



AGENDA

Broward Metropolitan Planning Organization
**Transportation Disadvantaged Local
Coordinating Board (LCB)**
Regular Business Meeting
Monday, September 15, 2025, 2:00 p.m.
**100 West Cypress Creek Road,
6th Floor, Suite 650
Fort Lauderdale, FL 33309-2181**

REGULAR ITEMS

(All Items Open for Public Comment)

1. Call to Order, Roll Call, and Recognition of Quorum
2. **Approval of Minutes - May 19, 2025**
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

1. **MOTION TO APPROVE the 2026 LCB Meeting Schedule**
2. **MOTION TO APPOINT Grievance Committee**

NON-ACTION ITEMS

1. **Paratransit Update and Transportation Disadvantaged Grant Tracking Report - Paul Strobis, BCT Paratransit Director**
2. **SoFloGO: Regional Transit App by South Florida Regional Transportation Authority (SFRTA)**

ADMINISTRATIVE ITEMS

1. Member Comments
1. Monthly LCB Operating Reports - April - June 2025
2. Planning Related Grant Agreement Tasks Quarterly Progress Report
3. Upcoming CTD Business Meetings - <https://www.fdot.gov/ctd/ctd-home>
4. Attendance Roster - Members and Alternates

NEXT MEETING: OCTOBER 20, 2025

***MOTION TO ADJOURN**

* Motion Requested

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.



Regular Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

SUMMARY:

Approval of Minutes - May 19, 2025

Attachments

Minutes - May 19, 2025

**MEETING MINUTES
BROWARD METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED
Monday, May 19, 2025, 2:00 p.m.
100 West Cypress Creek Road, Suite 850
Fort Lauderdale, FL 33309**

Members and Alternates Present

Chair Caryl Shuham, Commissioner of Hollywood
Vice Chair Charlotte Mather-Taylor, Area Agency on Aging
Hugh Chen, Private Transportation
Maria Chiari, Florida Department of Children and Families
Sam Cox, Alternate, Persons over 60
Manny Fuentes, Alternate, Broward County Elderly and Veterans' Services Division
Jerome Hill, Agency for Health Care Administration
Jake McEntyre, System User
Vera Sharitt, Persons over 60
Lisa VanVoorhis, Citizen Advocate
Owen Walker, Broward County Elderly and Veterans' Services Division

Members and Alternates Absent

Torey Alston, Broward County School Board
Barbara Bateman, Florida Department of Health
Vish Deonarine, Alternate, Career Source Broward
Marie Dorismond, Alternate, Florida Department of Transportation
Hazel Dumervil, Alternate, Private Transportation
Sue Gallagher, Children's Services Council
Alexis Harrison, Alternate, FDOE/Vocational Rehabilitation
Lori Mandke, Alternate, Area Agency on Aging
Ruth Masters, Alternate, Broward County School Board
Prudence Mollica, FDOE/Vocational Rehabilitation
Natasha Parks, Alternate, Florida Department of Children and Families
Denise Payne, Alternate, Citizen Advocate
Shatara Piedrasanta, Alternate, Community Action Agency
Michelle Ramirez, Career Source Broward
Ismir Ripley, Florida Department of Transportation
Nancy Scott, Alternate, System User
Milory Senat, Disabled Community
Reginald Shagoury, Alternate, Florida Department of Health
Pauline Spence, Alternate, Disabled Community

MPO Staff

Rebecca Schultz, Transportation Disadvantaged (TD) Administrator

Also Present

John Escobar, Inktel

Paul Strobis, Paratransit Manager, Broward County Transit (BCT)

Nancy Weizman, Paratransit Administrator, Broward County Transit (BCT)

REGULAR ITEMS

(All Items Open for Public Comment)

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

Chair Shuham called the meeting to order at 2:17 p.m.

2. Approval of Minutes – January 27, 2025

Motion made by Mr. Chen, seconded by Ms. VanVoorhis, to approve. In a voice vote, the **motion** passed unanimously.

3. Approval of Agenda

Motion made by Mr. Walker, seconded by Mr. Hill, to approve. In a voice vote, the **motion** passed unanimously.

4. Public Comments

None.

ACTION ITEMS

1. MOTION TO APPROVE the 2024-2025 Transportation Disadvantaged Service Plan (TDSP) Update

Paul Strobis, Paratransit Manager for Broward County Transit (BCT), explained that the Transportation Disadvantaged Service Plan (TDSP) is produced every five years and updated annually. This year's update primarily involved no significant changes.

In a roll call vote, the 2024-2025 TDSP was unanimously approved.

2. MOTION TO APPROVE the LCB By-laws

Chair Shuham noted that there have been no changes to the Local Coordinating Board (LCB) By-laws from the previous year.

Motion made by Vice Chair Mather-Taylor, seconded by Mr. Hill, to approve. In a voice vote, the **motion** passed unanimously.

3. MOTION TO APPROVE the LCB Complaint & Grievance Procedures

Chair Shuham advised that there were no recommended changes from the previous year.

Mr. Strobis stated that there has been a legislative change which requires Community Transportation Coordinators (CTCs) to report to the state on a quarterly basis; however, this did not require a change to the By-laws. BCT has submitted its first quarterly report.

Motion made by Ms. VanVoorhis, seconded by Mr. Hill, to approve. In a voice vote, the **motion** passed unanimously.

4. MOTION TO APPROVE:

A. The Community Transportation Coordinator's (CTC's) Performance Evaluation

Motion made by Vice Chair Mather-Taylor, seconded by Mr. Hill, to approve. In a voice vote, the **motion** passed unanimously.

Chair Shuham thanked the members of the Review Committee for their work.

B. Broward County (through Broward County Transit/BCT) to Continue in Its Role as the CTC for Broward County

Motion made by Mr. Hill, seconded by Vice Chair Mather-Taylor, to approve. In a voice vote, the **motion** passed unanimously.

5. MOTION TO APPROVE the Community Transportation Coordinator (CTC) Rate Model for 2025-2026

Mr. Strobis explained that funding for the annual Trip and Equipment Grant comes from the Transportation Disadvantaged (TD) Trust Fund, which is approved by the Florida Legislature. Allocation of these funds is formula-driven, based on demographic information regarding the disadvantaged population from each of the state's counties. The formula also considers service statistics from the previous year.

The rate model is calculated using anticipated upcoming expenses and revenues, as well as an estimated level of service based on the number of trips the CTC expects to provide in the upcoming year. This rate fluctuates every year based on the value of the grant. This year's Trip and Equipment Grant increased by approximately \$65,000 over the previous year. BCT anticipates providing 275,000 TD trips in the current year.

The CTC then participates in an application process in order to be awarded the Trip and Equipment Grant. Approval of the rate model, which has been vetted by the state's Commission for the Transportation Disadvantaged (CTD), will allow the CTC to begin

using these rates in the submittal of its grant application, which requests \$5.9 million to fund the TD program, effective July 1, 2025.

Chair Shuham asked if expenditures are audited at the end of the fiscal year. Mr. Strobis replied that if the CTC is too aggressive in its forecasting of trips, they may not draw down all their allocated funds; if they are too conservative, they may draw down all their funds too soon. BCT generally falls within 1% of its ridership estimates and performs month-to-month analysis to arrive at these figures.

Chair Shuham also asked why there was a much higher increase in grant funds in 2024-2025 than in 2025-2026. Mr. Strobis reiterated that allocations are based on the Florida Legislature's recommended budget, which funds the TD Trust Fund as part of its overall appropriations bill. In 2024-2025, a large increase was requested because many smaller and more rural counties needed additional funding for their services; however, due to anticipated revenue cuts in 2025-2026, a less robust amount was requested.

Motion made by Mr. Walker, seconded by Ms. VanVoorhis, to approve. In a voice vote, the **motion** passed unanimously.

6. MOTION TO RECOMMEND BROWARD MPO APPROVE LCB Membership Appointments and Reappointments – Florida Department of Transportation

TD Administrator Rebecca Schultz explained that LCB membership must be approved by the Broward MPO Board. Today's appointments include the appointment of incoming regular member Ismir Ripley from the Florida Department of Transportation (FDOT) and the appointment of incoming alternate Demetria Rawls from the Children's Services Council.

Motion made by Vice Chair Mather-Taylor, seconded by Mr. Hill, to approve. In a voice vote, the **motion** passed unanimously.

NON-ACTION ITEMS

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

Mr. Strobis reported that BCT has submitted monthly reports for the Board's review, including a summary statistical report which reflects its year-to-date drawing down of grant funds. BCT is currently running \$200,000 over budget with local matching funds in order to maintain 100% service delivery for the TD program. Ridership continues to grow, as does the number of bus passes provided annually to assist individuals and households with low incomes. Additional statistics show the number of calls to BCT's call center, as well as response times, which continue to improve.

Mr. Strobis continued that since the January 2025 LCB meeting, Broward County has begun both its capital and operating budget seasons. The next budget year will begin on October 1, 2025. All parties are proceeding with caution due to some of the bills originating from the Florida Legislature and the federal government which may affect local revenue streams and the ability to maintain existing levels of service.

Mr. Strobis advised that Paratransit services differ from TD, as these services are expected to grow. These services will be funded, with cuts realized elsewhere within the transportation budget to offset this growth. No issues in meeting demand are expected for the upcoming year.

BCT has submitted its capital budgets for vehicle replacement, growth, and propane conversion. One upcoming request is the purchase of an additional 61 Paratransit vehicles, including a number of replacements for older vehicles.

A \$65,000 increase in the Trip and Equipment Grant is expected over last year's grant, which will allow service to accommodate additional TD trips. Current ridership is the highest ever seen by the program, which continues to grow at a rate of approximately 9%.

Mr. Strobis recalled that transportation providers are now required to report all complaints to the CTD on a quarterly basis. BCT has submitted this information from January through March 2025 and has had no response thus far.

On May 2, 2025, BCT held exit interviews with the CTD and its consultant for biannual quality review, which ensures CTC compliance with the terms of the Trip and Equipment Grant. The CTD also considers areas where improvements can be recommended and documents the results of the CTC's monitoring and oversight processes in a written report. BCT had neither findings nor recommendations for improvement.

Hurricane season begins on June 1, 2025. Mr. Strobis encouraged the LCB members to reach out to their respective organizations to request assistance for any members who may need help. Individuals may access www.broward.org/atrisk for information on shelter options, special needs registration, resources for animals, checklists, and more. He emphasized the importance of having a plan in place in advance of storms. Transportation Options (TOPS) is BCT's primary evacuation service for Broward County's senior and disadvantaged populations.

The top 10 weeks of BCT service since 2018 have all occurred since the week of October 1, 2024. This reflects continuing growth in ridership. On-time performance for the program is currently 88.2%, including all services. Vendors are responsible for being on time not only for pickup windows but on-time arrival at appointment destinations. Mr. Strobis emphasized that the overall goal of 92% is still not being met, primarily due to staffing. BCT averages 3.5 complaints for every 1000 trips delivered.

