (41-2.008(3) FAC) which requires an annual review and update, if necessary, of the LCB Bylaws and LCB Complaint & Grievance Procedures, as well as an evaluation of the Community Transportation Coordinator (CTC).

SUMMARY EXPLANATION/BACKGROUND:

The LCB Review Committee may make recommendations to the LCB for action on the LCB Bylaws, the LCB Complaint & Grievance Procedures, and the CTC, which includes consideration of Broward County to continue as the CTC. The Committee members will be responsible for reviewing the LCB Bylaws, LCB Complaint & Grievance Procedures, and the CTC Evaluation Workbook prior to the meeting. MPO staff will ensure that these documents are provided to the Committee Members in advance of the meeting.

The Committee meeting is currently scheduled for **April 8, 2024, at 2:00 p.m.** The Committee will be reviewing the LCB Bylaws, LCB Complaint & Grievance Procedures, and the CTC at this meeting. An agenda with a breakdown of the items for review will be provided prior to the meeting.

MPO staff recommends that the Committee be comprised of three to six LCB Members and that one Member be a citizen advocate Member of the LCB.

ADDITIONAL INFORMATION/PREPARER:

If you have any questions about this item, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.



Metropolitan Planning Organization

Non-Action Items 0.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 01/27/2025

SUMMARY:

Paratransit Update and Transportation Disadvantaged Grant Tracking Report - Paul Strobis, BCT Paratransit Director

Attachments

Paratransit Update and Transportation Disadvantaged Grant Tracking Report



Metropolitan Planning Organization

Administrative Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 01/27/2025

SUMMARY:

Monthly LCB Operating Reports - October through November 2024

Attachments

Monthly LCB Operating Report - October 2024

Monthly LCB Operating Report - November 2024



INVOICE

Ok topay

8200 N.W. 33rd Street
Suite 100
Doral FL, 33122
Phone 305-523-1000

Invoice #103262 ✓
DATE: 1/15/2025 ✓

To:
Paul Strobis
Broward County Paratransit Division
1 N. University Drive
Suite 2400B
Plantation FL, 33324
954-357-8321

For:
Call Center
P.O. # MTD2500020 ✓

| DESCRIPTION | AMOUNT |
|---|----------------|
| Paratransit Call Center Services – October 1-31, 2024 ✓ | \$316,214.13 ✓ |

TOTAL: \$316,214.13 ✓

Received 1.15.25

| DESCRIPTION | QUANTITY | RATE | AMOUNT |
|--|----------|---------------|---------------------|
| Service: BCT/TOPS Inbound | | | |
| Operations | | | |
| Fixed Cost (Schedulers Hrs = 1738.59) | 1 | \$83,748.42 | \$83,748.42 |
| Agent Service Hours | 8354.99 | \$29.20 | \$243,965.71 |
| Performance Disincentives | | | |
| Complaint Response greater than 5 days | 0 | (\$25.00) | \$0.00 |
| Loss of Power/System Malfunction | 2 | (\$5,000.00) | (\$10,000.00) |
| Failure to Maintain Call Management Level (98%): | 0 | | |
| - First Month | 0 | (\$5,000.00) | \$0.00 |
| - Second Month | | (\$10,000.00) | \$0.00 |
| - Beyond Second Month | | (\$20,000.00) | \$0.00 |
| OTP | | | |
| - < 90% | 1 | (\$500.00) | (\$500.00) |
| - < 88% | 0 | (\$750.00) | \$0.00 |
| - < 86% | 0 | (\$1,000.00) | \$0.00 |
| Failure to Attend Meeting | 0 | (\$500.00) | \$0.00 |
| Productivity < 1.50 | 0 | (\$1,000.00) | \$0.00 |
| Employee Utilization < 65% | 1 | (\$1,000.00) | (\$1,000.00) |
| Failure to Meet Reporting Requirements | 0 | (\$500.00) | \$0.00 |
| Discourteous/Unprofessional Employee | 0 | (\$25.00) | \$0.00 |
| Vacancy of Key Personnel | 0 | | |
| - 30 Days | | (\$1,000.00) | \$0.00 |
| - > 30 Days | | (\$250.00) | \$0.00 |
| TOTAL | | | \$316,214.13 |

