



Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

ST. LUCIE LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB)

REGULAR MEETING

Date: Wednesday, August 21, 2019

Time: 2:00 pm

Location: St. Lucie Transportation Planning Organization (TPO)
466 SW Port St. Lucie Boulevard, Suite 111
Port St. Lucie, Florida

Dial-In Number Available Upon Request

AGENDA

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Self-Introductions**
4. **Comments from the Public**
5. **Approval of Agenda**
6. **Approval of Meeting Summary**
 - *May 15, 2019 Regular Meeting*
7. **Action Items**
 - 7a. **Annual Operating Report (AOR):** The Community Transportation Coordinator (CTC) will present the results of the 2019 Draft Annual Operating Report (AOR) for review.

***Action:** Approve the AOR, approve with conditions, or do not approve.*

- 7b. Amendments to Coordination Agreements:** The CTC will present coordination agreements with public transportation providers for review.

***Action:** Approve the coordination agreements, approve with conditions, or do not approve.*

- 7c. Grievance Procedures Update:** The annual update of the Grievance Procedures which are used in dispute resolutions regarding the provision of transportation disadvantaged services will be reviewed and appointments to the Grievance Committee will be considered.

***Action:** Approve the Grievance Procedures Update, approve with conditions, or do not approve and appoint a Grievance Committee.*

- 7d. By-Laws Update:** The annual update of the By-Laws which provide a framework for the operation of the LCB will be reviewed.

***Action:** Approve the By-Laws Update, approve with conditions, or do not approve.*

- 7e. Public Involvement Plan (PIP) Major Update:** Review of the draft goals, objectives, outreach methods, and performance measures proposed for the PIP Major Update.

***Action:** Review and recommend incorporation of the PIP Major Update draft goals, objectives, outreach methods, and performance measures, recommend incorporation with conditions, or do not recommend incorporation.*

8. FDOT Comments

9. Recommendations/Comments by Members

10. Staff Comments

11. Comments from the Public

- 12. Next Meeting:** The next LCB meeting is scheduled for 2:00 pm on Wednesday, November 6, 2019.

13. Adjourn

NOTICES:

The St. Lucie TPO satisfies the requirements of various nondiscrimination laws and regulations including Title VI of the Civil Rights Act of 1964. Public participation is welcomed without regard to race, color, national origin, age, sex, religion, disability, income, or family status. Persons wishing to express their concerns about nondiscrimination should contact Marceia Lathou, the Title VI/ADA Coordinator of the St. Lucie TPO, at 772-462-1593 or via email at lathoum@stlucieco.org. Persons who require special accommodations under the Americans with Disabilities Act (ADA) or persons who require translation services (free of charge) should contact Marceia Lathou, 772-462-1593, at least five days prior to the meeting. Persons who are hearing or speech impaired may use the Florida Relay System by dialing 711. Items not included on the agenda may also be heard in consideration of the best interests of the public's health, safety, welfare, and as necessary to protect every person's right of access. If any person decides to appeal any decision made by the St. Lucie LCB with respect to any matter considered at this meeting, that person shall need a record of the proceedings, and for such a purpose, that person may need to ensure that a verbatim record of the proceedings is made which includes the testimony and evidence upon which the appeal is to be based.

Kreyol Ayisyen: Si ou ta renmen resevwa enfòmasyon sa a nan lang Kreyòl Aisyien, tanpri rele nimewo (772) 462-1593.

Español: Si usted desea recibir esta información en Español, por favor llame al 772-462-1593.

ST. LUCIE LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB)

Regular Meeting

Date: Wednesday, May 15, 2019

Time: 2:00 pm

Location: St. Lucie Transportation Planning Organization (TPO)
Coco Vista Centre
466 SW Port St. Lucie Boulevard, Suite 111
Port St. Lucie, Florida

MEETING SUMMARY

1. **Call to Order**

Chairwoman Townsend called the meeting to order at 2:00 pm.

2. **Pledge of Allegiance**

Chairwoman Townsend led the Pledge of Allegiance.

3. **Self-Introductions**

Self-introductions were made and a quorum was confirmed with the following members present:

Members Present

Commissioner Cathy Townsend, Chair
Shelly Batton
Deidre Butler
Robert Dadiomoff
Dalia Dillon
Marie Dorismond
Roje Gonzalez
Malcolm Harris-Gowdie

Representing

St. Lucie County
CareerSource Research Coast
JusTranzit School Bus Inc.
Veterans Community
FL Dept. of Elder Affairs
FDOT
Community Transit
Disabled Community

Kevin Howard
Stacy Malinowski
Nelson Merchan-Cely
Donna Mihok
Carolyn Niemczyk
Milory Senat

Medical Community
Economically Disadvantaged
Citizen Advocate
Florida DCF
Elderly Community
APD

Others Present

Peter Buchwald
Marceia Lathou
Rachel Harrison
Tamika Butts (via teleconference)
Murriah Dekle
Robert Driscoll
Melody Hearn
David Rodriguez
Krystal Sims
John Williams
Heather Young

Representing

St. Lucie TPO
St. Lucie TPO
Recording Specialist
Nat'l Federation of the Blind
St. Lucie County
Community Transit
Family Care Council
Community Transit
Special Olympics
JusTranzit School Bus Inc.
St. Lucie County

4. **Comments from the Public** – Ms. Butts shared some of her experiences using the County's transit system and compared its services with those of other public transportation systems with which she had familiarity. She suggested several improvements, including the extension of service to evenings and weekends, the raising of the daily trip allowance, and the placement of bus stops in safer areas. Chairwoman Townsend explained that she and Community Transit staff were addressing many of Ms. Butts's concerns and offered to accompany her to the Transit office to discuss the issue further. Mr. Buchwald noted that the present meeting was an excellent one for Ms. Butts to participate in as the agenda included an item regarding transit improvements.

Mr. Harris-Gowdie recounted his experience of riding the bus to the LCB meeting, commenting on the higher-than-average number of pickups scheduled for his driver. Chairwoman Townsend indicated that she would discuss the matter further with him after the meeting.

5. **Approval of Agenda**

* **MOTION** by Ms. Niemczyk to approve the agenda.

** **SECONDED** by Mr. Howard

Carried **UNANIMOUSLY**

DRAFT

6. Approval of Meeting Summary

- February 20, 2019 Regular Meeting
- February 20, 2019 Public Hearing

* **MOTION** by Ms. Niemczyk to approve the Meeting Summary.