BCT's TD Grant application will go before the Broward County Board of County Commissioners at their May 20, 2025 meeting. The new vehicle order will be on the June 10, 2025 Board of County Commissioners Agenda. No date has been posted thus far for the annual CTD Training Workshop.

Chair Shuham asked if other CTCs which submit their complaints to the CTD qualify those complaints in any way, as well as how BCT's 3.5 complaints per 1000 trips measures against other providers in the area. Mr. Strobis replied that he did not know if other CTCs qualify complaints, nor if they report complaints in the same manner.

Chair Shuham asked if the 9% growth rate is tied to population growth or to greater use of services. Mr. Strobis advised that this rate is a combination of the two. The fastest-growing demographic in Broward County is the transportation disadvantaged population, including households earning low incomes, senior citizens, and others. In addition to new applicants, current residents are traveling more often.

ADMINISTRATIVE ITEMS

1. Member Comments

None.

2. Monthly LCB Operating Reports (December 2024 – March 2025)

3. Planning Related Grant Agreement Tasks Quarterly Progress Report

4. Attendance Roster – Members and Alternates

There being no further business to come before the Board at this time, the meeting was adjourned at 2:55 p.m.

NEXT MEETING: September 15, 2025



Action Items 1.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

REQUESTED ACTION:

MOTION TO APPROVE the 2026 LCB Meeting Schedule

WHAT THIS ACTION ACCOMPLISHES:

This action is necessary to notify LCB members of the proposed 2026 LCB meeting dates. Approval of the proposed 2026 LCB meeting schedule will allow MPO staff to arrange for the public notification of meetings and to set due dates for materials to be included in LCB agenda items.

SUMMARY EXPLANATION/BACKGROUND:

The Attachment provides the proposed 2026 LCB meeting schedule for review. The proposed dates represent LCB meetings as being held on the **third Monday** (the January meeting will be held on the first Monday of February due to the third Monday being the Martin Luther King Jr. holiday) of the first month of the quarter at **2:00 p.m.**, with the exception of the second and fourth quarter. The second quarter meeting will be held in May rather than April, to accommodate the Rate Model report approval in concurrence with the Community Transportation Coordinator/Broward County Transit budget meeting. The fourth quarter meeting is held in October to accommodate the Annual Operating Report for LCB review and approval.

ADDITIONAL INFORMATION/PREPARER:

If you have any questions about the 2026 LCB meeting schedule, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.

Attachments

Proposed 2026 LCB Meeting Schedule



LCB-TD

2026 MEETING DATES

Monday, ~~January 26~~ **February 2**, 2026

Monday, April 20, 2026 – Review Committee

Monday, May 18, 2026

Monday, September 28, 2026

Monday, October 19, 2026

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

REQUESTED ACTION:

MOTION TO APPOINT Grievance Committee

WHY THIS ACTION IS NECESSARY:

In accordance with the Florida Commission for the Transportation Disadvantaged (CTD) and as specified in the Local Coordinating Board and Planning Agency Operating Guidelines, a Grievance Committee must be appointed to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the Community Transportation Coordinator's (CTCs) in the designated service area, and make recommendation for the Local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service.

SUMMARY EXPLANATION/BACKGROUND:

The purpose of the Grievance Committee is to establish a process and procedure to provide regular opportunities for issues to be brought before the Committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines.

ADDITIONAL INFORMATION/PREPARER:

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

Attachments

Local Coordinating Board and Planning Agency Operating Guidelines
Grievance Committee Members FY24-25

Florida Commission for the



Transportation Disadvantaged

LOCAL COORDINATING BOARD AND PLANNING AGENCY OPERATING GUIDELINES

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

605 Suwannee Street, Mail Station 49

Tallahassee, Florida 32399-0450

850-410-5700

www.fdot.gov/ctd

August 2017

I. INTRODUCTION

The purpose of these guidelines is to give clear instructions and uniform guidance in the administration, duties, and operating practices of local Coordinating Boards (LCB) and Planning Agencies.

II. PURPOSE OF THE LOCAL COORDINATING BOARD

The purpose of each LCB is to identify local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the LCB is considered an advisory body. (Section 427.0157, Florida Statutes).

III. ADMINISTRATION OF THE LOCAL COORDINATING BOARD

A. Planning Agency Responsibilities

The Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA), also uniformly referred to as the Planning Agency, shall provide the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the duties of the LCB. This includes, but is not limited to, scheduling meetings; training board members; evaluating cost effectiveness; working with the CTC to update and/or develop the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

B. Meetings

The LCB shall meet at least quarterly. All meetings, including committee meetings, will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on their agenda. Planning Agency staff shall make every effort to secure a quorum. In situations where a quorum is not obtained, the members present may elect to either:

1. Cancel the meeting and reschedule the meeting at a later date, or,
2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

LCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

C. Meeting Notices

1. Full Board Meeting Notices

All LCB meetings, public workshops/meetings, 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 notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and request accessible formats.

Planning Agency staff shall provide the agenda and meeting package to the Commission, LCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP, shall be given for additional review time. The agenda shall include a public participation opportunity.

2. Emergency Meeting Notices and Committee Meeting Notices

Planning Agency staff shall give the Commission, LCB members and all interested parties one week notice, if possible, of the date, time, location, and proposed agenda for the LCB committee meetings and emergency meetings. Meeting materials shall be provided as early as possible. Emergency/Committee 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. Agenda Action Items

Many of the action items for LCB review and approval are grant deliverables for the Planning Agency. Lack of a quorum will impact the payment of such grant deliverables and may require emergency meetings. Planning grant deliverables requiring LCB review and/or approval are:

- LCB By-Laws
- LCB Grievance Procedures
- TDSP
- Annual Operating Report
- LCB's Evaluation of the CTC

D. Minutes

Planning Agency staff is responsible for preparing and maintaining an official set of minutes for each LCB 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 LCB. The record of official actions shall include who made and seconded the motion, as well as who voted for and against the motions. If there is no quorum, action items will be tabled until the next LCB meeting. Minutes shall reflect that no official action was taken and provide a summary of discussion. Meeting minutes shall be provided at the next regularly scheduled LCB meeting for approval. Copies of approved minutes shall be sent to the Commission in the quarterly report. Committee meetings minutes may be in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board.

IV. LOCAL COORDINATING BOARD MEMBERSHIP

A. OFFICERS

1. CHAIRPERSON

The Planning Agency shall appoint an elected official to serve as the official Chairperson for all LCB meetings. The appointed chairperson shall be an elected official from the county that the LCB serves (41-2.012(1) FAC). For a multi-county LCB, the Chairperson shall be from one of the counties involved. The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

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.

B. VOTING MEMBERS

1. An elected official from the service area, serving as the chairperson;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A 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;
5. 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;
6. A person who is recognized by the Veterans Service Office representing the veterans in the county;
7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
8. A person over sixty representing the elderly in the county;
9. A person with a disability representing the disabled in the county;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
11. A local representative for children at risk;

12. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the CTC.
13. A local representative of the Florida Department of Elder Affairs;
14. 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 will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the LCB;
15. A local representative of the Florida Agency for Health Care Administration;
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
17. 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.

It is the intent of the Commission for the membership of every LCB to not only consist of individuals who represent the appropriate governmental agencies or groups of people as defined above, but also for the membership to represent, to the maximum degree possible a cross section of their local community.

No employee of a CTC shall serve as voting member of the LCB. However, an elected official serving as Chairperson of the Coordinating Board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the CTC shall not be precluded from serving as voting members of the LCB.

C. TECHNICAL ADVISORS – NON-VOTING MEMBERS

Upon a majority vote of a quorum of the LCB, technical advisors may be approved for the purpose of providing the LCB with technical advice as necessary.

D. MULTI-COUNTY COORDINATING BOARDS - 41-2.012(1) FAC

The Planning Agency may recommend multi-county LCBs to meet the service needs of the transportation disadvantaged in two or more counties based on these guidelines, and when agreed upon in writing by all county commissions in each county to be covered in the service area. The multi-county LCB will be made up of the same membership of the aforementioned single-county LCB with the following exception: An elected official from each county of the multi-county service area will be appointed to the LCB, one of which will serve as Chair of the LCB and one as the Vice Chair. The recommendation of a multi-county LCB shall be presented to the Commission for approval.

E. ALTERNATES

1. Alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency, if desired.
2. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
3. Alternates for a LCB member who cannot attend a meeting must be a representative of the same interest as the primary member.

V. TERMS OF APPOINTMENT

Except for the Chairperson and state agency representatives, the members of the LCB shall be appointed for three year staggered terms with initial memberships being appointed equally for one, two and three years to avoid a significant turnover during a particular period (41-2.012(4) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency.

VI. ATTENDANCE

The Planning Agency shall review, and consider rescinding, the appointment of any member of the LCB who fails to attend three consecutive meetings. The Planning Agency must complete attendance roster for each local coordinating board meeting. LCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

VII. BY-LAWS AND PARLIAMENTARY PROCEDURES

The LCB shall develop and adopt a set of by-laws. The by-laws shall state that the LCB will conduct business using parliamentary procedures according to Robert's Rules of Order. The by-laws shall be reviewed, updated (if necessary), and adopted annually. It is recommended that the by-laws are reviewed and approved during the first quarter (July-September). Approved by-laws shall be submitted to the Commission.

VIII. LOCAL COORDINATING BOARD DUTIES

The LCB shall:

- A. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the Commission.
- B. Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process, to include, but not be limited to, the public, planning agency staff, and the CTC.
- C. Annually, provide the MPO/planning agency with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage)

for the number of trips provided within the system to be on public transit where such services are available. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the Commission upon approval by the LCB. In areas where a planning agency serves as the CTC, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the CTC.

- D. In cooperation with the CTC, review and provide recommendations to the Commission and the MPO or Designated Official Planning Agency, on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the Coordinating Board and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. Such a process should include at least:
 - 1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
 - a) The need for the requested funds or services;
 - b) Consistency with local government comprehensive plans;
 - c) Coordination with local transit agencies, including the CTC;
 - d) Consistency with the TDSP;
 - e) Whether such funds are adequately budgeted amounts for the services expected; and,
 - f) Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.
 - 2. Notify the Commission of any unresolved funding requests without delays in the application process.
- E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
- F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, operating hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
 2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations for the local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The LCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. 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 Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the LCB. (41-2.012(5)(c), FAC).
- H. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
- I. Annually hold at a minimum, one Public Meeting/Workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public meeting/workshop will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public meeting/workshop be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the LCB meeting).

NOTE: This must be a completely separate meeting not simply an opportunity to provide public comment during the quarterly LCB meeting. The public meeting/workshop must be noticed as a separate meeting, have its own agenda and minutes. A public meeting/workshop held jointly with the Commission will satisfy this annual requirement.

- J. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).

- K. Work cooperatively with regional workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
- L. Evaluate multi county or regional transportation opportunities (427.0157(6), FS).