| Agent Name | Reg | OT | Total |
|---------------------------|----------------|--------------|----------------|
| Acosta, Maribel | 165.02 | 0.33 | 165.35 |
| Ariza, Santiago | 156.90 | 0.00 | 156.90 |
| Arteaga, Anthony | 174.93 | 0.00 | 174.93 |
| Augustin, Tatiana | 159.73 | 0.05 | 159.78 |
| Bacon, D'Ericka | 161.68 | 0.00 | 161.68 |
| Baez, Naravelis | 169.17 | 0.00 | 169.17 |
| Barcelo, Jessica | 176.07 | 0.65 | 176.72 |
| Barillas, Doris | 153.98 | 0.00 | 153.98 |
| Barr, Natalie | 176.65 | 1.52 | 178.17 |
| Breeze, Brenda | 152.15 | 0.90 | 153.05 |
| Brooks, Brandi | 162.30 | 0.10 | 162.40 |
| Cintron, Christian | 181.62 | 0.00 | 181.62 |
| Cuadra, Giovanni | 137.20 | 0.00 | 137.20 |
| Degramont, Selena | 113.18 | 0.00 | 113.18 |
| Dieudonne, Estely | 167.05 | 0.00 | 167.05 |
| Diquez, Marsha | 183.63 | 1.60 | 185.23 |
| Exavier, Pat | 167.27 | 0.00 | 167.27 |
| Farinas, Elizabeth | 170.67 | 0.12 | 170.79 |
| Ferguson, Mario | 176.48 | 0.13 | 176.61 |
| Gattereau, Rose | 167.03 | 0.12 | 167.15 |
| Greene, Keyana | 164.27 | 0.78 | 165.05 |
| Gutierrez, Ingrid | 173.85 | 1.02 | 174.87 |
| Gutierrez, Michael | 153.65 | 0.00 | 153.65 |
| Harris, Kevin | 134.35 | 0.00 | 134.35 |
| Holmes, Patrice | 176.82 | 0.60 | 177.42 |
| Joseph, Steve | 183.30 | 1.02 | 184.32 |
| Kelly, Monica | 144.97 | 0.00 | 144.97 |
| Lanier, Monica | 39.37 | 0.00 | 39.37 |
| Lewis-Francis, Jassette | 174.82 | 0.00 | 174.82 |
| Leyva, Carlos | 167.78 | 0.00 | 167.78 |
| Malcolm, Kiara | 181.10 | 0.00 | 181.10 |
| Moore, Gwendolyn | 168.65 | 1.42 | 170.07 |
| Nordlund, Maria | 184.20 | 2.78 | 186.98 |
| Osorno, Kelly | 146.57 | 0.10 | 146.67 |
| Peralta-Miranda, Katerine | 154.22 | 0.30 | 154.52 |
| Pereira, Marcela | 164.97 | 1.63 | 166.60 |
| Perez, Adrian | 156.25 | 0.42 | 156.67 |
| Perez, Erick | 160.45 | 2.70 | 163.15 |
| Pierre-Louis, Barbara | 125.93 | 0.00 | 125.93 |
| Quintero-Quinones, Paola | 141.08 | 0.00 | 141.08 |
| Rodriguez, Steven | 176.02 | 0.57 | 176.59 |
| Rothberg, Joy | 184.62 | 5.83 | 190.45 |
| Saint Louis, Alceline | 164.48 | 0.32 | 164.80 |
| Saintvil, Sarah | 177.30 | 0.00 | 177.30 |
| Sandoval, Justin | 175.00 | 1.28 | 176.28 |
| Smith, Russell | 154.92 | 0.18 | 155.10 |
| Soles, Michelle | 176.53 | 5.08 | 181.61 |
| Torres, Angeliq | 164.85 | 0.00 | 164.85 |
| Vazquez, Juleidys | 166.57 | 0.00 | 166.57 |
| Williams, Maria | 88.05 | 0.32 | 88.37 |
| Williams, Samantha | 162.18 | 0.93 | 163.11 |
| Williams, Taryn | 161.98 | 0.38 | 162.36 |
| Grand Total | 8321.81 | 33.18 | 8354.99 |

| Scheduler Name | Reg | OT | Total |
|--------------------|----------------|--------------|----------------|
| Barillas, Martin | 159.88 | 2.15 | 162.03 |
| Evans, Tandra | 171.73 | 2.48 | 174.21 |
| Lanier, Monica | 88.22 | 0.43 | 88.65 |
| Martinez, Jose | 183.82 | 3.80 | 187.62 |
| Rodriguez, Ernesto | 181.13 | 1.03 | 182.16 |
| St.Valiere, Sasha | 173.00 | 1.98 | 174.98 |
| Stephen, Clarence | 177.10 | 0.00 | 177.10 |
| Tiexeira, Michael | 182.02 | 0.08 | 182.10 |
| Valerie, Deniza | 128.45 | 0.00 | 128.45 |
| Valerie, Skelfina | 183.82 | 0.02 | 183.84 |
| Williams, Maria | 96.40 | 1.05 | 97.45 |
| Grand Total | 1725.57 | 13.02 | 1738.59 |

Broward County Transit MOR
Monthly Operating Report

| Metric/Month | Oct-24 |
|---|---------------------------|
| Total Passenger Trips Request | 94,805 |
| Total Capacity Denials | 82 |
| Total Eligibility Denials | 169 |
| Total Trip Refusals by Clients | 121 |
| Total trips scheduled | 82,524 |
| Total advance cancellations | 12,117 |
| Total late cancellations | 6,244 |
| Total no-shows | 4,768 |
| Total trips provided to clients | 82,524 |
| Total client will-call trips | 80 |
| Number and percentage of trips up to 10 miles with travel times greater than 60 min | 9,397 total trips/ 11.39% |
| Number and percentage of trips up to 10 miles with travel times greater than 90 min | 1,275 total trips/ 1.55% |

