

**GLADES-HENDRY JOINT LOCAL COORDINATING BOARD
for the TRANSPORTATION DISADVANTAGED**

Staff services provided by Southwest Florida Regional Planning Council - TD Planning Program
1926 Victoria Avenue, Fort Myers FL 33901; 239-338-2550, Extension 211; Fax 239-338-2560
E-mail: braimondo@swfrpc.org TD web page: http://www.swfrpc.org/trans_disadv.shtml



**Wednesday, September 7, 2011 at 10:30 a.m.
Hendry County Administrative Offices
165 South Lee Street, LaBelle, FL 33935
Suite A (Staff Conference Room)**

AGENDA

1. Call to Order and Introductions (Chairman Turner)
- *2. Public Comments on Items on the Agenda (Chairman Turner)
- *3. Public Comments on Items Not on the Agenda (Chairman Turner)
- *4. Minutes of the Regular Meeting of May 4, 2011 (Chairman Turner)
- *5. Review of Bylaws (Brian Raimondo)
6. Florida Coordinated Transportation Program Issues & Distribution Items (Brian Raimondo)
 - a. Updated calendar of upcoming LCB meetings
 - b. CTD Ombudsman Reports
 - c. Member attendance spreadsheet (September 2010-May 2011)
 - d. Training & Orientation
7. Community Transportation Coordinator (CTC) News and Reports (Gary Bryant)
8. Member Announcements and Comments (Chairperson Turner)
9. Date, Time and Topics for Next Meeting: **December 7, 2011 at 10:30 a.m. in Moore Haven**
10. Adjournment

(*) Action Items

All meetings of the Local Coordinating Boards are open to the public. In accordance with the Americans with Disabilities Act, persons who require special accommodations under the Americans with Disabilities Act should contact Mr. Brian Raimondo at the Southwest Florida Regional Planning Council by calling (239) 338-2550, Ext. 211 at least seven days prior to the meeting. If you are hearing or speech impaired call (800) 955-8770 Voice / (800) 955-8771 TDD. Or, e-mail braimondo@swfrpc.org.

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**MINUTES OF THE GLADES-HENDRY JOINT LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED
JOINT TRANSPORTATION DISADVANTAGED LOCAL COORDINATING
BOARD**

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**Minutes of the Regular Meeting
Wednesday, May 4, 2011; 10:30 a.m.
Glades County Public Library
102 Riverside Drive
Moore Haven, Florida**

A Representative of:	Voting Member	Agency	Alternate Member	Agency
The MPO shall appoint one elected official to serve as the official Chairperson for all Coordinating Board meetings.	Commissioner Karson Turner (PRESENT)	Hendry County Board of County Commissioners	Commissioner Donna Storter-Long (PRESENT)	Glades County Board of County Commissioners
A. A local representative of the Florida Department of Transportation (DOT)	Julia B. Davis (PRESENT)	Florida Department of Transportation	Richard Shine (ABSENT)	Florida Department of Transportation
B. A local representative of the Florida Department of Children and Families (DCF)	Vacant		Vacant	
C. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible	Scott Bass (Glades County) (PRESENT)	Glades County School System	Jim Way (Hendry County) (ABSENT)	Hendry County School System
D. In areas where they exist, a local representative of the Division of Vocational Rehabilitation Services or the Division of Blind Services, representing the Department of Education	Victoria Aguilar (ABSENT)		Barbara Ridings (ABSENT)	
E. A person recommended by the local Veterans Service Office, representing Veterans of the county	Jim Herrington (ABSENT - EXCUSED)		Millard Wagnon (ABSENT)	