LCB-TD

Grievance Committee FY24-25

- **Shatara Piedrasanta**
- **Nancy Scott**
- **Milory Senat**
- **Shea Williams**



Non-Action Items 1.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

SUMMARY:

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

Attachments

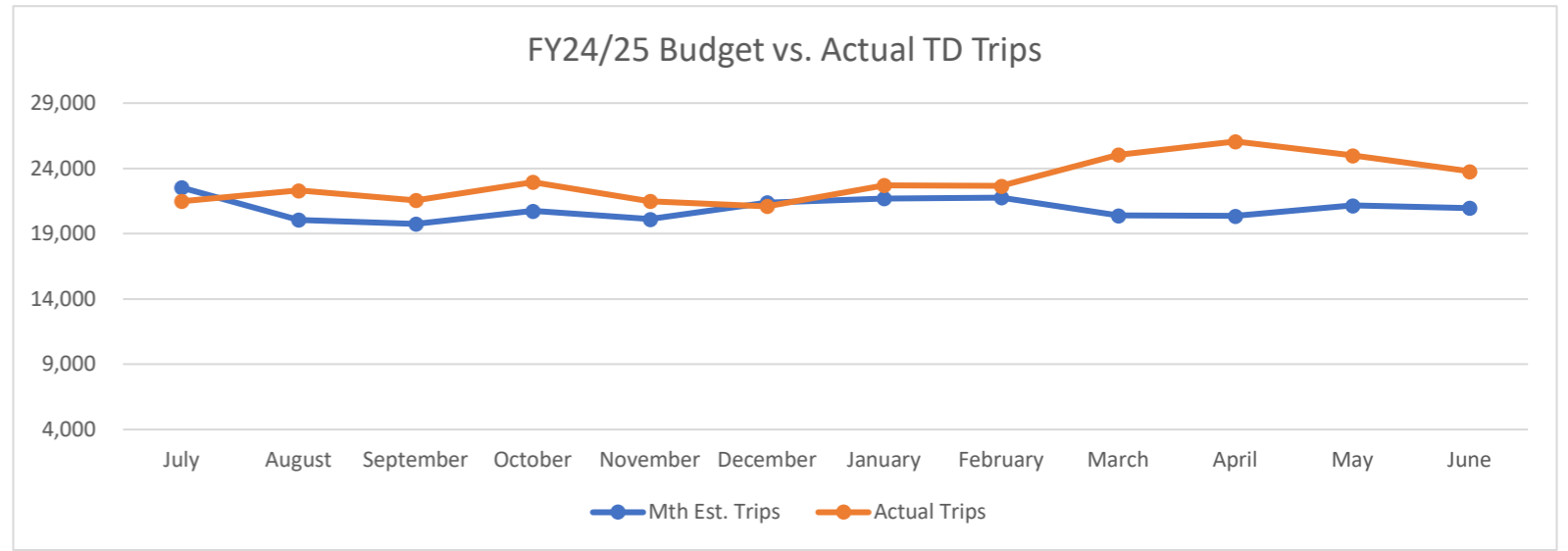
FY 2024/2025 Transportation Disadvantaged Grant Tracking Report

FY2024/2025 TRANSPORTATION DISADVANTAGED GRANT TRACKING REPORT

FY24/25	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Disbursement Schedule	\$442,601.00	\$442,599.00	\$442,599.00	\$442,599.00	\$442,599.00	\$442,599.00	\$442,599.00	\$442,599.00	\$442,599.00	\$442,599.00	\$442,599.00	\$442,599.00	\$5,311,190.00
Total Billed Services	\$684,191.54	\$705,255.39	\$681,076.42	\$725,999.61	\$681,782.36	\$675,451.09	\$718,699.89	\$714,671.95	\$780,634.86	\$817,210.83	\$778,942.08	\$754,552.33	\$8,718,468.35
Minus 10% Match	(\$49,177.89)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$49,177.67)	(\$590,132.26)
Emergency Funds													\$0.00
Net Billed	\$635,013.65	\$656,077.72	\$631,898.75	\$676,821.94	\$632,604.69	\$626,273.42	\$669,522.22	\$665,494.28	\$731,457.19	\$768,033.16	\$729,764.41	\$705,374.66	\$8,128,336.09
Over/Under	(\$192,412.65)	(\$213,478.72)	(\$189,299.75)	(\$234,222.94)	(\$190,005.69)	(\$183,674.42)	(\$226,923.22)	(\$222,895.28)	(\$288,858.19)	(\$325,434.16)	(\$287,165.41)	(\$262,775.66)	(\$2,817,146.09)

Actual vs. Estimated trips

	Service %	Mth Est. Trips	Actual Trips	Variance	Percent
July	8.98%	22,533	21,476	1,057	4.69%
August	7.99%	20,054	22,305	(2,251)	-11.23%
September	7.87%	19,748	21,543	(1,795)	-9.09%
October	8.27%	20,737	22,936	(2,199)	-10.60%
November	8.01%	20,106	21,488	(1,382)	-6.87%
December	8.52%	21,385	21,092	293	1.37%
January	8.65%	21,705	22,707	(1,002)	-4.62%
February	8.67%	21,760	22,650	(890)	-4.09%
March	8.13%	20,390	25,035	(4,645)	-22.78%
April	8.11%	20,354	26,063	(5,709)	-28.05%
May	8.43%	21,152	24,989	(3,837)	-18.14%
June	8.35%	20,955	23,769	(2,814)	-13.43%
Total		250,880	276,053	(25,173)	-167.55%



Eligibility	July	August	September	October	November	December	January	February	March	April	May	June	Totals
New Clients	56	23	11	25	16	27	62	80	99	83	66	65	
Total Clients Registered	3,561	3,575	3,486	3,517	3,396	3,456	3,669	3,661	3,748	3,803	3,791	3,821	

Bus Passes	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Reduced Fare Passes	753	719	678	708	679	723	740	744	740	776	768	749	8,777
Adult Pass	971	943	883	977	881	879	937	948	963	1012	968	1027	11,389
Total TD Passes	1724	1662	1561	1685	1560	1602	1677	1692	1703	1788	1736	1776	20,166

Ontime Performance	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Transportation America	92.55%	89.18%	87.32%	89.47%	90.12%	89.03%	88.87%	87.51%	88.78%	86.48%	87.79%	90.13%	88.94%
Total	92.55%	89.18%	87.32%	89.47%	90.12%	89.03%	88.87%	87.51%	88.78%	86.48%	87.79%	90.13%	88.94%

Complaints	July	August	September	October	November	December	January	February	March	April	May	June	Totals
BCT	1	0	1	0	2	0	2	1	2	1	1	3	14
Inktel - Call Center	2	7	2	2	3	4	5	5	14	16	12	5	77
													0
TA	21	34	48	31	37	25	40	54	56	63	67	57	533
Total	24	41	51	33	42	29	47	60	72	80	80	65	624

Compliments	July	August	September	October	November	December	January	February	March	April	May	June	Totals
BCT	0	0	0	0	0	0	0	0	0	0	0	0	0
Inktel - Call Center	0	0	0	0	0	0	0	0	0	0	0	0	0
													0
TA	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	0	0	0	0	0	0	0	0	0	0	0	1	1



Non-Action Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

SoFloGO: Regional Transit App by South Florida Regional Transportation Authority (SFRTA)

SUMMARY EXPLANATION/BACKGROUND:

SoFloGO, South Florida's first regionwide mobile fare payment and trip planning app, fully launched on August 11, 2025. Developed through long-term investment and coordination by the Broward MPO, the app brings together South Florida Regional Transportation Authority (SFRTA), Broward County Transit, Miami-Dade Transit, and Palm Tran into one platform. Riders can purchase and activate tickets, plan trips, and access real-time information across all four agencies.

At the upcoming meeting, Broward MPO and SFRTA staff will provide a brief presentation that will review the technology, coordination, and design that made **SoFloGO** possible, and will highlight its main features. For the PowerPoint presentation, please see the Attachment.

ADDITIONAL INFORMATION/PREPARER:

If you have any questions about this item, please contact Amanda Christon at (954) 876-0078 or christona@browardmpo.org.

Attachments

SoFloGO: Regional Transit App by SFRTA - PowerPoint Presentation

RIDING TRANSIT JUST GOT EASIER!

PLAN. PAY. RIDE.

PARTNERS



APP PROVIDED BY  moovit  GENFARE

Broward MPO: Regional Leader, Strategic Connector

Regional Fare Integration: Broward MPO's Role



Funding

Provided federal funds for BCT fare collection system upgrades, SFRTA mobile backend, and SoFloGO App development.



Coordination

Served as the regional convener for BCT, MDT, Palm Tran, and SFRTA.



Long Range Planning

Frictionless, full MaaS integration (bikeshare, ride-hail, etc.) is the long-term goal, likely phased to due to shifting federal and state priorities.