Telephone Service Details

| | |
|---|---------------------------|
| Total number of calls handled | 78,372 |
| Total number of calls received | 79,520 |
| Total number of calls by type: | |
| BCT Reservations | 68,617 |
| BCT Spanish Reservations | 10,645 |
| BCT Creole | 27 |
| BCT Supervisor Call | 231 |
| Total number of calls answered | 78,372 |
| Total number of calls abandoned | 1,148 |
| Percent Total of calls abandoned | 1.44% |
| Average speed of answer time | 0:10 |
| Average handle time with hold | 3:19 |
| Maximum hold times for all calls by hour for each day | See Longest Call In Queue |
| Average talk time | 2:33 |
| Employee Utilization | 54.75% |
| Total number of agents on duty by hour of each day | See Staff by Day |
| Total number of contractor complaints | 29 |
| Total number of contractor commendations | 12 |

| | |
|--------------------------|--------|
| On Time Performance | 88.41% |
| Passenger Trips per Hour | 1.47 |
| Call Management | 98.56% |

| | |
|---|--------|
| Complaint Response greater than 5 days (per occurrence) | 0 |
| Unprofessional/Discourteous (per occurrence) | 0 |
| Loss of Power/System Malfunctions (per occurrence) | 0 |
| Call Management <98% (monthly) | 98.56% |
| On-Time Performance <90% (monthly) | 88.41% |
| Meeting Attendance (per occurrence) | 0 |
| Productivity >1.5 (monthly) | 1.47 |
| Employee Utilization < 65% | 54.75% |
| Data Administration & Reporting Requirements (per occurrence) | 0 |
| Invoice/Payment (per day > 5 days) | 0 |
| Vacancy of Key Personnel | 0 |

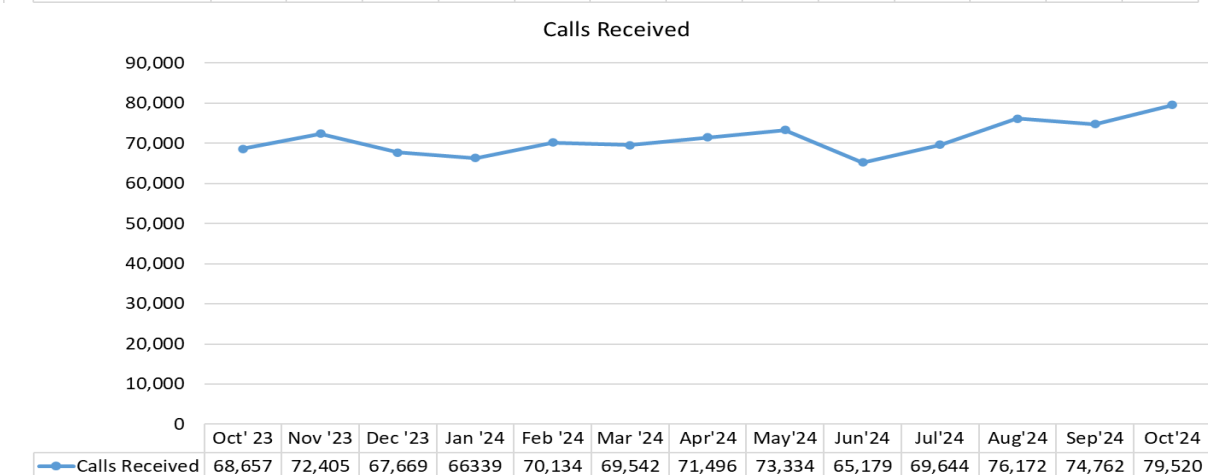
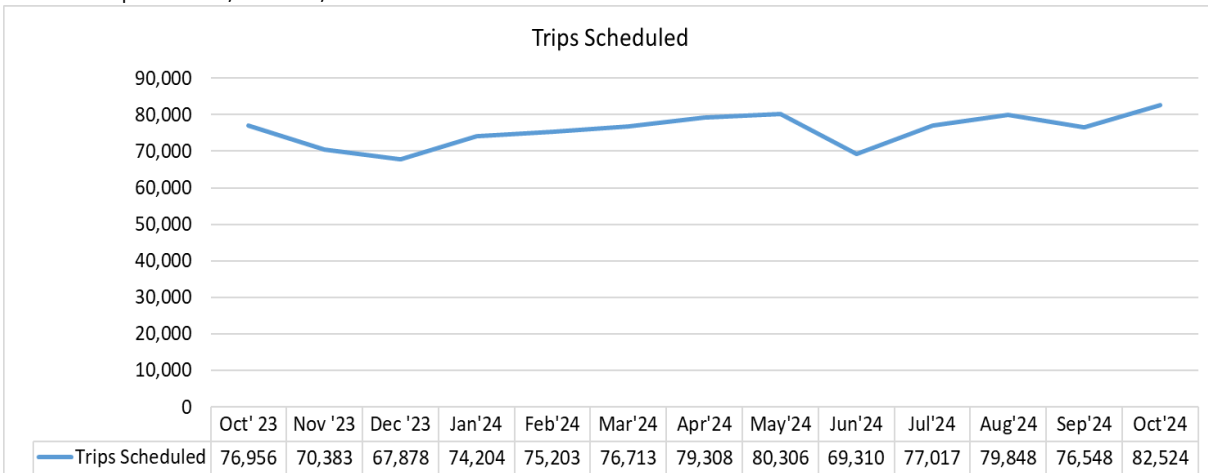
Monthly Management Report