F. A person recognized by the Florida Association for Community Action representing the economically disadvantaged	(Vacant)	Glades County Social Services	(Vacant)	
G. A person representing the Elderly in the county	Michael LaDuca (ABSENT)	Hope Connections	Mary Curtis (ABSENT)	Hope Connections
H. A person with a disability representing the disabled in the county	Muriel Green (ABSENT)		Tony Howard (ABSENT)	
I-1. [One of Two] Citizen Advocates in the County	Gordon Bryant (PRESENT)		(VACANT)	
I-2. [One of two] Citizen Advocates this one must be a person who uses the transportation service(s) of the system as their primary means of transportation.	(VACANT)		(VACANT)	
J. A local representative for children at risk	Judith Paskvan (ABSENT)	Hendry County Health Department	Sherry Shupp (PRESENT)	RCMA
K. 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 Community Transportation Coordinator.	N/A		N/A	
L. A local representative of the Florida Department of Elder Affairs	Angela Wood (PRESENT)	Florida Dept. of Elder Affairs	Sue Clarke (ABSENT-Excused)	Florida Dept. of Elder Affairs
M. 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 Community Transportation Coordinator	(VACANT)		(VACANT)	
N. A local representative of the Florida Agency for Health Care Administration	Joe Martinez (PRESENT)	Agency for Health Care Administration	Karen Brooks (ABSENT)	Agency for Health Care Administration
O. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes.	(VACANT)		(VACANT)	
P. A representative of the local medical community,	Mary Bartoshuk		(VACANT)	

which may include, but not be limited to, kidney dialysis centers, long term care facilities, hospitals, local health department or other home and community based services, etc.	(PRESENT)			
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Other People Attending:

Gary Bryant	Good Wheels, Inc.
Deborah Kooi	SWFRPC
Brian Raimondo	SWFRPC

Agenda Item #1 – Call to Order and Introductions

Vice-Chairman Storter-Long called the meeting to order at 10:40 a.m. Introductions were made.

Agenda Item #2 - Invocation

Invocation by Vice-Chairman Storter Long.

Agenda Item #3 – Pledge of Allegiance

The Pledge of Allegiance was recited.

Agenda Item #4 – Public Comments on Items on the Agenda

None.

Agenda Item #5 – Public Comments on Items Not on the Agenda

None.

Agenda Item #6 – Minutes of the Public Hearing on March 30, 2011

MOTION BY MS. DAVIS AND SECONDED BY MR. BASS TO APPROVE THE MINUTES OF THE PUBLIC HEARING ON MARCH 30, 2011. MOTION CARRIED UNANIMOUSLY.

Agenda Item #7 – Minutes of the Regular Meeting of March 30, 2011

MOTION BY MS. DAVIS AND SECONDED BY VICE-CHAIRMAN STORTER-LONG TO APPROVE THE MINUTES OF MARCH 30, 2011.

Ms. Davis asked about the request by Joe Martinez at the last LCB meeting for Planning Agency staff to check the bylaws to ascertain if it was possible to attend meetings via teleconference.

Ms. Kooi of Planning Agency staff stated that this issue would be covered under Agenda Item #9.

MOTION CARRIED UNANIMOUSLY.

Agenda Item #8 – Approval of the TDSP

Mr. Raimondo presented this item.

MS. DAVIS MADE A MOTION TO APPROVE THE TDSP. MOTION SECONDED BY VICE-CHAIRMAN STORTER-LONG.

Under discussion, Ms. Davis had the following minor corrections:

1. On Page 12, Richard Shine’s phone number needs to be changed to 656-7800.
2. On Page 65, the wording should reflect that the LCB board reviewed the grievance procedures on May 4, 2011. The motion should also state this as well.
3. On Page 83, it needs to reflect “Glades-Hendry” instead of Lee County.
4. Exhibit E – Ms. Davis said she would provide Planning Agency staff with the new certification.

Ms. Davis stated that the motion should also reflect that the LCB reviewed the rate structure that was contained in the TDSP, the rate worksheets for the time period of July 1, 2011 to June 30, 2012.