Who Moves South Florida: Four Agencies, One Network

Regional Transit Providers



SFRTA / Tri-Rail

Commuter rail linking Miami-Dade, Broward, and Palm Beach counties



Palm Tran

Transit services in Palm Beach County



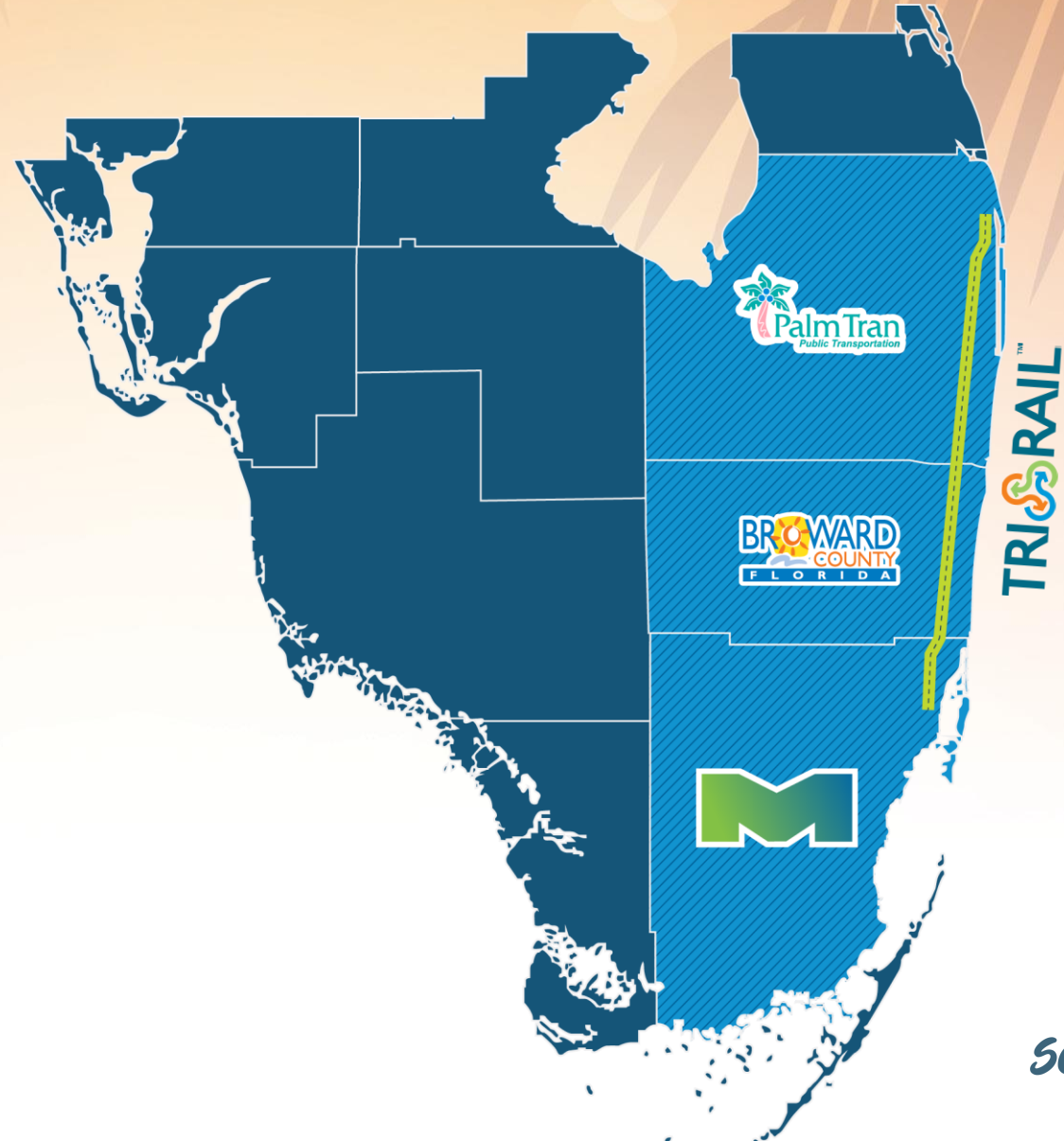
Broward County Transit

Fixed-route bus, paratransit
Mobile ticketing leader



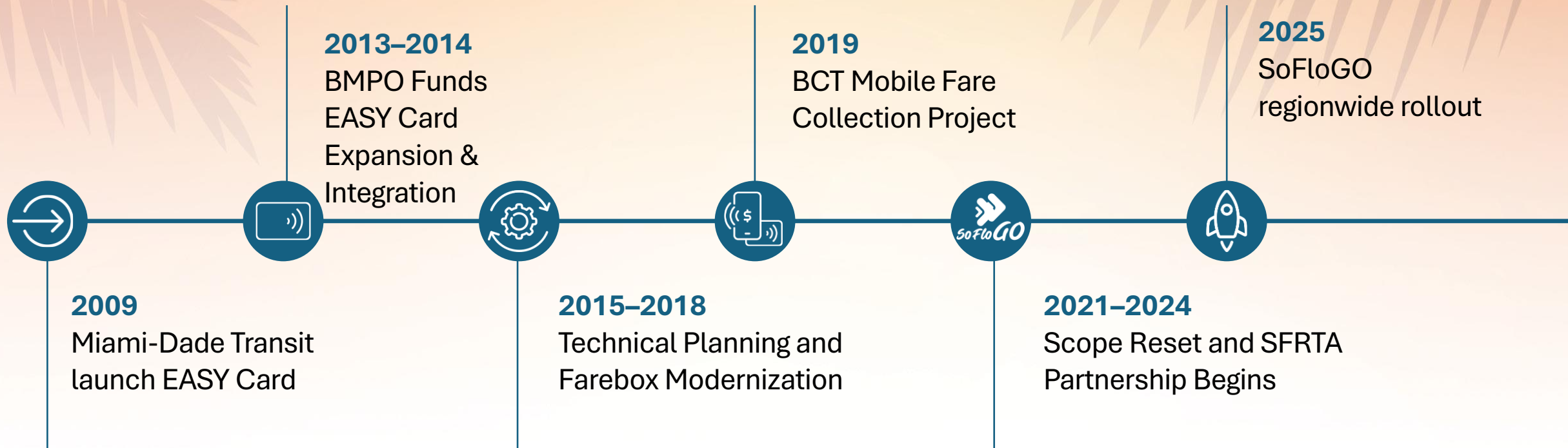
Miami Dade Transit

Metrorail, Metrobus, Metromover
First smart card system in region



A Decade of Progress for Seamless Travel

10-year Integration Timeline



The Power of One: Why This Project Matters

Regional Impact of Fare Integration

Seamless travel within the region using one platform—SoFloGO.

Better experience for occasional and new riders, especially visitors or tourists.

Promote regional goals through reduced congestion, improved air quality, and more accessible economic opportunity.

Future integration with bike share, ride-hail, parking, and other services under a unified MaaS ecosystem is attainable.



TECHNOLOGY



Design Approach

Seamless planning, payment, and navigation for all four agencies

Convenience for Transit Riders

- Rider data is secure
- Real-time arrival and departure information
- Easy access to all purchased tickets
- Single Application

Transactions

- 4 different credit card processors
- 4 different back offices

Validations

- Farebox
- Faregates
- Visual

Fare Product Offerings

- Activation upon purchase
- Activation for future use
- Purchase now, use later
- Zone calculation

Our Solution

CHALLENGES



Safety, Security, and Integrity for each agency



Unique back-office systems with unique products

- **Tri-Rail:**
New account based – Purchase now, activate now and later, with ZONE pricing
- **Palm Tran:**
Existing account based – Pay as you go
- **Broward County Transit:**
Existing card based – Purchase now, activate later
- **Miami-Dade Transit:**
Token w/CUBIC – Purchase now, activate later

SOLUTIONS



Flexible Platform

- Genfare Link
- Moovit Global Mobility



Simplify Systems through API Integration

- 4 different back offices
- 4 different credit card processors
- Unique product offerings



Scalable for Future Proofing

- Different payment processors
- Different transit agencies back offices



Program Management Lessons Learned

WHAT WORKED

- **Open communication with all 6 parties.**
- **Milestone agreed and accepted by all agencies**
- **Stakeholders actively attend weekly status meeting**
- **One point of contact for each agency**
- **Use of an online collaboration tool to capture all action items.**

TAKE AWAYS

- **Engage all agencies from the start of the project.**
- **Review all MOUs & API agreements with all agencies at the same time.**
- **Review Project Scope with everyone early and often.**

4 Agencies, 1 App



MOBILE APPLICATION



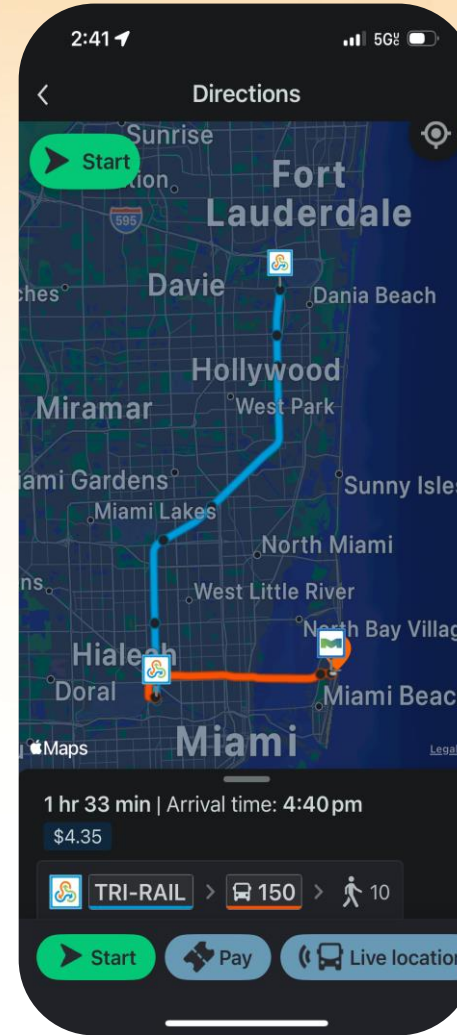
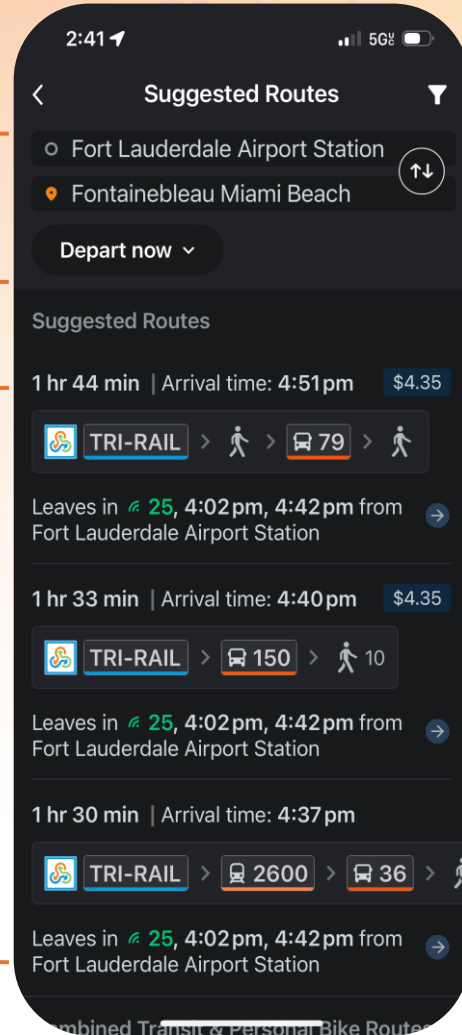
TRIP PLANNING