Achievements

Call volume increased by 4,758 calls
 Service level remained on goal at 98.56%.
 Abandon rate reduced from 2.54% to 1.44%.
 Trips scheduled 82,524 – record breaking month!
 OTP improved to 88.41% from 86.75%
 Strong retention – 61 agents

Challenges

Utilization fell below the 65% goal, reaching 54.75%
 Inktel interruptions on 10/16 and 10/20 due to vendor issue



| Measures | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
|------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Longest Call In Queue | 00:05:43 | 00:07:29 | 00:02:56 | 00:03:14 | 00:10:16 | 00:02:35 | 00:02:03 |
| | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct |
| | 00:02:31 | 00:05:19 | 00:01:38 | 00:05:33 | 00:08:35 | 00:03:19 | 00:03:07 |
| | 15-Oct | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct |
| | 00:04:00 | 00:09:49 | 00:08:18 | 00:04:22 | 00:04:25 | 00:54:54 | 00:05:00 |
| | 22-Oct | 23-Oct | 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct |
| | 00:03:18 | 00:14:21 | 00:02:04 | 00:02:12 | 00:02:50 | 00:06:24 | 00:06:22 |
| | 29-Oct | 30-Oct | 31-Oct | | | | |
| | 00:02:07 | 00:03:52 | 00:08:19 | | | | |

| Measures | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
|--------------|--------|--------|--------|--------|--------|--------|--------|
| Staff by Day | 46 | 45 | 41 | 36 | 29 | 29 | 51 |
| | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct |
| | 42 | 40 | 43 | 38 | 31 | 31 | 50 |
| | 15-Oct | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct |
| | 49 | 47 | 46 | 37 | 33 | 29 | 50 |
| | 22-Oct | 23-Oct | 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct |
| | 48 | 45 | 46 | 38 | 30 | 30 | 51 |
| | 29-Oct | 30-Oct | 31-Oct | | | | |
| | 50 | 46 | 44 | | | | |



INVOICE

8200 N.W. 33rd Street
Suite 100
Doral FL, 33122
Phone 305-523-1000

OK to pay

Invoice #103256 ✓
DATE: 1/10/2025

To:
Paul Strobis
Broward County Paratransit Division
1 N. University Drive
Suite 2400B
Plantation FL, 33324
954-357-8321

For:
Call Center
P.O. # MTD2500020 ✓

| DESCRIPTION | AMOUNT |
|--|----------------|
| Paratransit Call Center Services – November 1-30, 2024 ✓ | \$293,297.12 ✓ |

TOTAL: \$293,297.12 ✓

Received 1.10.25

| DESCRIPTION | QUANTITY | RATE | AMOUNT |
|--|----------|---------------|---------------------|
| Service: BCT/TOPS Inbound | | | |
| Operations | | | |
| Fixed Cost (Schedulers Hrs = 1712.76) | 1 | \$83,748.42 | \$83,748.42 |
| Agent Service Hours | 7231.12 | \$29.20 | \$211,148.70 |
| Performance Disincentives | | | |
| Complaint Response greater than 5 days | 0 | (\$25.00) | \$0.00 |
| Loss of Power/System Malfunction | 0 | (\$5,000.00) | \$0.00 |
| Failure to Maintain Call Management Level (98%): | 0 | | |
| - First Month | 0 | (\$5,000.00) | \$0.00 |
| - Second Month | | (\$10,000.00) | \$0.00 |
| - Beyond Second Month | | (\$20,000.00) | \$0.00 |
| OTP | | | |
| - < 90% | 1 | (\$500.00) | (\$500.00) |
| - < 88% | 0 | (\$750.00) | \$0.00 |
| - < 86% | 0 | (\$1,000.00) | \$0.00 |
| Failure to Attend Meeting | 0 | (\$500.00) | \$0.00 |
| Productivity < 1.50 | 0 | (\$1,000.00) | \$0.00 |
| Employee Utilization < 65% | 1 | (\$1,000.00) | (\$1,000.00) |
| Failure to Meet Reporting Requirements | 0 | (\$500.00) | \$0.00 |
| Discourteous/Unprofessional Employee | 4 | (\$25.00) | (\$100.00) |
| Vacancy of Key Personnel | 0 | | |
| - 30 Days | | (\$1,000.00) | \$0.00 |
| - > 30 Days | | (\$250.00) | \$0.00 |
| TOTAL | | | \$293,297.12 |