** **SECONDED** by Mr. Harris-Gowdie Carried **UNANIMOUSLY**

7. Action Items

7a. Trip and Equipment Allocation and Trip Rate: A review of the Trip and Equipment Allocation and Trip Rate, which support public transportation access for persons who are transportation disadvantaged and who are not sponsored by any other available funding source.

Ms. Dekle explained that there would be a 20 percent decrease in TD funding in FY 2019-2020 because of the expiration of a Florida Commission for the Transportation Disadvantaged (FCTD) policy allocating funds for certain types of TD trips. As a result, she continued, the reimbursement rates for wheelchair and ambulatory trips were decreasing to \$27.28 and \$15.91, respectively. Ms. Dekle concluded with a discussion of some of the challenges presented by the decrease in funding.

In response to Mr. Harris-Gowdie's question, Ms. Dekle expounded upon the funding decrease, explaining that the portion of the funding that was set to expire in the present fiscal year had been redirected toward the Innovation Grant program.

Mr. Dadiomoff questioned how the reduction would affect the overall number of trips, and Mr. Driscoll indicated that he did not anticipate a cut in services because of the Community Transportation Coordinator's intent to pursue other sources of funding, including the Innovation Grant.

In answer to Mr. Buchwald's question, Ms. Dekle clarified that the LCB need only approve the trip rates.

* **MOTION** by Mr. Dadiomoff to approve the Trip Rates.

** **SECONDED** by Ms. Dorismond Carried **UNANIMOUSLY**

7b. Transit Development Plan (TDP) Major Update Goals, Objectives, Strategies, and Prioritized Service Improvements: A presentation on the proposed goals, objectives, strategies, and the 10-Year Transit Plan for the TDP Major Update.

Ms. Lathou introduced the TDP as the public transportation provider's strategic guide for a 10-year planning horizon. She provided an overview of the "Bus Plus" plan's development, detailed the extensive efforts to elicit public involvement, and summarized key themes that had been identified during the outreach. She outlined the goals and objectives of the Bus Plus plan and then presented the proposed alternatives. Ms. Lathou explained how the alternatives had been evaluated before describing two options for implementation of the plan. She concluded by clarifying the action before the LCB as being endorsement of the Major Update.

In response to Ms. Niemczyk's question regarding challenges associated with the long planning horizon, Ms. Lathou explained the TDP as a living document with the flexibility to accommodate future transit needs such as new routes or major service improvements.

Ms. Niemczyk suggested that a new bus stop be placed near the School District offices in St. Lucie West. Ms. Lathou remarked that the LCB was the ideal forum in which to discuss such operational improvements, noting that the newly established bus stop at Tradition Medical Center had first been proposed in the same manner. Chairwoman Townsend concurred, commenting further that new bus stops must meet certain evaluation criteria.

* **MOTION** by Ms. Niemczyk to endorse the TDP Major Update.

** **SECONDED** by Mr. Harris-Gowdie Carried **UNANIMOUSLY**

8. Discussion Items

8a. Transportation Disadvantaged (TD) Innovation and Service Development Grant Application: A presentation on the County's application for TD grant funding to provide new mobility services for transportation disadvantaged persons.

Ms. Dekle and Mr. Driscoll reported that an application had been submitted the previous day for a TD Innovation and Service Development Grant to help fund the Direct Connect program along

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with an initiative that would streamline TD trips for dialysis patients. They described the grant criteria, the amount of funding being requested, and several details regarding the implementation of the dialysis program.

In response to Ms. Niemczyk's question, Mr. Driscoll indicated that Community Transit currently provided 15,000 dialysis trips per year to six different locations.

Mr. Harris-Gowdie described his positive experiences using the Direct Connect program.

9. FDOT Comments – None.

10. Recommendations/Comments by Members – Mr. Dadiomoff provided pictures of vehicles either parked in spaces intended for disabled persons or vehicles hindering access to such spaces in various locations around the County. Chairwoman Townsend indicated that she would contact local law enforcement about addressing the issue.

11. Staff Comments – None.

12. Comments from the Public – Ms. Butts described several ADA accessibility issues with the transit system, including bus stop poles that lacked Braille, height issues with bus stop signage, and the lack of voice announcements identifying approaching bus stops. She also commented on the need for bus stops serving all government centers and major businesses.

Ms. Sims echoed Mr. Dadiomoff's concerns and offered to contact the St. Lucie County Sheriff's Office regarding the matter.

13. Next Meeting: The next LCB Meeting is scheduled for 2:00 pm on Wednesday, August 21, 2019.

14. Adjourn – The meeting was adjourned at 3:00 pm.

Respectfully submitted:

Approved by:

Rachel Harrison
Recording Specialist

Commissioner Cathy Townsend
Chairwoman

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AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	August 21, 2019
Item Number:	7a
Item Title:	Annual Operating Report (AOR)
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve the AOR, approve with conditions, or do not approve.
Staff Recommendation:	Because the draft AOR is consistent with state guidelines, it is recommended that the draft AOR be approved.

Attachments

- Staff Report
- AOR Trip Statistics



COMMUNITY SERVICES
MEMORANDUM
19-171

TO: Members of the Local Coordination Board

THROUGH: Diana Wesloski, Community Services Director *DW*
Murriah Dekle, Transit Manager *MSD*

FROM: Cathi Petagno, Senior Transit Program Specialist *CP*

DATE: August 7, 2019

SUBJECT: Florida Commission for the Transportation Disadvantaged (FCTD)
2019 Annual Operating Report (AOR)

The Community Transportation Coordinator submits an Annual Operating Report (AOR) to the Florida Commission for the Transportation Disadvantaged (FCTD). The data contained within the report is one of the many factors incorporated into the allocation formula for the Trip and Equipment Grant, which provides funding for transportation disadvantaged individuals.

Annually, the County compiles the trip related data which is generated via reporting requirements for those agencies with valid coordination agreements with the County. The Coordinated Contractors collect and report the information to the County. Providers are encouraged to maintain accurate records on a daily basis and submit the reports quarterly. The figures below are based upon the AOR, which is currently being finalized for submittal to the FCTD.

Annual Operating Report Figures				
	SFY2016	SFY2017	SFY2018	SFY2019
Trips	260,952	274,521	238,731	175,751
Vehicle Miles	1,059,337	1,163,772	1,350,918	1,138,170

The data above is only reflective of trips which qualify through the state Transportation Disadvantaged (TD) program. The St. Lucie County Transit system, which includes the fixed route and paratransit has experienced significant increases in ridership. (A comparison graph is attached.) The reduction in the number of TD trips from 2018 to 2019 are due to the following:

- A decrease in the number of Coordinated Contractors. Two (2) of our largest participating Coordinated Contractors are no longer part of the SLC network.
- The first 90 days of state fiscal year 18, the County was still collecting a fare for rides. As such, bus TD bus passes attributed to nearly 20,000 trips during FY18.