Search any origin/destination

Select current or future schedules

Pick a suggested route

- Trip time
- Number of transfers
- Price



Multi agency trip with route map

Step-by-step directions

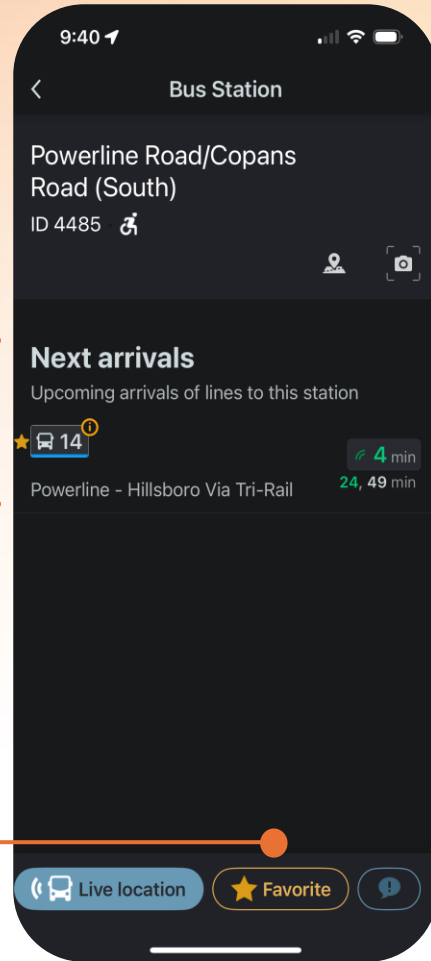
Route details

Real-time tracking



SERVICE ALERTS

Lines serving this stop/station

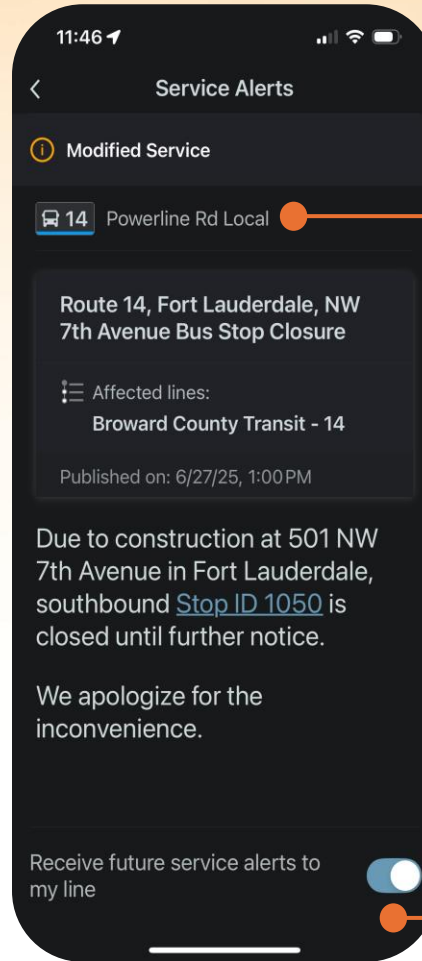


Favorite stops/stations

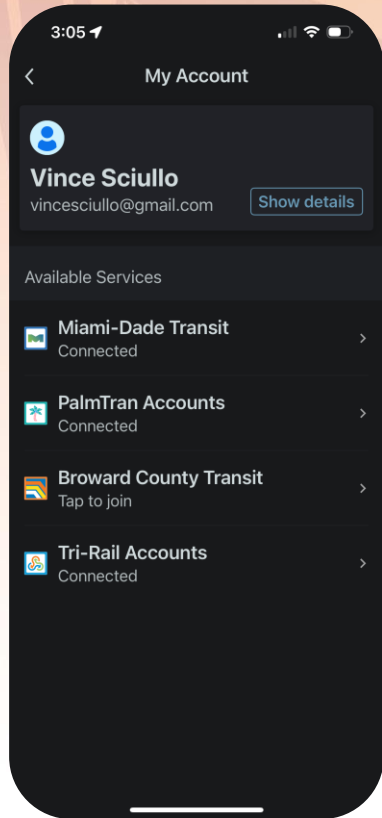
Affected route

Alert details

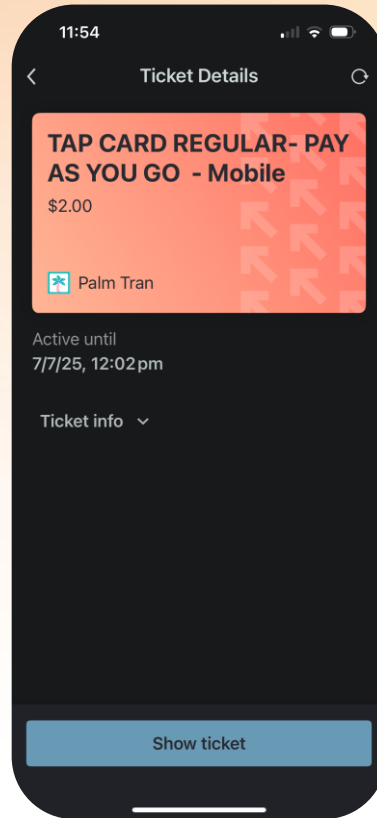
Receive push notifications



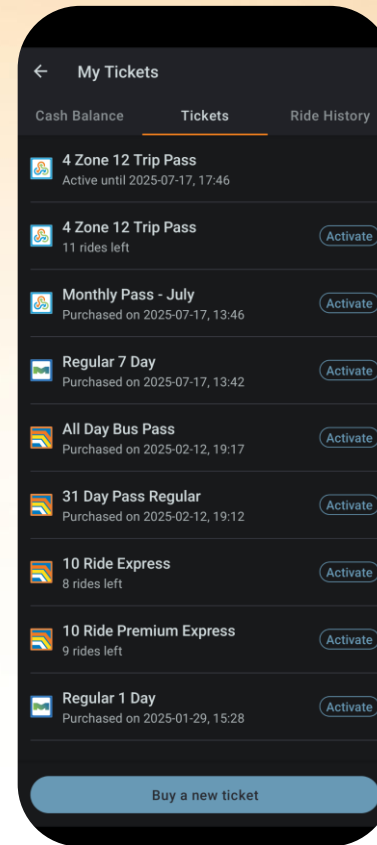
MOBILE TICKETING



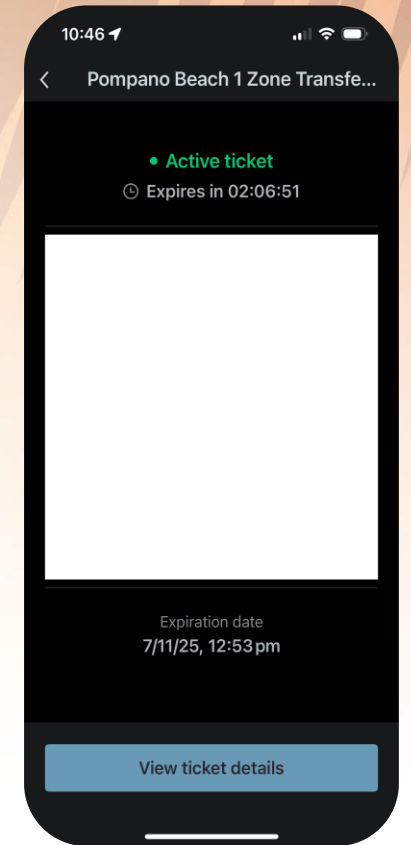
Create one or more agency ticketing accounts



Purchased ticket



Multiple transit system tickets purchased in 'My Tickets'



Fraud protection for screenshot QR-codes



SOFT LAUNCH DEBUT



App soft-launched July 14



Full launch + marketing campaign August 11, 2025



Download today!

Apple



Android



Home

RIDING TRANSIT JUST GOT EASIER!

PLAN. PAY. RIDE.

Download **SoFloGO** and easily plan, pay and track your bus & train ride in one app.

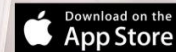


Tri-Rail, Palm Tran, Miami-Dade & Broward Transit Systems, as well as the Broward Metropolitan Planning Organization, have come together to provide you with an easier way to play, pay, and ride on bus or train throughout South Florida's transit systems.



With the SoFloGO app, you'll be able to easily access all your rides in one place!

- Buy Tickets
- Track Trains & Buses
- Plan Your Trip
- And More!



<https://soflogo.com/>



Administrative Items 1.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

SUMMARY:

Monthly LCB Operating Reports - April - June 2025

Attachments

Monthly LCB Operating Report - April 2025

Monthly LCB Operating Report - May 2025

Monthly LCB Operating Report - June 2025



Ok to pay

INVOICE

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

Invoice #103292 ✓
DATE: 6/23/2025 ✓

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 – April 1-30, 2025 ✓	\$341,371.88 ✓

TOTAL: \$341,371.88 ✓

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1629.09)	1	\$86,260.87	\$86,260.87
Agent Service Hours	8515.16	\$30.08	\$256,136.01
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%):			
- First Month	0	(\$5,000.00)	\$0.00
- Second Month	0	(\$10,000.00)	\$0.00
- Beyond Second Month	0	(\$20,000.00)	\$0.00
OTP			
- < 90%	0	(\$500.00)	\$0.00
- < 88%	0	(\$750.00)	\$0.00
- < 86%	1	(\$1,000.00)	(\$1,000.00)
Failure to Attend Meeting	0	(\$500.00)	\$0.00
Productivity < 1.50	0	(\$1,000.00)	\$0.00
Employee Utilization < 65%	0	(\$1,000.00)	\$0.00
Failure to Meet Reporting Requirements	0	(\$500.00)	\$0.00
Discourteous/Unprofessional Employee	1	(\$25.00)	(\$25.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$341,371.88

Agent Name	Reg	OT	Total
Acosta, Maribel	168.12	74.65	242.77
Alvarez, Josue	165.77	0.30	166.07
Atencio, Gustavo	171.23	0.00	171.23
Augustin, Tatiana	159.50	4.95	164.45
Bacon, D'Erica	168.05	0.00	168.05
Barcelo, Jessica	179.22	8.65	187.87
Barillas, Doris	175.58	0.00	175.58
Barr, Natalie	175.30	5.12	180.42
Breeze, Brenda	168.12	23.43	191.55
Brooks, Brandi	136.07	0.00	136.07
Cintron, Christian	166.98	0.07	167.05
Comas, Carolina	163.67	0.00	163.67
Cuadra, Giovanni	145.83	0.00	145.83
Degramont, Selena	97.03	0.00	97.03
Delgado, Kassandra	20.75	0.00	20.75
Dieudonne, Estely	39.08	0.00	39.08
Diquez, Marsha	167.95	15.47	183.42
Exavier, Pat	154.85	0.00	154.85
Farinas, Elizabeth	139.35	0.00	139.35
Ferguson, Mario	173.85	0.50	174.35
Fernandez, Elyssa	96.40	0.00	96.40
Gamble, Rocio	176.37	10.07	186.44
Garcia Coronado, Estefany	21.00	0.00	21.00
Garcia, Yessenia	21.00	0.00	21.00
Gattereau, Rose	158.63	0.13	158.76
Gonzalez, Osniel	157.58	0.00	157.58
Greene, Keyana	157.83	0.00	157.83
Gutierrez, Michael	166.47	1.55	168.02
Harris, Kevin	116.90	0.00	116.90
Holmes, Patrice	171.07	4.97	176.04
Joseph, Steve	175.97	43.02	218.99
Kelly, Monica	155.02	0.00	155.02
Lanier, Monica	170.63	2.77	173.40
Lewis-Francis, Jassette	160.47	0.00	160.47
Leyva, Carlos	19.73	0.00	19.73
Malagon, Isabel	21.00	0.00	21.00
Malcolm, Kiara	176.32	11.92	188.24
Martinez, Dyanna	20.34	0.00	20.34
Minyettys, Katherine	21.00	0.00	21.00
Moore, Gwendolyn	176.33	6.17	182.50
Nordlund, Maria	176.05	29.40	205.45
Ormaza, John	21.00	0.00	21.00
Ospina, Julian	158.17	0.37	158.54
Pearl Jones, Felicia	21.00	0.00	21.00
Peralta-Miranda, Katerine	176.12	6.03	182.15
Pereira, Marcela	159.98	4.07	164.05
Perez, Erick	158.32	6.60	164.92
Pierre-Louis, Barbara	125.80	0.00	125.80
Piney, Jesse	21.00	0.00	21.00
Quintero-Quinones, Paola	150.08	0.00	150.08
Rodriguez, Ariel	21.00	0.00	21.00
Rothberg, Joy	176.35	28.75	205.10
Saint Louis, Alceline	167.20	0.00	167.20
Sandoval, Justin	174.97	1.88	176.85
Smith, Russell	158.60	1.23	159.83
Soles, Michelle	175.30	18.88	194.18
St. John, Liam	89.38	0.00	89.38
Torres, Angelique	165.98	14.23	180.21
Vergara, Ylismar	21.00	0.00	21.00
Williams, Maria	176.35	2.22	178.57
Williams, Samantha	181.35	11.50	192.85
Williams, Taryn	161.67	0.23	161.90
Williamson, Emperorist	21.00	0.00	21.00
Wright, Aliah	21.00	0.00	21.00
Zuniga, Angelica	21.00	0.00	21.00
Grand Total	8176.03	339.13	8515.16