| Agent Name | Reg | OT | Total |
|---------------------------|----------------|--------------|----------------|
| Acosta, Maribel | 143.42 | 6.47 | 6.47 |
| Ariza, Santiago | 72.82 | 0.00 | 0.00 |
| Arteaga, Anthony | 164.98 | 0.00 | 0.00 |
| Augustin, Tatiana | 130.67 | 0.00 | 0.00 |
| Bacon, D'Ericka | 139.42 | 0.00 | 0.00 |
| Baez, Naravelis | 134.47 | 0.00 | 0.00 |
| Barcelo, Jessica | 145.57 | 0.58 | 0.58 |
| Barillas, Doris | 153.72 | 0.00 | 0.00 |
| Barr, Natalie | 174.78 | 1.73 | 1.73 |
| Breeze, Brenda | 163.40 | 9.72 | 9.72 |
| Brooks, Brandi | 123.75 | 0.00 | 0.00 |
| Cintron, Christian | 166.03 | 0.52 | 0.52 |
| Cuadra, Giovanni | 124.53 | 0.00 | 0.00 |
| Degramont, Selena | 105.17 | 0.00 | 0.00 |
| Dieudonne, Estely | 109.68 | 0.00 | 0.00 |
| Diquez, Marsha | 134.95 | 1.15 | 1.15 |
| Exavier, Pat | 145.13 | 0.00 | 0.00 |
| Farinas, Elizabeth | 132.15 | 0.65 | 0.65 |
| Ferguson, Mario | 157.35 | 0.00 | 0.00 |
| Gattereau, Rose | 175.37 | 0.00 | 0.00 |
| Greene, Keyana | 121.85 | 0.00 | 0.00 |
| Gutierrez, Ingrid | 160.13 | 0.47 | 0.47 |
| Gutierrez, Michael | 166.50 | 0.00 | 0.00 |
| Harris, Kevin | 125.70 | 0.00 | 0.00 |
| Holmes, Patrice | 147.67 | 1.30 | 1.30 |
| Joseph, Steve | 172.62 | 5.32 | 5.32 |
| Kelly, Monica | 112.92 | 0.00 | 0.00 |
| Lewis-Francis, Jassette | 166.37 | 0.25 | 0.25 |
| Leyva, Carlos | 151.52 | 0.00 | 0.00 |
| Malcolm, Kiara | 166.75 | 0.00 | 0.00 |
| Moore, Gwendolyn | 166.18 | 1.77 | 1.77 |
| Nordlund, Maria | 159.95 | 1.68 | 1.68 |
| Peralta-Miranda, Katerine | 168.35 | 0.03 | 0.03 |
| Pereira, Marcela | 155.52 | 1.88 | 1.88 |
| Perez, Adrian | 133.48 | 0.00 | 0.00 |
| Perez, Erick | 181.72 | 10.43 | 10.43 |
| Pierre-Louis, Barbara | 147.68 | 0.00 | 0.00 |
| Quintero-Quinones, Paola | 131.03 | 0.00 | 0.00 |
| Rodriguez, Steven | 175.92 | 0.35 | 0.35 |
| Rothberg, Joy | 143.57 | 5.00 | 5.00 |
| Saint Louis, Alceline | 166.67 | 1.27 | 1.27 |
| Saintvil, Sarah | 8.88 | 0.00 | 0.00 |
| Sandoval, Justin | 171.77 | 3.17 | 3.17 |
| Smith, Russell | 161.62 | 0.77 | 0.77 |
| Soles, Michelle | 172.63 | 12.57 | 12.57 |
| Torres, Angelique | 160.98 | 0.00 | 0.00 |
| Vazquez, Juleidys | 155.50 | 0.00 | 0.00 |
| Williams, Samantha | 160.37 | 1.78 | 1.78 |
| Williams, Taryn | 150.10 | 0.95 | 0.95 |
| Grand Total | 7161.31 | 69.81 | 7231.12 |

| Scheduler Name | Reg | OT | Total |
|--------------------|----------------|--------------|----------------|
| Barillas, Martin | 175.67 | 5.67 | 181.34 |
| Evans, Tandra | 136.82 | 4.13 | 140.95 |
| Lanier, Monica | 160.25 | 1.91 | 162.16 |
| Martinez, Jose | 161.08 | 2.12 | 163.20 |
| Rodriguez, Ernesto | 151.38 | 4.58 | 155.96 |
| St.Valiere, Sasha | 157.83 | 0.00 | 157.83 |
| Stephen, Clarence | 156.50 | 0.00 | 156.50 |
| Tiexeira, Michael | 167.97 | 1.43 | 169.40 |
| Valerie, Deniza | 98.95 | 0.00 | 98.95 |
| Valerie, Skelfina | 158.97 | 0 | 158.97 |
| Williams, Maria | 166.32 | 1.18 | 167.50 |
| Grand Total | 1691.74 | 21.02 | 1712.76 |

Broward County Transit MOR
Monthly Operating Report

| Metric/Month | Nov-24 |
|---|---------------------------|
| Total Passenger Trips Request | 87,752 |
| Total Capacity Denials | 54 |
| Total Eligibility Denials | 131 |
| Total Trip Refusals by Clients | 101 |
| Total trips scheduled | 76,234 |
| Total advance cancellations | 10,540 |
| Total late cancellations | 5,490 |
| Total no-shows | 4,764 |
| Total trips provided to clients | 76,234 |
| Total client will-call trips | 88 |
| Number and percentage of trips up to 10 miles with travel times greater than 60 min | 8,576 total trips/ 11.25% |
| Number and percentage of trips up to 10 miles with travel times greater than 90 min | 1,185 total trips/ 1.55% |