STAFF RECOMMENDATION:

Staff recommends Board approval of the Annual Operating Report with the ability to revise figures as requested by the CTD and authorize the Chair to sign the necessary documents.

County: Saint Lucie
 CTC: St. Lucie County B.O.C.C.
 Contact: Murriah S. Dekle
 437 N 7 ST
 FORT PIERCE, FL 34950
 772-462-3065
 Email: deklem@st.lucieco.org

Demographics
 Total County Population 313,506
 Unduplicated Head Count 4,099



Trips By Type of Service		2017	2018	2019	Vehicle Data		2017	2018	2019
Fixed Route (FR)		33,588	32,597	0	Vehicle Miles		1,418,760	1,394,882	1,138,170
Deviated FR		0	0	0	Roadcalls		38	26	60
Complementary ADA		0	0	0	Accidents		4	1	1
Paratransit		214,062	206,574	175,752	Vehicles		114	195	109
TNC		0	0	0	Drivers		136	138	925
Taxi		0	0	0					
School Board (School Bus)		0	0	0					
Volunteers		0	0	0					
TOTAL TRIPS		247,650	239,171	175,752					

Passenger Trips By Trip Purpose

Medical	37,677	41,504	47,464
Employment	42,790	49,340	10,505
Ed/Train/DayCare	76,881	63,765	47,222
Nutritional	11,949	7,728	7,655
Life-Sustaining/Other	78,353	76,834	62,906
TOTAL TRIPS	247,650	239,171	175,752

Financial and General Data

Expenses	\$ 3,800,957	\$ 5,164,915	\$ 3,790,772
Revenues	\$ 3,988,411	\$ 5,106,513	\$ 3,790,772
Commendations	18	15	10
Complaints	9	9	11
Passenger No-Shows	2,097	2,424	3,015
Unmet Trip Requests	32,222	16,642	9,319

Passenger Trips By Revenue Source

CTD	26,997	44,771	39,784
AHCA	0	0	253
APD	70,810	53,823	52,412
DOEA	3,960	3,950	3,950
DOE	0	0	269
Other	145,883	136,627	79,084
TOTAL TRIPS	247,650	239,171	175,752

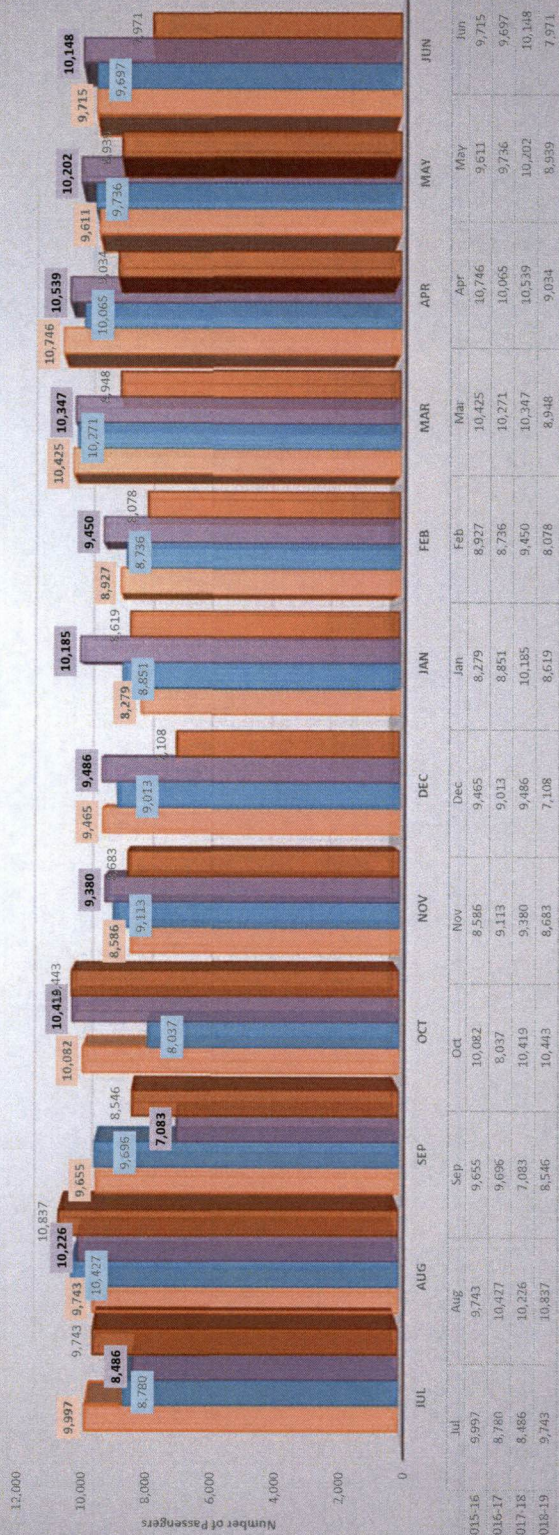
Performance Measures

Accidents per 100,000 Miles	0.28	0.07	0.09
Miles between Roadcalls	37,336	53,649	18,970
Avg. Trips per Passenger	20.58	20.36	42.88
Cost per Trip	\$15.35	\$21.60	\$21.57
Cost per Paratransit Trip	\$17.68	\$25.00	\$21.57
Cost per Total Mile	\$2.68	\$3.70	\$3.33
Cost per Paratransit Mile	\$2.67	\$3.70	\$3.33

Trips by Provider Type

CTC	0	0	704
Transportation Operator	146,010	163,614	106,949
Coordination Contractor	101,640	75,557	68,099
TOTAL TRIPS	247,650	239,171	175,752