Scheduler Name	Reg	OT	Total
Barillas, Martin	177.65	4.28	181.93
Evans, Tandra	182.80	15.15	197.95
Martinez, Jose	17.00	0.00	17.00
Rodriguez, Ernesto	176.91	15.64	192.55
St.Valiere, Sasha	175.17	26.94	202.11
Stephen, Clarence	175.88	9.68	185.56
Taylor, Millicent	170.57	3.03	173.60
Tiexeira, Michael	176.05	0.27	176.32
Valerie, Deniza	126.75	0.00	126.75
Valerie, Skelfina	175.02	0.30	175.32
Grand Total	1553.80	75.29	1629.09

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Apr-25
Total Passenger Trips Request	102,151
Total Capacity Denials	112
Total Eligibility Denials	195
Total Trip Refusals by Clients	145
Total trips scheduled	88,826
Total advance cancellations	8,684
Total late cancellations	6,465
Total no-shows	5,094
Total trips provided to clients	88,826
Total client will-call trips	96
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,736 total trips/ 12.09%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,578 total trips/ 1.78%

Telephone Service Details

Total number of calls handled	90,618
Total number of calls received	92,519
Total number of calls by type:	
BCT Reservations	79,030
BCT Spanish Reservations	13,165
BCT Creole	46
BCT Supervisor Call	278
Total number of calls answered	90,618
Total number of calls abandoned	1,901
Percent Total of calls abandoned	2.05%
Average speed of answer time	0:18
Average handle time with hold	3:24
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:32
Employee Utilization	66.39%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	54
Total number of contractor commendations	21

On Time Performance	85.58%
Passenger Trips per Hour	1.53
Call Management	96.80%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	1
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	96.80%
On-Time Performance <90% (monthly)	85.58%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.53
Employee Utilization < 65%	66.39%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

Monthly Management Report

Achievements

Average Handle Time saw a reduction of 3 seconds.

Achieved a 1.53 productivity rate.

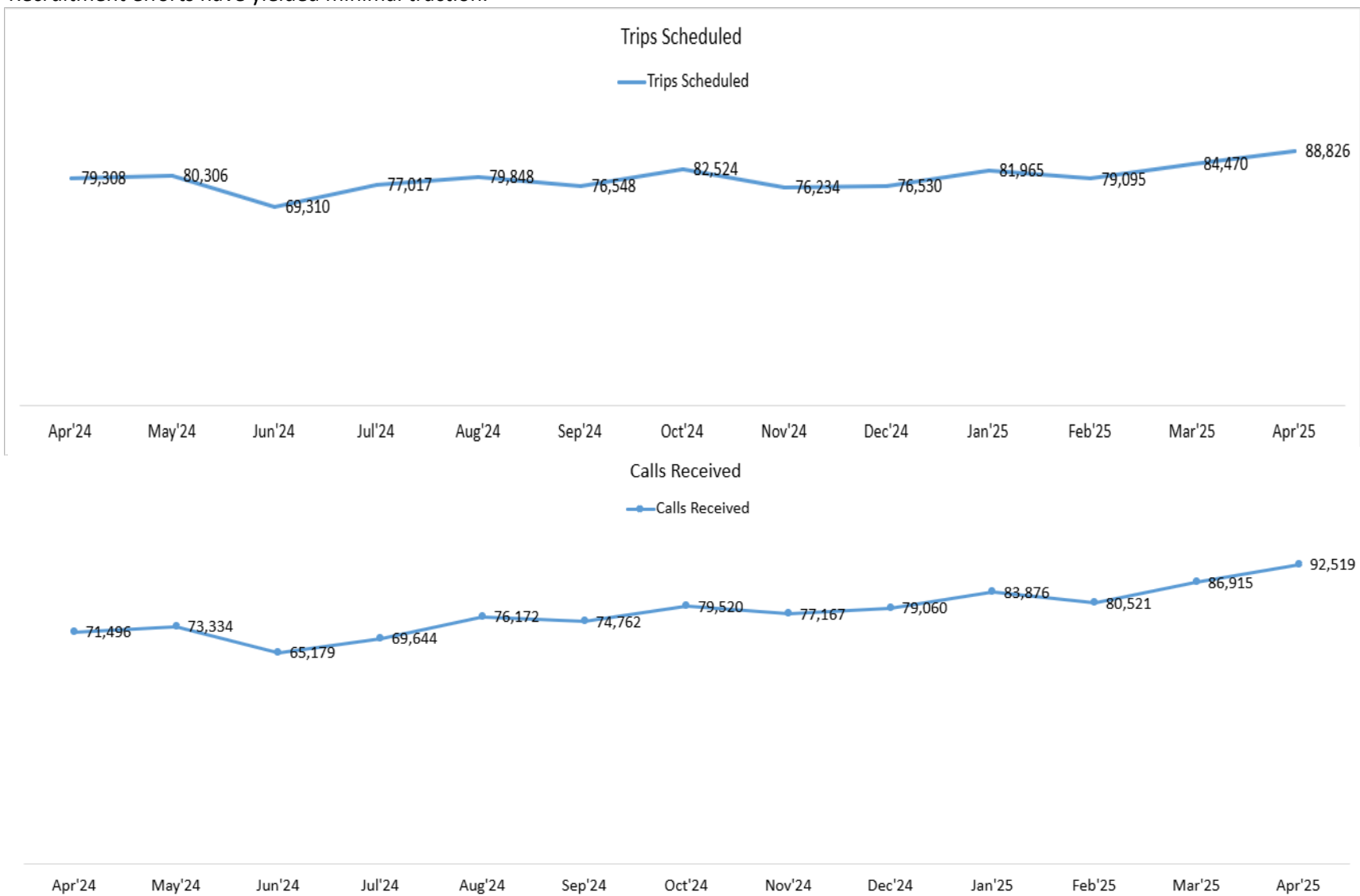
Utilization increased to 66.39%.

Challenges

Service level was affected due to interruptions from Adept and high wait times due to delays caused by tablets.

There was unfortunate Supervisor turnover with Aycha.

Recruitment efforts have yielded minimal traction.



What's Next

Proceed with the recruitment process to fill the Supervisor position, ensuring candidates meet the required qualifications and/or that the new supervisor receives the appropriate training and certification.

Collaborate with TA to address inactive routes and improve efficiencies within group centers.

Schedule a vendor meeting to plan and prep for the upcoming school year.

Measures	1-Apr	2-Apr	3-Apr	4-Apr	5-Apr	6-Apr	7-Apr
Longest Call In Queue	00:05:02	00:07:04	00:05:45	00:05:43	00:04:28	00:04:25	00:05:47

8-Apr	9-Apr	10-Apr	11-Apr	12-Apr	13-Apr	14-Apr
00:04:49	00:11:57	00:05:47	00:02:43	00:04:13	00:05:56	00:03:43

15-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr
00:03:14	00:03:44	00:03:12	00:03:05	00:02:10	00:04:24	00:03:22

22-Apr	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr
00:03:20	00:02:27	00:04:20	00:03:26	00:03:38	00:08:26	00:02:50

29-Apr	30-Apr
00:03:34	00:07:54

Measures	1-Apr	2-Apr	3-Apr	4-Apr	5-Apr	6-Apr	7-Apr
Staff by Day	37	42	37	38	27	23	37

8-Apr	9-Apr	10-Apr	11-Apr	12-Apr	13-Apr	14-Apr
37	38	35	35	26	23	35

15-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr
35	37	34	33	26	25	34

22-Apr	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr
35	35	34	34	23	21	33

29-Apr	30-Apr
32	33



INVOICE

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

Invoice #103296 ✓
DATE: 7/16/2025 ✓

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 – May 1-31, 2025 ✓	\$352,431.72 ✓

TOTAL: \$352,431.72 ✓

Received 7.16.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1491.66)	1	\$86,260.87	\$86,260.87
Agent Service Hours	9083.14	\$30.08	\$273,220.85
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%):			
- First Month	0	(\$5,000.00)	\$0.00
- Second Month	0	(\$10,000.00)	\$0.00
- Beyond Second Month	0	(\$20,000.00)	\$0.00
OTP			
- < 90%	0	(\$500.00)	\$0.00
- < 88%	1	(\$750.00)	(\$750.00)
- < 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	2	(\$25.00)	(\$50.00)
Vacancy of Key Personnel			
- 30 Days	1	(\$1,000.00)	(\$1,000.00)
- > 30 Days	17	(\$250.00)	(\$4,250.00)
TOTAL			\$352,431.72

Agent Name	Reg	OT	Total
Acosta, Maribel	168.27	30.45	198.72
Alvarez, Josue	132.76	0.00	132.76
Atencio, Gustavo	169.93	0.00	169.93
Augustin, Tatiana	119.77	0.00	119.77
Bacon, D'Ericka	153.73	0.00	153.73
Barcelo, Jessica	174.42	14.32	188.74
Barillas, Doris	174.65	0.00	174.65
Barr, Natalie	183.97	14.02	197.99
Breeze, Brenda	183.80	37.22	221.02
Brooks, Brandi	164.17	0.00	164.17
Cintron, Christian	183.63	0.65	184.28
Comas, Carolina	173.58	0.78	174.36
Cuadra, Giovanni	149.23	0.00	149.23
Degramont, Selena	90.33	0.00	90.33
Delgado, Kassandra	153.38	0.72	154.10
Diquez, Marsha	176.20	2.07	178.27
Exavier, Pat	137.17	0.00	137.17
Farinas, Elizabeth	122.58	0.00	122.58
Ferguson, Mario	162.88	0.00	162.88
Gamble, Rocio	183.64	0.70	184.34
Garcia Coronado, Estefany	147.40	0.00	147.40
Garcia, Yessenia	156.87	0.12	156.99
Gattereau, Rose	184.08	0.00	184.08
Gonzalez, Osniel	165.85	2.32	168.17
Greene, Keyana	120.37	0.00	120.37
Gutierrez, Michael	175.27	0.68	175.95
Harmon, Kera	6.50	0.00	6.50
Holmes, Patrice	151.45	0.33	151.78
Joseph, Steve	174.22	36.30	210.52
Kelly, Monica	151.55	0.00	151.55
Lanier, Monica	173.28	3.48	176.76
Lewis-Francis, Jassette	164.07	0.52	164.59
Malagon, Isabel	24.87	0.00	24.87
Malcolm, Kiara	176.80	4.05	180.85
Martinez, Dyanna	20.88	0.00	20.88
Martines, Jose	16.00	0.00	16.00
Minyettys, Katherine	14.00	0.00	14.00
Moore, Gwendolyn	172.73	1.58	174.31
Nordlund, Maria	168.20	0.35	168.55
Ormaza, John	154.67	0.22	154.89
Ospina, Julian	172.52	0.62	173.14
Pearl Jones, Felicia	63.63	0.00	63.63
Peralta-Miranda, Katerine	167.40	14.38	181.78
Pereira, Marcela	176.87	4.47	181.34
Perez, Erick	164.32	8.88	173.20
Pierre-Louis, Barbara	136.18	0.00	136.18
Piney, Jesse	9.67	0.00	9.67
Quintero-Quinones, Paola	172.92	9.58	182.50
Rodriguez, Ariel	142.37	0.00	142.37
Rothberg, Joy	168.30	12.90	181.20
Saint Louis, Alceline	174.30	4.83	179.13
Sandoval, Justin	171.63	13.92	185.55
Smith, Russell	104.75	0.50	105.25
Soles, Michelle	176.55	29.35	205.90
St. John, Liam	83.93	0.00	83.93
St.Valiere, Sasha	31.40	0.00	31.40
Torres, Angelique	172.87	3.00	175.87
Vergara, Ylismar	7.00	0.00	7.00
Williams, Maria	159.90	1.32	161.22
Williams, Samantha	167.72	16.55	184.27
Williams, Taryn	173.72	0.42	174.14
Williamson, Emperorist	154.13	0.00	154.13
Wright, Aliah	121.58	0.00	121.58
Zuniga, Angelica	60.73	0.00	60.73
Grand Total	8811.54	271.60	9083.14