Telephone Service Details

| | |
|---|---------------------------|
| Total number of calls handled | 75,231 |
| Total number of calls received | 77,167 |
| Total number of calls by type: | |
| BCT Reservations | 66,076 |
| BCT Spanish Reservations | 10,839 |
| BCT Creole | 36 |
| BCT Supervisor Call | 216 |
| Total number of calls answered | 75,231 |
| Total number of calls abandoned | 1,936 |
| Percent Total of calls abandoned | 2.51% |
| Average speed of answer time | 0:16 |
| Average handle time with hold | 3:15 |
| Maximum hold times for all calls by hour for each day | See Longest Call In Queue |
| Average talk time | 2:28 |
| Employee Utilization | 57.61% |
| Total number of agents on duty by hour of each day | See Staff by Day |
| Total number of contractor complaints | 30 |
| Total number of contractor commendations | 21 |

| | |
|--------------------------|--------|
| On Time Performance | 89.38% |
| Passenger Trips per Hour | 1.46 |
| Call Management | 97.45% |

| | |
|---|--------|
| Complaint Response greater than 5 days (per occurrence) | 0 |
| Unprofessional/Discourteous (per occurrence) | 4 |
| Loss of Power/System Malfunctions (per occurrence) | 0 |
| Call Management <98% (monthly) | 97.45% |
| On-Time Performance <90% (monthly) | 89.38% |
| Meeting Attendance (per occurrence) | 0 |
| Productivity >1.5 (monthly) | 1.46 |
| Employee Utilization < 65% | 57.61% |
| Data Administration & Reporting Requirements (per occurrence) | 0 |
| Invoice/Payment (per day > 5 days) | 0 |
| Vacancy of Key Personnel | 0 |

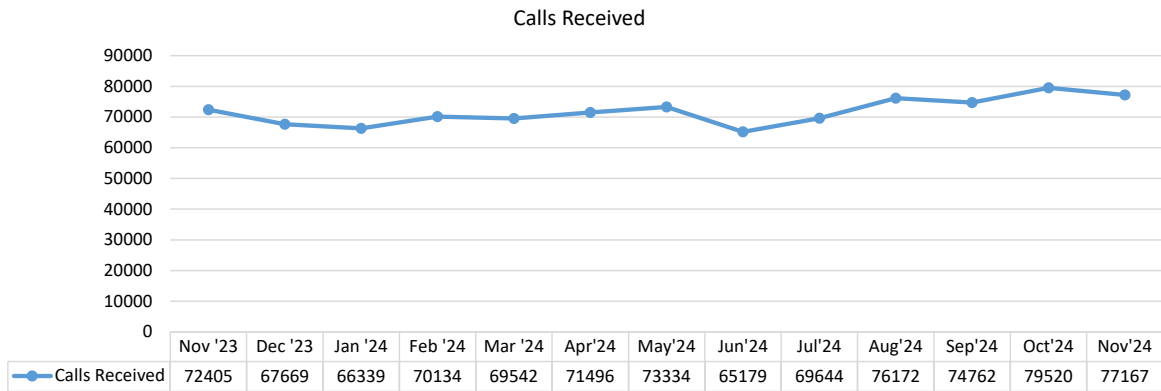
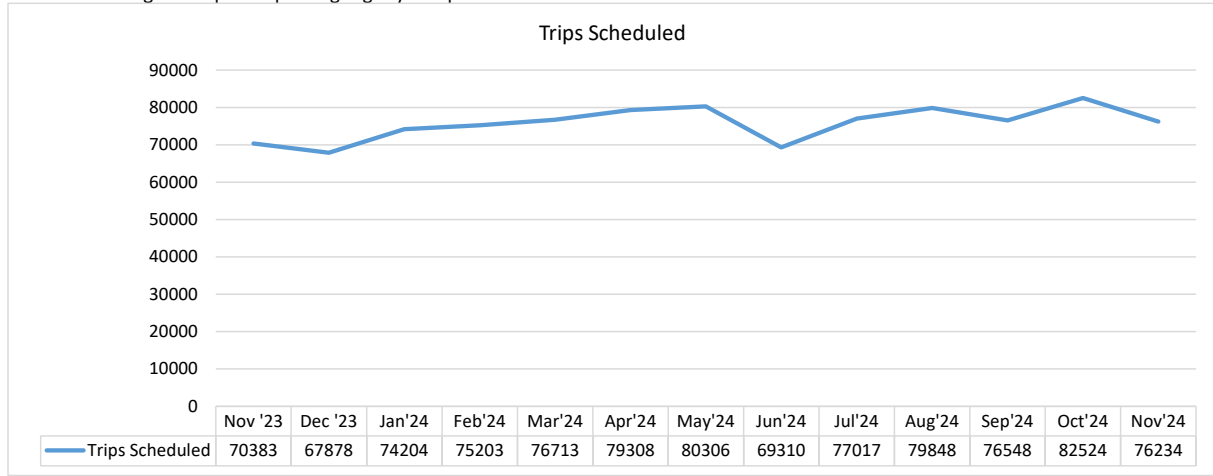
Monthly Management Report

Achievements

Quickly and seamlessly added additional staff to handle higher call volumes following the Adept issue
 Seamless use of the downtime form whenever an interruption occurred so the customer experience was protected
 Compliments per 1k trips improved by 50% compared to October