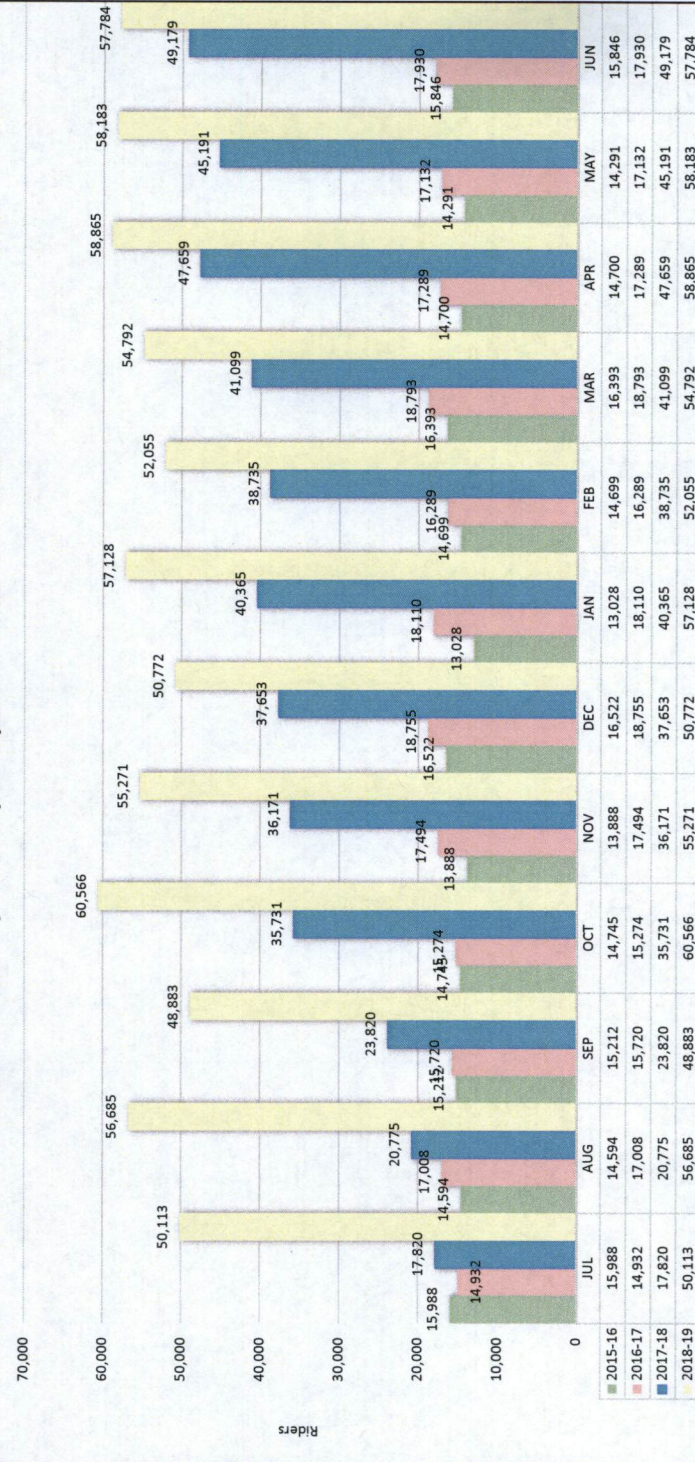
On - Demand Monthly Ridership Comparison State Fiscal Year 2015 - 2019



Year	Total	Percentage Change
2015-16	115,231	
2016-17	112,422	-2.44%
2017-18	115,951	3.14%
2018-19	106,949	-7.76%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Totals
2015-16	9,997	9,743	9,655	10,082	8,586	9,465	8,279	8,927	10,425	10,746	9,611	9,715	115,231
2016-17	8,780	10,427	9,696	8,037	9,113	9,013	8,851	8,736	10,271	10,065	9,736	9,697	112,422
2017-18	8,486	10,226	7,083	10,419	9,380	9,486	10,185	9,450	10,347	10,539	10,202	10,148	115,951
2018-19	9,743	10,837	8,546	10,443	8,683	7,108	8,619	8,078	8,948	9,034	8,939	7,971	106,949

Fixed Route Monthly Ridership Comparison State Fiscal Year 2015 - 2019



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD
2015-16	15,988	14,594	15,212	14,745	13,888	16,522	13,028	14,699	16,393	14,700	14,291	15,846	179,906
2016-17	14,932	17,008	15,720	15,274	17,494	18,755	18,110	16,289	18,793	17,289	17,132	17,930	204,726
2017-18	17,820	20,775	23,820	35,731	36,171	37,653	40,365	38,735	41,099	47,659	45,191	49,179	434,198
2018-19	50,113	56,685	48,883	60,566	55,271	50,772	57,128	52,055	54,792	58,865	58,183	57,784	661,097

Year	Rides	CHANGE from 2016 to 2017
2015-16	179,906	13.80%
2016-17	204,726	CHANGE from 2017 to 2018
2017-18	434,198	112.09%
2018-19	661,097	CHANGE from 2018 to 2019
		52.26%

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	August 21, 2019
Item Number:	7b
Item Title:	Amendments to Coordination Agreements
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve the coordination agreements, approve with conditions, or do not approve.
Staff Recommendation:	Because the coordination agreements assist in reducing duplication of services to the transportation disadvantaged community, it is recommended that the LCB approve the coordination agreements.

Attachment

- Staff Report

TO: Members of the St. Lucie County Local Coordination Board

THROUGH: Diana Wesloski, Community Services Director *DW*
Murriah Dekle, Transit Manager *MSD*

FROM: Cathi Petagno, Senior Transit Program Specialist *CP*

DATE: August 8, 2019

SUBJECT: Florida Commission for the Transportation Disadvantaged (FCTD)
Annual Coordination Agreements State Fiscal Year 2020

Background:

The Florida Commission for the Transportation Disadvantaged (FCTD) contracts directly with the Community Transportation Coordinator (CTC) in each county/service area for the coordination of transportation services. Annually, the Local Coordinating Board approves the Community Transportation Coordinator agreements with businesses and agencies that provide transportation trips for specific disadvantaged populations. The goal of the CTC is to coordinate the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged people as outlined in section [427.0155](#) of the Florida Statute.

Establishing contracts with local transportation providers under a Coordinated Contractor Agreement enables the CTC to include performance and safety standards. Collaboration with local agencies also aids in reducing potential duplication of services within the County. The operational data from the Coordinated Contractors is submitted to the Commission for the Transportation Disadvantaged Annual Operating Report (AOR).