Scheduler Name	Reg	OT	Total
Barillas, Martin	152.60	6.60	159.20
Evans, Tandra	117.15	7.70	124.85
Martinez, Jose	154.88	14.03	168.91
Rodriguez, Ernesto	137.28	0.00	137.28
St.Valiere, Sasha	128.88	2.42	131.30
Stephen, Clarence	156.03	0.75	156.78
Taylor, Millicent	150.40	0.00	150.40
Tiexeira, Michael	158.55	0.90	159.45
Valerie, Deniza	130.63	0.00	130.63
Valerie, Skelfina	172.48	0.38	172.86
Grand Total	1458.88	32.78	1491.66

Broward County Transit MOR
Monthly Operating Report

Metric/Month	May-25
Total Passenger Trips Request	99,638
Total Capacity Denials	89
Total Eligibility Denials	125
Total Trip Refusals by Clients	112
Total trips scheduled	86,383
Total advance cancellations	8,398
Total late cancellations	6,379
Total no-shows	4,694
Total trips provided to clients	86,383
Total client will-call trips	85
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,183 total trips/ 11.79%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,350 total trips/ 1.56%

Telephone Service Details

Total number of calls handled	87,036
Total number of calls received	88,655
Total number of calls by type:	
BCT Reservations	75,754
BCT Spanish Reservations	12,596
BCT Creole	46
BCT Supervisor Call	259
Total number of calls answered	87,036
Total number of calls abandoned	1,619
Percent Total of calls abandoned	1.83%
Average speed of answer time	0:15
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	2:28
Employee Utilization	59.92%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	40
Total number of contractor commendations	25

On Time Performance	86.92%
Passenger Trips per Hour	1.52
Call Management	97.59%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	2
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	97.59%
On-Time Performance <90% (monthly)	86.92%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.52
Employee Utilization < 65%	59.92%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	47

Monthly Management Report

Achievements

Average Handle Time saw a reduction of 5 seconds. With answer time reducing by 3 seconds.

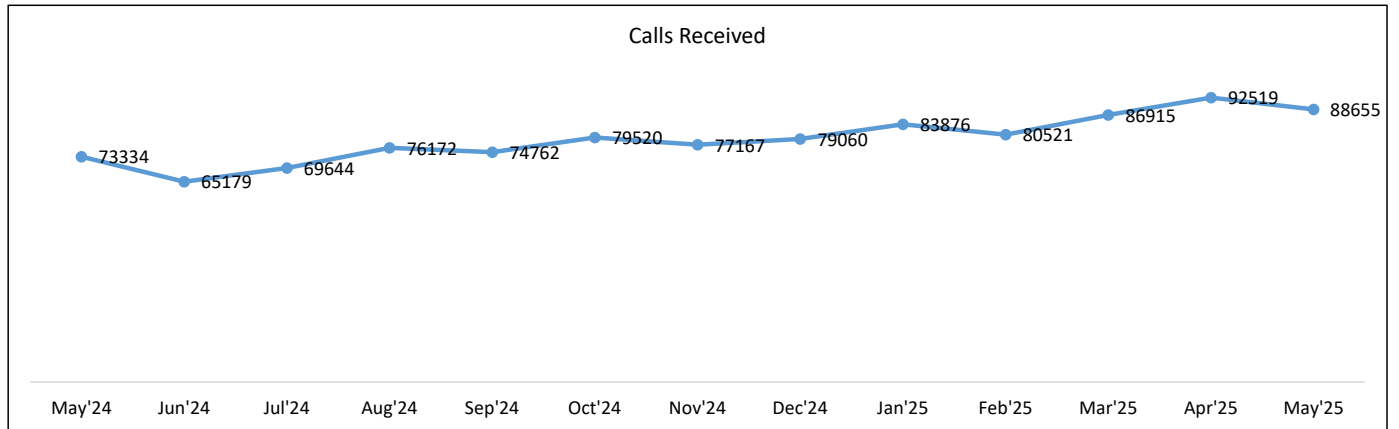
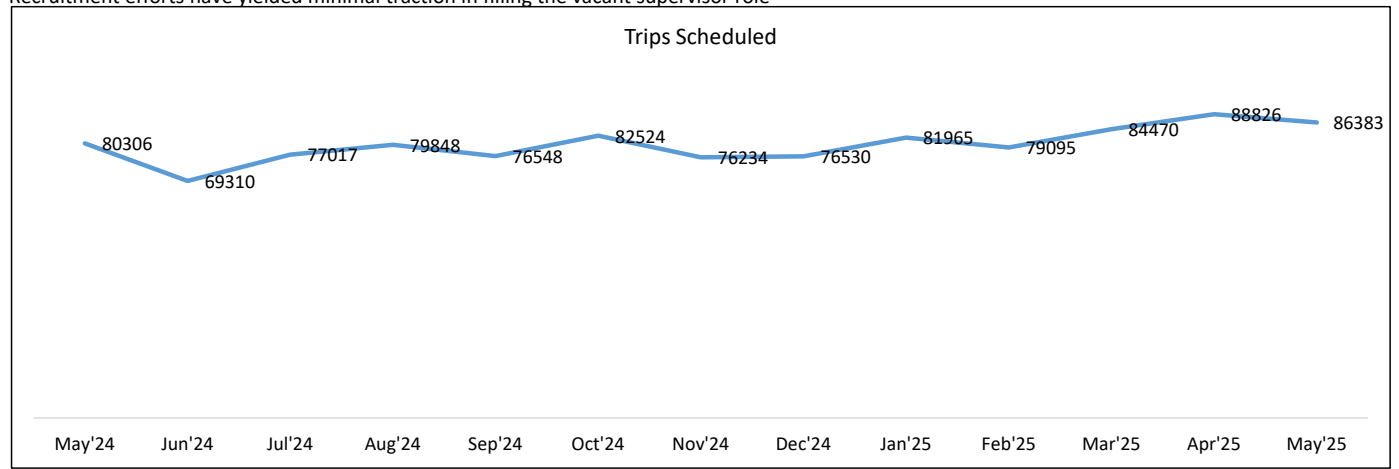
Achieved a 1.52 productivity rate.

Abandons improved to 1.83%

Challenges

While very close to the goal, service level was affected due to interruptions from Adept

Recruitment efforts have yielded minimal traction in filling the vacant supervisor role



What's Next

Proceed with the recruitment process to fill the Supervisor position, ensuring candidates meet the required qualifications and/or that the new supervisor receives the appropriate training and certification., if approved by Paul.

Collaborate with TA to address inactive routes and improve efficiencies within group centers.

Schedule the provider meeting to plan and prep for the upcoming school year.

Measures	1-May	2-May	3-May	4-May	5-May	6-May	7-May
Longest Call In Queue	00:09:20	00:05:09	00:06:14	00:03:10	00:05:37	00:04:47	00:07:14

8-May	9-May	10-May	11-May	12-May	13-May	14-May
00:02:52	00:02:33	00:05:05	00:05:00	00:06:16	00:11:04	00:03:55

15-May	16-May	17-May	18-May	19-May	20-May	21-May
00:04:33	00:04:34	00:04:16	00:04:47	00:03:35	00:02:29	00:03:46

22-May	23-May	24-May	25-May	26-May	27-May	28-May
00:02:22	00:08:16	00:03:53	00:15:55	00:02:31	00:02:29	00:02:09

29-May	30-May	31-May
00:02:56	00:02:43	00:02:41

Measures	1-May	2-May	3-May	4-May	5-May	6-May	7-May
Staff by Day	38	40	28	28	52	51	55

8-May	9-May	10-May	11-May	12-May	13-May	14-May
48	51	28	27	51	53	53

15-May	16-May	17-May	18-May	19-May	20-May	21-May
48	48	27	25	50	50	50

22-May	23-May	24-May	25-May	26-May	27-May	28-May
46	45	28	31	42	48	53

29-May	30-May	31-May
45	42	28



INVOICE

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

Invoice #103298 ✓
DATE: 8/01/2025 ✓

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 – June 1-30, 2025 ✓	\$312,738.07 ✓

TOTAL: \$312,738.07



Received 8.1.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1641.02)	1	\$86,260.87	\$86,260.87
Agent Service Hours	7832.52	\$30.08	\$235,602.20
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%):			
- First Month	0	(\$5,000.00)	\$0.00
- Second Month	0	(\$10,000.00)	\$0.00
- Beyond Second Month	0	(\$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	5	(\$25.00)	(\$125.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	30	(\$250.00)	(\$7,500.00)
TOTAL			\$312,738.07