Challenges

Service Level and abandons were impacted due to Adept issue from 11/18
 OTP was under goal despite improving slightly compared to October



| Measures | 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov |
|------------------------------|----------|----------|----------|----------|----------|----------|----------|
| Longest Call In Queue | 00:03:54 | 00:03:03 | 00:06:36 | 00:03:20 | 00:06:58 | 00:04:48 | 00:03:40 |

| 8-Nov | 9-Nov | 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov |
|----------|----------|----------|----------|----------|----------|----------|
| 00:02:54 | 00:03:31 | 00:02:19 | 00:01:38 | 00:05:39 | 00:05:52 | 00:01:51 |

| 15-Nov | 16-Nov | 17-Nov | 18-Nov | 19-Nov | 20-Nov | 21-Nov |
|----------|----------|----------|----------|----------|----------|----------|
| 00:02:35 | 00:09:51 | 00:08:20 | 00:11:06 | 00:06:02 | 00:11:01 | 00:06:03 |

| 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov | 28-Nov |
|----------|----------|----------|----------|----------|----------|----------|
| 00:05:24 | 00:09:16 | 00:05:13 | 00:05:32 | 00:05:04 | 00:02:16 | 00:01:30 |

| 29-Nov | 30-Nov | |
|----------|----------|--|
| 00:01:31 | 00:03:38 | |

| Measures | 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov |
|--------------|--------|--------|--------|--------|--------|--------|--------|
| Staff by Day | 37 | 29 | 27 | 45 | 40 | 44 | 46 |
| | 8-Nov | 9-Nov | 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov |
| | 41 | 28 | 30 | 43 | 42 | 46 | 44 |
| | 15-Nov | 16-Nov | 17-Nov | 18-Nov | 19-Nov | 20-Nov | 21-Nov |
| | 38 | 29 | 28 | 45 | 43 | 48 | 42 |
| | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov | 28-Nov |
| | 37 | 30 | 27 | 44 | 39 | 44 | 31 |
| | 29-Nov | 30-Nov | | | | | |
| | 33 | 28 | | | | | |



Metropolitan Planning Organization

Administrative Items 3.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 01/27/2025

SUMMARY:

Planning Related Grant Agreement Tasks Quarterly Progress Report

Attachments

Planning Related Grant Agreement Tasks Quarterly Progress Report



SERVICE AREA/COUNTIES:

Broward

INVOICE NUMBER: G2Z94 Q2

INVOICE DATE: January 14, 2025

QUARTER SERVICE DATES: October 1 - December 31, 2024

AGENCY

Broward Metropolitan Planning Organization

| I PROGRAM MANAGEMENT | PROGRESS |
|---|---|
| A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A) | No activity this quarter. |
| B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC) | No activity this quarter. |
| C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3) | The agenda for the October 21, 2024 regular business meeting was prepared consistent with the Local Coordinating Board and Planning Agency Operating Guidelines. |
| D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3) | Official minutes are submitted with every quarterly report to the Commission, as well as with each agenda that is sent to all members, related staff and the CTD. LCB records are kept for all meetings for a minimum of five years. Support staff provides brief summary minutes and recommendations to the full board and CTD of all committee meetings. All meeting minutes, once approved, are available online at this link: http://browardmpo.org/index.php/agendas-minutes . |
| E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4) | No activity this quarter. |
| F. Provide staff support for committees of the local coordinating board. (Task 3) | No activity this quarter. |
| G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5) | No activity this quarter. |
| H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6) | No activity this quarter. |
| I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3) | The current membership roster, mailing list and attendance record is attached with this quarterly report. |
| J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3) | Public notice of all LCB meetings and public workshops are noticed in accordance with the Local Coordinating Board and Planning Agency Operating Guidelines through inclusion in the major circulation newspapers (Sun Sentinel, El Sentinel), through posting on the MPO's Web site, social media and outreach communications and through being sent electronically to all MPO Board/committee members and partners, including health and human services organizations. |

| | |
|---|---|
| K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7) | The AOR was reviewed by Broward MPO staff and the LCB. A record of the LCB's roll-call vote on this item is on a recording of the meeting and is available at upon request. The AOR was approved unanimously. |
| L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8) | AER report submitted to the CTD on October 30, 2024. |

| II. SERVICE DEVELOPMENT | PROGRESS |
|--|--|
| A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1) | No activity this quarter. |
| B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS) | MPO staff to the LCB are employees of the Broward MPO, which collaborates closely with the Broward County planning staff on the Broward County Comprehensive Plan. This ensures integration and consistency with local, regional and state comprehensive planning activities. Staff attends and participates in Florida Department of Transportation and South Florida Regional Transportation Authority meetings, as well as Broward County Transit activities. |
| C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS) | MPO staff to the LCB continue to coordinate with other DOPA staff to identify best practices and resources to assist with workforce development. As appropriate, resources from the Florida Department of Economic Opportunity and other funding and grant opportunities are shared with workforce staff/LCB Members. |