During the past year, CTC staff worked closely with the FCTD to improve the procedures for organizations to become Coordinated Contractors. With the assistance of the FCTD grant liaison, the CTC revised the intake application process, which ultimately generates the most viable candidates to become members of the Coordinated System. For State fiscal year 2020, the following agencies have submitted the necessary documentation for a CTC agreement, subject to Board approval:

- 2nd Chance Community Health Services, Inc.
- Aurora of the Treasure Coast
- Council on Aging of St. Lucie
- Heavenly Place Home, LLC, Inc.
- Mac Town, Inc.
- Scott Cheerful Residence, Inc.
- ARC of St. Lucie County, Inc.
- Boys and Girls Club of St. Lucie, Inc
- Frontline For Kids, Inc.
- Just Tranzit School Bus, Inc.
- Pinnacle Care Inc., dba Nikki's House
- United Veterans of St. Lucie County

STAFF RECOMMENDATION:

Approve coordination agreements and authorize the Chair to sign all required documents.

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	August 21, 2019
Item Number:	7c
Item Title:	Grievance Procedures Update
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve the Grievance Procedures Update, approve with conditions, or do not approve and appoint a Grievance Committee.
Staff Recommendation:	Because the draft FY 2019-20 Grievance Procedures meet the requirements of the FCTD and facilitate the conduct of business by the LCB, it is recommended that the draft FY 2019-20 Grievance Procedures be approved and that a Grievance Committee be appointed.

Attachments

- Staff Report
- Draft FY 2019-20 Grievance Procedures

MEMORANDUM

TO: St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB)

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: August 9, 2019

SUBJECT: **Grievance Procedures Update**

BACKGROUND

As an extension of the Florida Commission for the Transportation Disadvantaged (FCTD), the LCB is tasked with implementing the Transportation Disadvantaged program at the local level. This includes the development of written procedures to hear and advise on grievances and the annual update of these procedures.

The purpose of the grievance function is to process, investigate, and make recommendations in a timely manner on issues for which a local resolution has not occurred. Filing a complaint with the transit operator and/or CTC is always the first step in the problem-solving process. If the complaint is not resolved to the customer's satisfaction, generally the next step would be to file a written grievance with the LCB.

To assist in implementing the grievance function, the LCB is required to establish a Grievance Committee consisting of voting members of the LCB.

ANALYSIS

The LCB Grievance Procedures were reviewed by TPO staff. No changes to the Grievance Procedures are proposed.

The current members of the Grievance Committee are: Vice Chairwoman Katherine Hensley, Ms. Stacy Malinowski, and Ms. Carolyn Niemczyk.

RECOMMENDATION

Because the draft FY 2019-20 Grievance Procedures meet the requirements of the FCTD and facilitate the conduct of business by the LCB, it is recommended that the draft FY 2019-20 Grievance Procedures be approved and that a Grievance Committee be appointed.



St. Lucie Transportation
Planning
Organization

Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

**ST. LUCIE LOCAL COORDINATING BOARD FOR THE
TRANSPORTATION DISADVANTAGED (LCB)
FY 2019-2020 GRIEVANCE PROCEDURES**

August 21, 2019

Section 1: General – The following procedures are established to provide regular opportunities for grievances to be brought before the Local Coordinating Board for the Transportation Disadvantaged (LCB) Grievance Committee.

A complaint and grievance are required to have two steps. Complaints are defined as any documented concerns from agencies, users, potential users of the system and the Community Transportation Coordinator (CTC) in the designated service area involving public transportation timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies under the Transportation Disadvantaged program. Grievances are defined as unresolved complaints.

Filing a complaint locally with the transit operator and/or CTC is always the first step in the problem-solving process. If the complaint is not resolved to the customer's satisfaction, generally the next step would be to file a written grievance with the LCB. Before hearing the grievance, the LCB Grievance Committee shall determine whether the information supplied by the Grievant constitutes an acceptable grievance. If formally accepted by the Grievance Committee, the grievance will be heard by the Grievance Committee and the LCB. The Florida Commission for the Transportation Disadvantaged (FCTD) would consider hearing the grievance if unresolved.

All communications of all parties, must be in writing, hand delivered and date stamped or sent by certified mail return receipt requested. The St. Lucie Transportation Planning Organization (TPO) staff will provide assistance with filing grievances upon request.

Section 2: Filing a Grievance – Should an interested party wish to file a grievance regarding service from the Transportation Disadvantaged Program, a grievance must be filed in writing to the Local Coordinating Board for the Transportation Disadvantaged (LCB). Upon request of the Grievant, the LCB shall provide information on filing a grievance. The Grievant must demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement, copies of which may be obtained from the CTC. The Grievant shall address and deliver the grievance to:

St. Lucie TPO
466 SW Port St. Lucie Boulevard, Suite 111
Port St. Lucie, Florida 34953

The grievance shall include:

- The name of the Grievant and address where the Grievant can be located
- A statement of the grounds for the grievance made in a clear and concise manner, supplemented by supporting documentation;
- The date of the alleged violation upon which the grievance is based which shall be no more than 180 days before the date of the receipt of the grievance at the St. Lucie TPO;
- An explanation of the relief desired by the Grievant;
- Grievance must be hand delivered or sent certified mail return receipt requested; and
- Copies of all grievances and back-up documentation shall be supplied to all interested parties, including the operator/broker, in a timely manner.

Section 3: Grievance Committee – According to the FCTD *Local Coordinating Board and Planning Agency Operating Guidelines*, the LCB shall appoint a Grievance Committee to serve as mediator to process and investigate service complaints and grievances from agencies, users, potential users of the system, and the CTC in the designated service area to make recommendations to the LCB. The LCB shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the LCB.

When a meeting of the Grievance Committee is necessary, staff to the LCB shall schedule a meeting for the Grievance Committee to hear grievances.

Section 4: Grievance Process - Once a grievance has been received the Grievance Committee shall meet, consider acceptance of the grievance, consider the grievance if accepted, and issue its recommendation within thirty days of the date the grievance was filed. The Grievant and all other affected parties shall be notified in writing of the date, time and place of the Grievance Committee meeting where the grievance shall be heard. This written notice shall be mailed at least ten working days in advance of the meeting. A written copy of the recommendation made by the Grievance Committee shall be presented to the LCB at its next regularly scheduled meeting and mailed to all parties involved within ten working days of the date of the issuance of the recommendation. Effort will be made to safeguard the privacy and rights of all persons involved.

Section 5: Consideration by the LCB – The recommendation of the Grievance Committee may be referred in writing by the Grievant to the LCB, within fifteen working days from the date when the Grievance Committee issued its recommendation.