Agent Name	Reg	OT	Total
Acosta, Maribel	138.98	38.03	177.01
Alvarez, Josue	105.72	0.00	105.72
Atencio, Gustavo	168.02	1.15	169.17
Augustin, Tatiana	148.82	0.07	148.89
Bacon, D'Ericka	31.75	0.00	31.75
Barcelo, Jessica	160.37	5.40	165.77
Barillas, Doris	149.50	0.00	149.50
Barr, Natalie	128.13	0.20	128.33
Breeze, Brenda	168.10	4.88	172.98
Brooks, Brandi	153.87	0.63	154.50
Cintron, Christian	160.00	0.90	160.90
Comas, Carolina	104.40	0.00	104.40
Cuadra, Giovanni	152.30	0.00	152.30
Degramont, Selena	62.88	0.00	62.88
Delgado, Kassandra	160.87	1.47	162.34
Diquez, Marsha	144.78	1.78	146.56
Exavier, Pat	153.07	0.00	153.07
Farinas, Elizabeth	118.22	0.28	118.50
Ferguson, Mario	150.58	0.00	150.58
Gamble, Rocio	160.00	5.72	165.72
Garcia Coronado, Estefany	153.80	0.22	154.02
Garcia, Yessenia	169.08	1.25	170.33
Gattereau, Rose	162.83	2.18	165.01
Gonzalez, Osniel	110.92	0.00	110.92
Greene, Keyana	125.23	0.22	125.45
Gutierrez, Michael	168.07	0.52	168.59
Holmes, Patrice	168.05	0.00	168.05
Joseph, Steve	164.22	22.42	186.64
Kelly, Monica	139.88	0.00	139.88
Lanier, Monica	163.15	5.72	168.87
Lewis-Francis, Jassette	153.90	0.00	153.90
Malcolm, Kiara	158.98	2.13	161.11
Moore, Gwendolyn	163.70	4.28	167.98
Nordlund, Maria	175.47	7.10	182.57
Ormaza, John	160.10	0.13	160.23
Ospina, Julian	173.37	0.05	173.42
Peralta-Miranda, Katerine	159.45	0.65	160.10
Pereira, Marcela	159.97	2.17	162.14
Perez, Erick	168.03	22.97	191.00
Pierre-Louis, Barbara	110.00	0.00	110.00
Quintero-Quinones, Paola	129.33	5.03	134.36
Rodriguez, Ariel	45.10	0.00	45.10
Rothberg, Joy	175.38	12.13	187.51
Saint Louis, Alceline	139.85	0.23	140.08
Sandoval, Justin	166.45	5.55	172.00
Soles, Michelle	160.70	12.15	172.85
St. John, Liam	81.85	0.00	81.85
Torres, Angelique	171.67	1.98	173.65
Williams, Maria	153.23	1.42	154.65
Williams, Samantha	175.23	5.22	180.45
Williams, Taryn	156.35	2.78	159.13
Williamson, Emperorist	160.88	0.00	160.88
Wright, Aliah	108.93	0.00	108.93
Grand Total	7653.51	179.01	7832.52

Scheduler Name	Reg	OT	Total
Barillas, Martin	143.23	3.58	146.81
Evans, Tandra	157.05	3.07	160.12
Martinez, Jose	169.78	11.93	181.71
Rodriguez, Ernesto	164.80	1.43	166.23
St.Valiere, Sasha	175.82	3.02	178.84
Stephen, Clarence	168.28	0.00	168.28
Taylor, Millicent	166.60	5.90	172.50
Tiexeira, Michael	167.90	1.40	169.30
Valerie, Deniza	134.85	0.00	134.85
Valerie, Skelfina	161.75	0.63	162.38
Grand Total	1610.06	30.96	1641.02

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Jun-25
Total Passenger Trips Request	93,857
Total Capacity Denials	78
Total Eligibility Denials	146
Total Trip Refusals by Clients	127
Total trips scheduled	81,246
Total advance cancellations	9,207
Total late cancellations	6,251
Total no-shows	4,478
Total trips provided to clients	81,246
Total client will-call trips	68
Number and percentage of trips up to 10 miles with travel times greater than 60 min	8,383 total trips/ 10.32%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	972 total trips/ 1.20%

Telephone Service Details

Total number of calls handled	81,688
Total number of calls received	83,560
Total number of calls by type:	
BCT Reservations	71,361
BCT Spanish Reservations	11,898
BCT Creole	42
BCT Supervisor Call	259
Total number of calls answered	81,688
Total number of calls abandoned	1,872
Percent Total of calls abandoned	2.24%
Average speed of answer time	0:17
Average handle time with hold	3:25
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:32
Employee Utilization	63.28%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	53
Total number of contractor commendations	39

On Time Performance	89.52%
Passenger Trips per Hour	1.5
Call Management	96.67%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	5
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	96.67%
On-Time Performance <90% (monthly)	89.52%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.50
Employee Utilization < 65%	63.28%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	30

Monthly Management Report

Achievements

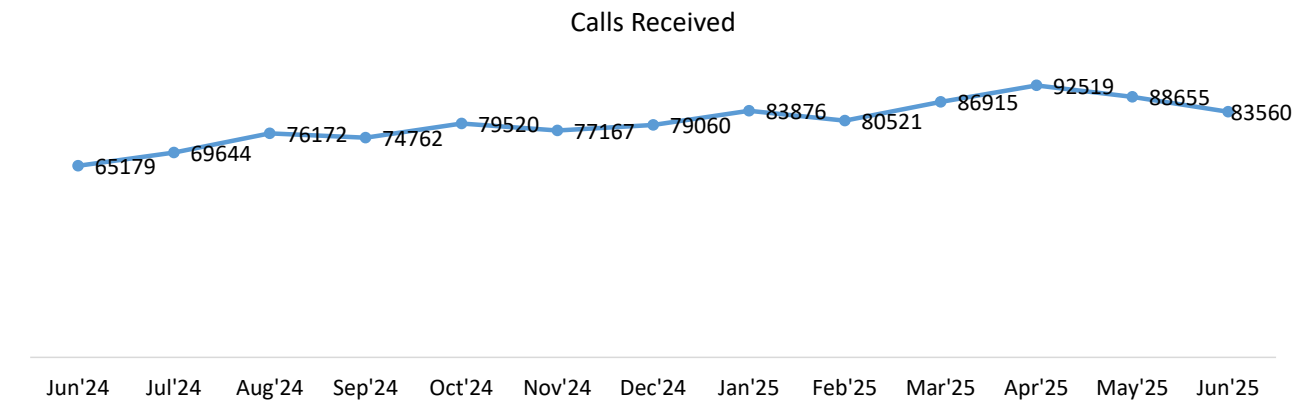
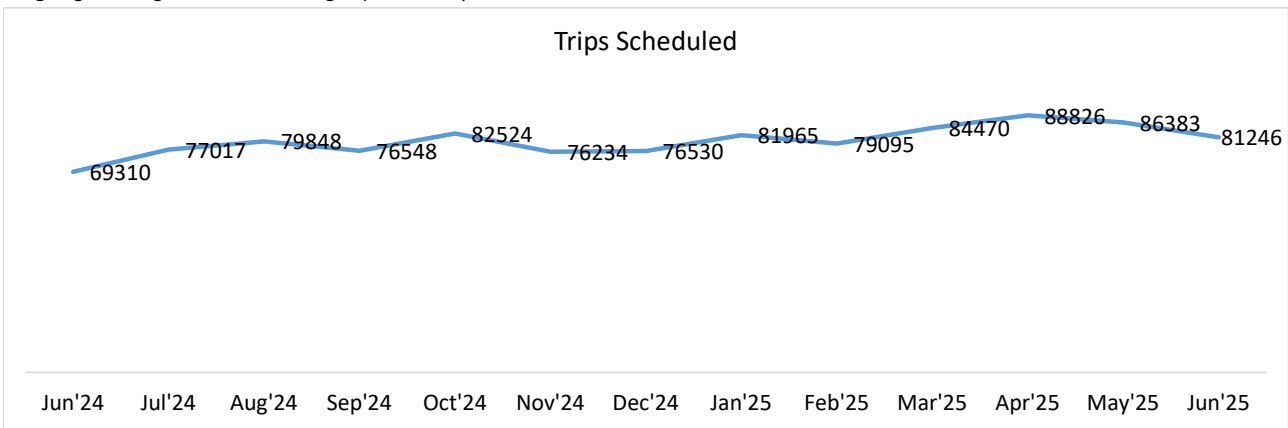
Productivity on goal at 1.50

Utilization was closer to the 65% goal at 63.28%

Challenges

Service level was affected due to interruptions from Adept and delays when reaching out to TA resulting in higher handle times.

Ongoing challenges with onboarding a qualified Supervisor to fill the vacant role.



What's Next

Continue recruiting to fill the Supervisor position, ensuring candidates meet the required qualifications. As well as explore alternate options such as onboarding a new supervisor ensuring they receive the appropriate training and certification or promoting from within, if possible & approved.

Collaborate with TA to address inactive routes and improve efficiencies within group centers.

Preparations for the upcoming school year including securing a strong graduation rate to add to the necessary staff to handle the volume.

Measures	1-Jun	2-Jun	3-Jun	4-Jun	5-Jun	6-Jun	7-Jun
Longest Call In Queue	0:05:18	00:05:14	01:01:25	00:03:10	00:02:10	00:02:54	00:04:59

8-Jun	9-Jun	10-Jun	11-Jun	12-Jun	13-Jun	14-Jun
00:05:07	00:05:44	00:03:16	00:09:05	00:03:19	00:02:17	00:08:22

15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun
00:05:42	00:05:23	00:04:43	00:04:39	00:03:08	00:03:57	00:04:46

22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	28-Jun
00:04:58	00:11:22	00:05:13	00:07:19	00:04:01	00:02:07	00:11:20

29-Jun	30-Jun
00:02:15	00:06:34

Measures	1-Jun	2-Jun	3-Jun	4-Jun	5-Jun	6-Jun	7-Jun
Staff by Day	31	46	51	48	45	42	31

8-Jun	9-Jun	10-Jun	11-Jun	12-Jun	13-Jun	14-Jun
32	45	46	45	44	42	27

15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun
30	45	41	44	43	37	27

22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	28-Jun
30	44	45	47	45	37	28

29-Jun	30-Jun
30	43



Administrative Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

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 Q4

INVOICE DATE: July 7, 2025

QUARTER SERVICE DATES: April 1 - June 30, 2025

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 LCB Review Committee and LCB regular business meeting on April 21, 2025 and May 19, 2025 respectively, 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)	The LCB Review Committee, supported by staff, reviewed the LCB Bylaws, LCB Complaint & Grievance Procedures, CTC evaluation on April 21, 2025.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The LCB Review Committee, supported by staff, reviewed the LCB Bylaws on April 21, 2025.
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)	The LCB Review Committee, supported by staff, reviewed the LCB Complaint & Grievance Procedures on April 21, 2025.
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 the major circulation newspapers, 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)	No activity this quarter.
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)	No activity this quarter.

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)	The TDSP update was developed jointly with the CTC and the LCB and the LCB approved on May 19, 2025.
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)	No activity this quarter.
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, March 31, & June 26, 2025 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 https://browardmpo.org/major-initiatives/transportation-disadvantaged-services . In addition, MPO and CTC staff presented an overview of the TD program based on materials provided at the last CTD-sponsored training during this year’s LCB public workshop.
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.
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)	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.
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)	The LCB Review Committee performed an annual evaluation of the CTC on April 21, 2025 in accordance with CTD modules specified and local standards specified in the TDSP. The LCB and Broward MPO boards approved Broward County/Broward County Transit (BCT) to continue in its role as the CTC for Broward County.
I. Assist the CTD in joint reviews of the CTC.	No activity this quarter.
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.	No activity this quarter.

K. Implement recommendations identified in the CTD's QAPE reviews.	No Quality Assurance Performance Evaluation (QAPE) activity this quarter.
--	---

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

None.

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

Rebecca Schultz

Representative

Date: 7/8/2025

Revised: 06/30/2021



Administrative Items 3.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

SUMMARY:

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



Administrative Items 4.

Transportation Disadvantaged Local Coordinating Board (LCB)

Meeting Date: 09/15/2025

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

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

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