| III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION | PROGRESS |
|---|--|
| A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9) | MPO staff provides the LCB with copies of Planning Grant deliverables, quarterly progress reports and notifications of area activities related or beneficial to the TD program and community. The CTC reports consultant contracts, studies/surveys and marketing activities to the LCB. |
| B. Attend at least one Commission-sponsored training , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10) | MPO staff attended the CTD annual training in September in West Palm Beach, FL. |
| C. Attend at least one CTD meeting each year within budget/staff/schedule availability. | The September 25, 2024 CTD meeting was cancelled. The November 13 & December 11, 2024 meetings held virtual options. |
| D. Notify CTD staff of local TD concerns that may require special investigations. | Support staff notifies Commission staff of any local TD concerns or issues that may require CTD assistance. |
| E. Provide training for newly-appointed LCB members. (Task 3) | Staff provides a comprehensive LCB Guidebook and CTD training material to new members, and provides updates as needed to all members, along with other relevant information that may be helpful. All the updated material is available on the MPO website at http://browardmpo.org/index.php/major-functions/transportation-disadvantaged-services . |
| F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement. | Staff assists the CTC as needed, participates in MPO public and community outreach efforts, attends meetings of the South Florida Regional Transportation Authority's ADA Advisory Committee, and for effective regional collaboration coordinates with the 211-Broward 1-Click grant program and Palm Beach and Miami-Dade partners. |

| | |
|--|---|
| <p>G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)</p> | <p>Staff is instrumental in providing coordination information to health and human services agencies, enabling them to include coordination requirements in the contracts they have with transportation operators and participate in the 5310 Grant Program. Staff participates annually on FDOT's 5310 Grant Application Review Panel to allocate funding for vehicles for non-profit agencies that provide transportation to the elderly and disabled. Staff communicates with the CTC on Innovation and Service Development Grant opportunities and provides status updates on the Grant to the LCB.</p> |
| <p>H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)</p> | <p>No activity this quarter.</p> |
| <p>I. Assist the CTD in joint reviews of the CTC.</p> | <p>No activity this quarter.</p> |
| <p>J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.</p> | <p>No activity this quarter.</p> |
| <p>K. Implement recommendations identified in the CTD's QAPE reviews.</p> | <p>No Quality Assurance Performance Evaluation (QAPE) activity this quarter.</p> |

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

N/A.

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative

Date: Rebecca Schultz 1/14/2025



Metropolitan Planning Organization

Administrative Items 4.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 01/27/2025

SUMMARY:

Attendance Roster - Members and Alternates

Attachments

Attendance Roster - Members and Alternates

BROWARD MPO | LCB-TD MEETINGS: MEMBERS & ALTERNATES 2024-2025 PARTICIPATION RECORD

| Member Alternate | Sep 16 2024 | Oct 21 2024 | Jan 27 2025 | April 21 2025 | May 19 2025 |
|---|------------------------|------------------------|------------------------|--------------------------|------------------------|
| Commissioner Caryl Shuham Chair | MP | E | | | |
| Charlotte Mather-Taylor, Vice Chair Area Agency on Aging - ADRC | MP | E | | | |
| Lori Mandke Area Agency on Aging - ADRC | A | AP | | | |
| Lisa Van Voorhis Citizen Advocate - SOFIA | MP | MP | | | |
| Denise Payne, Ctr. for Indep. Living Citizen Advocate | A | A | | | |
| Milory Senat Agency for Persons with Disabilities | MP | MP | | | |
| Pauline Spence Agency for Persons with Disabilities | A | A | | | |
| Vera Sharitt Persons Over 60 | MP | MP | | | |
| Sam Cox Persons Over 60 Alternate | MP | A | | | |
| Jake McEntyre System User | MP | A | | | |
| Nancy Scott System User Alternate | MP | AP | | | |
| Owen Walker Veterans' - Broward County Elderly & Veterans Services Div. | MP | A | | | |
| Manny Fuentes Veterans' – Broward County Elderly & Veterans Services Div. | MP | A | | | |
| Community Action Agency | V | V | | | |
| Shatara Piedrasanta Community Action Agency | MP | MP | | | |
| Torey Alston Broward County School Board | A | A | | | |
| Ruth Masters Broward County School Board | A | A | | | |
| Modeline Acreus Florida Dept. of Transportation | MP | MP | | | |
| Marie Dorismond Florida Dept. of Transportation | E | A | | | |

| | | | | | |
|--|----|----|--|--|--|
| Maria Chiari FL Dept. of Children & Families | A | A | | | |
| Natasha Parks Florida Dept. of Children & Families | MP | MP | | | |
| Prudence Mollica Florida Dept. of Education – Voc. Rehab | A | A | | | |
| Alexis Harrison Florida Dept. of Education – Voc. Rehab | A | A | | | |
| Jerome Hill Agency for Health Care Administration | E | MP | | | |
| Agency for Health Care Administration | V | V | | | |
| Sue Gallagher Children’s Services Council | A | MP | | | |
| Shae Williams Children’s Services Council | AP | A | | | |
| Hugh Chen Private Transportation | MP | MP | | | |
| Hazel Dumervil Private Transportation | A | A | | | |
| Barbara Bateman Florida Dept. of Health - Broward | MP | MP | | | |
| Reginald Shagoury Florida Dept. of Health | A | A | | | |
| Michelle Ramirez Career Source Broward | A | A | | | |
| Vish Deonarine Career Source Broward | A | A | | | |

NA: New Appointment | MP: Member Present | AP: Alternate Present | E: Excused | A: Absent | V: Vacant