Once a Referral has been received, the LCB shall meet and issue its recommendation within thirty days of the date the Referral was filed. The Grievant and all other affected parties shall be notified in writing of the date, time and place of the LCB meeting where the Referral shall be heard. This written notice shall be mailed at least ten working days in advance of the meeting. A written copy of the recommendation made by the LCB shall be mailed to all parties involved within ten days of the date the LCB issued its recommendation.

At all meetings of the LCB, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

Section 6: Notification of Meetings to Hear Grievances – the LCB shall send notice of the scheduled meeting to hear the grievance in writing to the Grievant and other interested parties. The notices shall clearly state:

- Date, time and location of the meeting;
- Purposes of the meeting and a statement of issues involved; and,
- Procedures to be followed during the meeting.

Section 7: Written Recommendation – Written recommendations shall include the following:

- A statement that a meeting was held, involving all parties, representatives, and witnesses. That all were given an opportunity to present their position, demonstrating the violation of a specific law, regulation or contractual agreement;
- A statement that clearly defines the issues discussed;
- A recommendation and reasons for the recommendation based on information presented; and
- A recommendation to improve the provisions of a cost efficient and effective service based on investigation and findings.

Consideration by the Florida Commission for the Transportation Disadvantaged (FCTD) - All referrals of LCB grievance recommendations must be submitted to the FCTD in writing. The Grievant may begin this process by contacting the FCTD through the TD Ombudsman Helpline at (800) 983-2435 or via mail at: Florida Commission for the Transportation Disadvantaged; 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or by email at CTDOmbudsman@dot.state.fl.us. Hearing and speech impaired persons call: 711 (Florida only) Florida Relay System. Upon request of the Grievant, the FCTD will provide the Grievant with an accessible copy of the FCTD's Grievance Procedures.

Notification of Grievance Procedures - Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process which include the publishing of the FCTD TD Helpline service for use when local resolution has not occurred. All materials shall be made available upon request by the citizen.

Section 8: Additional Recourse - Apart from the above grievance processes, aggrieved parties, with proper standing, may also have recourse through the Chapter 120, F.S. administrative hearings process or the judicial court system.

Section 9: Amendments – The LCB Grievance Procedures may be amended by a majority vote of members present, if a quorum exists.

CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the St. Lucie County Local Coordinating Board for the Transportation Disadvantaged (LCB) and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Coordinating Board as adopted by the St. Lucie LCB this 21st day of August 2019.

ST. LUCIE COUNTY LOCAL COORDINATING
BOARD FOR THE TRANSPORTATION DISADVANTAGED

Cathy Townsend
Chairwoman

ATTEST:

Marceia Lathou
Transit Program Manager

Date

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	August 21, 2019
Item Number:	7d
Item Title:	By-Laws Update
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve the By-laws Update, approve with conditions, or do not approve.
Staff Recommendation:	Because the draft FY 2019-20 By-Laws are consistent with current LCB operating guidelines developed by the FCTD, it is recommended that the draft FY 2019-20 By-Laws be approved.

Attachments

- Staff Report
- Draft FY 2019-20 By-Laws

MEMORANDUM

TO: St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB)

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: August 8, 2019

SUBJECT: **By-laws Update**

BACKGROUND

The LCB By-Laws guide the Board in fulfilling its purpose of identifying local service needs and providing information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services for the transportation disadvantaged. The By-Laws are based on the most current *Local Coordinating Board and Planning Agency Operating Guidelines* developed by the Florida Commission for the Transportation Disadvantaged (FCTD). Florida law requires that the LCB By-Laws be updated annually.

ANALYSIS

The FY 2018-19 By-laws were reviewed. No changes to the By-Laws are proposed.

RECOMMENDATION

Because the draft FY 2019-20 By-Laws are consistent with current LCB operating guidelines developed by the FCTD, it is recommended that the draft FY 2019-20 By-Laws be approved.



St. Lucie Transportation
Planning
Organization

Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

ST. LUCIE LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB)

FY 2019-20 BY-LAWS, RULES, AND PROCEDURES

August 21, 2019

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1.0 OVERVIEW

1.1 ESTABLISHMENT

The St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB) was established pursuant to Section 427.0157, Florida Statutes (FS).

1.2 PURPOSE

The purpose of the LCB is to develop local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services within their local service area to be provided to the transportation disadvantaged.

1.3 AUTHORITY

The LCB is recognized as an advisory body in its service area to the Florida Commission for the Transportation Disadvantaged (FCTD).

2.0 STRUCTURE

2.1 BOARD

2.1.1 Composition & Membership

In accordance with Section 47.0157, FS, all members of the St. Lucie LCB shall be appointed by the TPO Board, with the exception of agency representatives who shall be appointed by their agencies. The composition, membership, and terms of membership of the LCB are established in Rule 41-2, Florida Administrative Code (FAC) and follows.

- a) An elected official from the service area, serving as the chairperson;
- b) A local representative of the Florida Department of Transportation;
- c) A local representative of the Florida Department of Children and Family Services;
- d) A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- f) A person who is recognized by the Veterans Service Office representing the veterans of the county;
- g) A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
- h) A person over sixty representing the elderly in the county;
- i) A person with a disability representing the disabled in the county;
- j) 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;
- k) A local representative for children at risk;
- l) 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;
- m) A local representative of the Florida Department of Elder Affairs;
- n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative 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;

- o) A local representative of the Florida Agency for Health Care Administration;
- p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

2.1.2 Terms of Membership

Except for the state agency representatives, the members of the LCB shall serve for three-year terms. Individuals can serve for more than one term.

2.1.3 Attendance

The TPO may review and consider rescinding the appointment of any member of the LCB who fails to attend or send an alternate for three consecutive meetings. The LCB shall notify the FCTD if any state agency voting member or their alternate fails to attend three consecutive meetings.

2.1.4 Vacancy

If a vacancy occurs, individuals may request appointment to the LCB for consideration by the TPO Board. These requests shall be in writing and addressed to the TPO Executive Director. Any requests will be included, by the TPO Executive Director, on the subsequent TPO Board's agenda, and the applicant will receive a written or email response as appropriate from the TPO.

2.1.5 Alternates

LCB members are encouraged to appoint alternates. An LCB alternate may be appointed according to the following terms:

- a) Alternates are to be appointed in writing or email.

- b) Alternates may be recommended by TPO staff.
- c) Each alternate may vote only in the absence of the primary member on a one vote per member basis.
- d) Alternates must be a representative of the same interest as the primary member.

2.1.6 Officers

a) Chairperson

The TPO Board shall appoint an elected official to serve as the official Chairperson for all LCB meetings. The appointed chairperson shall be an elected official who resides in the county that the LCB serves (41-2.012(1) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise is replaced by the Designated Official Planning Agency. The TPO Board shall replace or reappoint the Chairperson at the end of his/her term.

b) 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, defined in Section 2.1.9, of the LCB members. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. 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.

2.1.7 Minutes

The staff of the TPO shall maintain the minutes and other records of the Board. The minutes shall accurately reflect the proceedings of the Board.

2.1.8 Voting

As long as it does not constitute a conflict of interest, all members of the Board that are present, including the Chairperson, shall be required to vote on any question involving LCB action.

An affirmative vote of fifty percent (50%) of the quorum plus one will be required in order for a motion to pass. In the event of a tie vote, the motion will fail.

2.1.9 Quorum

A majority of the voting members of the Board must be present for the LCB to conduct business.

3.0 OPERATING PROCEDURES

3.1 ADMINISTRATIVE OPERATIONS

The administrative operations of the LCB shall be in accordance with the *Local Coordinating Board and Planning Agency Operating Guidelines* dated August 2017, developed by the FCTD; applicable state and federal regulations; and as directed by the Board or delegated by the Board to the Executive Director of the TPO.

3.2 MEETINGS

The LCB shall meet as often as necessary in order to meet its responsibilities. However, the LCB shall meet at least quarterly with a quorum of its membership. Meetings by teleconference are prohibited since these meetings are "local."

3.3 PUBLIC ACCESS

All public records of the LCB are available for inspection and examination in accordance with applicable state and federal regulations. Public records inquiries may be submitted during regular business hours to the offices of the St. Lucie TPO, 466 Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida 34953, (772) 462-1593.

Anyone with a disability requiring accommodation to attend a meeting, workshop, and/or proceeding should contact the St. Lucie County Community Services Director at (772) 462-1777 or TDD (772) 462-1428 at least forty-eight (48) hours prior to the meeting.

All meetings, workshops and proceedings shall be open to the public. All meetings will provide opportunity for public comments on the agenda in accordance with the following policy:

1. Prior to the approval of the agenda near the start of an LCB Board meeting and prior to the meeting adjournment, time will be reserved for comment by members of the general public. The duration of comments from the public are limited to not more than three minutes per person, although the speaker is permitted to submit commentary in writing of any length provided that copies are made for all members of the Board being addressed by the speaker and the Board Secretary. The speaker shall state the speaker's name and address for the record at the beginning of the speaker's comment period. No members of the public may lend speaking time to another speaker. The "Public Comment" period is limited to not more than 30 minutes duration. The Chairperson

of the LCB, as applicable, may provide for additional public comment for good cause shown.

2. During a presentation by a member of the public, other members of the public, LCB members, or LCB staff members (other than the meeting Chairperson in said individual's role as the presiding officer) shall avoid interrupting the speaker. After all of the speakers have completed their comments or presentations or the "Public Comment" period has elapsed, the Chairperson, LCB members, and LCB staff may question the speakers.

3. Members of the public seeking to address the LCB should prepare their remarks in advance in an effort to be concise and to the point. Speakers must come to the podium to speak. Members of the public shall not address individual members of the LCB or staff but shall address the Board being addressed as a whole through the presiding Chairperson. Any speaker who becomes unruly, screams, uses profanity, or shows poor conduct may be asked to leave the podium and return to the speaker's seat by the presiding Chairperson. Should the speaker refuse to leave the podium and return to the speaker's seat, the Chairperson, as the presiding officer, may rule the speaker "out of order." Should the speaker still refuse to leave the podium and return to the speaker's seat, the Chairperson may ask a law enforcement officer to remove the speaker from the meeting.

The LCB reserves the right to modify or terminate the Public Comment Policy. Any modifications to the Public Comment Policy become effective upon their adoption by the LCB.

3.4 NOTICE OF MEETINGS AND WORKSHOPS

All LCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting a minimum of seven days 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.

Staff shall provide the agenda and meeting packet to the FCTD, 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 Transportation Disadvantaged Service

Plan, shall be given for additional review time. The agenda shall include a public participation opportunity.

3.5 AGENDA

Generally, at least seven (7) days prior to a Board meeting or workshop at which policy-making decisions will be made, an agenda shall be available for distribution on request by any interested person. The agenda shall list the items in the general order they are to be considered provided, however, that for cause stated in the record by the Chairperson, items may be considered at the Board meeting out of their listed order. The agenda shall be specific as to items to be considered. All matters involving the exercise of Board discretion and policy making shall be listed on the agenda.

Any person desiring to have an item placed on the agenda of a regular Board meeting shall request of the Board in person or in writing that the item be considered for placement on the agenda. Requests in person shall be made at a regular Board meeting, and the Board will consider whether to place the item on the agenda for a subsequent regular meeting. Requests in writing must be received by the TPO at least fourteen (14) days in advance of a scheduled regular Board meeting and must describe and summarize the item. The written requests shall be mailed or delivered to the TPO at the address shown in Section 3.3. The Board then will consider at the scheduled regular meeting whether to place the item requested in writing on the agenda for a subsequent regular meeting.

Upon approval by the Chairperson or the Board, additional items not included on the meeting agenda may be considered at a meeting by the Board for the purpose of acting upon matters affecting the public health, safety, or welfare or which are in the best interests of the public.

3.6 EMERGENCY MEETINGS, WORKSHOPS & COMMITTEE MEETINGS

The LCB may conduct an emergency meeting or workshop for the purpose of acting upon matters affecting the public health, safety, or welfare or which are in the best interests of the public. Whenever an emergency Board meeting or workshop is scheduled to be held, the TPO shall provide public notice of such meeting or workshop as soon as possible. Such notice shall contain the information specified in Section 3.4. 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.

Staff shall give the FCTD, 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.

3.7 MEETING RULES & PROCEDURES

All meetings of the Board and the Committees shall be governed by the rules and procedures contained in Robert's Rules of Order which are applicable and which are not inconsistent with these By-Laws, Rules, and Procedures or with any special rules of order that the Board may adopt. The By-Laws, Rules, and Procedures shall be reviewed, updated (if necessary), and adopted annually. It is recommended that the By-Laws, Rules and Procedures are reviewed and approved during the first quarter (July-September). Approved By-Laws, Rules, and Procedures shall be submitted to the FCTD.

3.8 AMENDMENTS

These By-Laws, Rules, and Procedures may be amended at any Board meeting by the affirmative vote of the majority of the voting members of the Board provided that a copy of the proposed amendment(s) shall have been mailed or e-mailed to each Board member at least four calendar days prior to the meeting.

3.9 FLORIDA GOVERNMENT IN THE SUNSHINE LAW

All LCB meetings, including committee meetings, shall be conducted in conformance with the Florida "Government in the Sunshine Law". Failure of an LCB member to follow Florida Government in the Sunshine laws may result in disciplinary action including suspension or termination of participation on the LCB.

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	August 21, 2019
Item Number:	7e
Item Title:	Public Involvement Plan (PIP) Major Update
Item Origination:	Unified Planning Work Program (UPWP) and Federal and State requirements
UPWP Reference:	Task 6.1 Public Involvement, Education & Outreach
Requested Action:	Review and recommend incorporation of the PIP Major Update draft goals, objectives, outreach methods, and performance measures, recommend incorporation with conditions, or do not recommend incorporation.
Staff Recommendation:	Because the PIP Major Update goals, objectives, outreach methods, and performance measures are based on extensive analysis and are consistent with Task 6.1 of the UPWP, it is recommended that the draft PIP Major Update goals, objectives, outreach methods, and performance measures be recommended for incorporation into the PIP Major Update.

Attachments

- Staff Report
- Draft PIP Outreach Methods and Performance Measures

MEMORANDUM

TO: St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB)

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: August 9, 2019

SUBJECT: **Public Involvement Plan (PIP) Major Update**

BACKGROUND

Each major planning project undertaken by the TPO includes a public involvement component, tailored to the specific project and the needs of the affected community. It is the policy of the TPO to have a proactive public involvement program that involves the public early in the process. In addition to public meetings, the TPO's public involvement work often includes additional outreach and engagement efforts such as focus groups, participation in community events, and website/social media campaigns.

The FY2018/19 – FY 2019/20 Unified Planning Work Program (UPWP) includes substantial public involvement efforts and is a continuous and ongoing task which includes compliance with all applicable Federal and State requirements. These public involvement efforts are advanced through the TPO's Public Involvement Plan (PIP). The PIP was last updated in 2012.

ANALYSIS

Because the PIP was last updated in 2012, Task 6.1 – Public Involvement, Education & Outreach of the FY 2018/19 – FY 2019/20 UPWP includes the completion of a major update to the PIP in order to ensure that the TPO's public involvement process continues to meet or exceed Federal and State

regulations and optimizes opportunities for the public to participate in the transportation planning process.

The PIP Major Update is an opportunity for the development and testing of new and/or alternative techniques for capturing public input. These techniques, depending on their success, will be incorporated into the PIP, and Annual Performance Evaluations subsequently will be conducted of the updated PIP.

The following are draft PIP Major Update goals:

1. The TPO will better understand the communities served.
2. The TPO will inform the community about TPO plans, programs, and activities.
3. The TPO will provide the community with reasonable opportunities to be involved in the transportation planning and decision-making process.
4. The TPO will incorporate community input into the transportation planning and decision-making process to the greatest extent possible.
5. The TPO will evaluate the performance of its community involvement process.

The following is a list of draft PIP Major Update objectives for each goal:

1. The TPO will better understand the communities served.
 - a. Update the TPO community characteristics profiles.
 - b. Conduct windshield surveys of environmental justice communities.
2. The TPO will inform the community about TPO plans, programs, and activities.
 - a. Increase the TPO's contacts list, with special emphasis on the inclusion of traditionally underrepresented citizens and groups.
 - b. Increase public awareness of TPO plans, programs, and activities.
3. The TPO will provide the community with reasonable opportunities to be involved in the transportation planning and decision-making process.
 - a. Conduct public outreach events.
 - b. Participate in community-sponsored events.

4. The TPO will incorporate community input into the transportation planning and decision-making process to the greatest extent possible.
 - a. Gather input from respondents.
 - b. Summarize public comments received and incorporated.
5. The TPO will evaluate the performance of its community involvement process.
 - a. Conduct an annual PIP performance evaluation.
 - b. Conduct an annual evaluation of the public's perception of PIP strategies.

The following spectrum of input, tailored to the specific project and the needs of the affected community, will guide the TPO's public involvement activities:

- Inform: to supply the public with information on the issues at stake
- Consult: to inform, collect and acknowledge public feedback
- Interact: to work with the public regarding both TPO concerns and community concerns.
- Collaborate: to co-produce solutions guided by public input

Attached is a public participation grid that outlines strategies, tracking methods, and performance measures for various public involvement activities.

The PIP Major Update is being developed by PlaceVision Inc. The consultant's presentation to the LCB will focus on the PIP's draft goals, objectives, outreach methods, and performance measures.

RECOMMENDATION

Because the PIP Major Update goals, objectives, outreach methods, and performance measures are based on extensive analysis and are consistent with Task 6.1 of the UPWP, it is recommended that the draft PIP Major Update goals, objectives, outreach methods, and performance measures be recommended for incorporation into the PIP Major Update.

Public Participation Method	Tracking of Method	Measurement of Effectiveness
Community engagement dashboard	Electronic tracking	# of unique visitors, # of returning visitors
Email, Mail, Telephone, In-Person	Electronic and manual tracking	# of public comments
E-blast	Electronic tracking	# of subscribers, # of opens, # of e-blast published
Events	# of events attended	# of public comments, # of people engaged
Gallery & Kiosks	Attendance records, sign-in sheets	# of public comments, # of people engaged
Interactive Maps	Electronic tracking	# of unique visitors, # of returning visitors, # of public comments
Posters, Flyers, Brochures	Electronic and manual tracking	# of digital products , # of paper products , # of downloads, # of handouts given away
Public events/presentations	Attendance records, meeting minutes, sign-in sheets	# in attendance, # of presentations
Public Meetings	Attendance records, meeting minutes, sign-in sheets	# in attendance, # of meetings
Press Releases	Manual tracking	# of press releases
Questionnaires, Polls, Surveys	Summary reports	# of surveys conducted, # of responses, # of surveys responses
Radio		# of radio shows/interviews
Social Media	Facebook, Twitter, YouTube	Facebook reach #, Twitter Impressions #, & YouTube views
Visualization/Info graphics	Flyers and media distributed via website, meeting packets, and social media	
Virtual Open House	Electronic tracking	# of unique visitors, # of public comments
Website	Electronic tracking	# of unique visitors, # of returning visitors
Workshops, Forums, Open Houses	Attendance records, meeting minutes, sign-in sheets	# in attendance, # of meetings