MOTION AMENDED TO ALSO INCLUDE THAT THE GLADES-HENDRY JOINT LOCAL BOARD REVIEWED THE GRIEVANCE PROCEDURES AND THAT THE RATE STRUCTURE AND RATE WORKSHEETS WERE FOR THE TIMEFRAME OF JULY 1, 2011 TO JUNE 30, 2012. MOTION MAKER AND SECONDER AGREED TO THE AMENDMENTS.

Chairman Turner asked Planning Agency staff if they anticipated any changes to the TDSP from the SWFRPC at the May 19th meeting and that if there were any changes, if this board could authorize Planning Agency staff today to go ahead and make those changes.

Ms. Kooi said that this item would be on the Consent Agenda and that if there were any changes to be made that she would e-mail the changes to the board.

Ms. Kooi conducted a roll call vote for approval of the TDSP.

Commissioner Turner	Aye
Commissioner Storter-Long	Aye
Julia Davis	Aye
Florida Dept. of Children & Families	Vacant
Scott Bass	Aye
Victoria Aguilar	Absent
Jim Herrington	Absent
Economically disadvantaged	Vacant
Michael LaDuca	Absent
Muriel Green	Absent
Gordon Bryant	Aye
Citizen Advocate	Vacant
Judith Paskvan	Absent
Angela Wood	Aye
Private for Profit Transp. Industry	Vacant

Joe Martinez	Aye
Regional Workforce Dev. Board	Vacant
Mary Bartoshuk	Aye

Ms. Kooi of Planning Agency Staff reported that the TDSP was approved by the Glades-Hendry Joint Local Coordinating Board.

Agenda Item #9 – Florida Coordinated Transportation Program Issues & Distribution Items

Mr. Raimondo reviewed this item which included the calendars for Glades and Hendry LCB and the Lee LCB and the issue of teleconferencing for meetings. Mr. Raimondo stated that he had done a lot of research and talked to TD Commission staff, read legal opinions. Basically, it can be done, however, the person or persons calling in cannot be considered part of the quorum. That is the TD Commission’s opinion. They can vote, but cannot be part of the quorum.

Ms. Davis said that she understood this as you can’t prohibit anyone from voting.

Mr. Raimondo said that he would send the legal opinion from Governor Crist.

Discussion on attendance issues ensued and possible change to the bylaws. Vice-Chairman Storter-Long asked if they were present by teleconference would this count as being present or be rescinded. She suggested an amendment to Page 6 of the bylaws.

Mr. Raimondo said would be considered as attending the meeting.

Chairman Turner said that not to minimize the research that has been done by Planning Agency staff, basically teleconferencing/webinar, etc. is a moot point. We need to be at the meetings, you can count attendance if it makes you feel warm and fuzzy, and while your vote may count in spirit, in the real world, it doesn’t count. Everyone try to be here. Let’s try to do a great job quarterly and make it happen.

Mr. Martinez said that Planning Agency staff did not have to send him anything, but asked if this discussion would be in the minutes.

Vice-Chair Storter Long said it would make us feel better if occasionally that you can’t make it, you can at least listen in. Don’t try to make a habit of it.

Mr. Martinez said that this is not his own initiative but has been directed by upper management.

Chairman Turner said that, for the record, he wished that Mr. Martinez could travel and be on the phone and be considered a voting member.

Mr. Raimondo said that he tried – one said yes, one said no and then finally they said that here is the opinion and after reading that, he was still confused. It was John Irvine that said no.

Ms. Davis asked if Planning Agency staff had checked with Charlotte MPO staff (Wendy). Mr. Raimondo said that according to the CTD staff, it is up to them.

Chairman Turner said that we have done what we can, we have done due diligence, let’s move forward.

Agenda Item #10 – Community Transportation Coordinator (CTC) News and Reports

Mr. Gary Bryant said that the main item is the future organization of our coordinated system. As you know, there has been a lot of debate this year about the Medicaid reformation and whether Medicaid transportation will be included in that and the funding going to HMOs. Early in the session, thanks to Denise Grimsley, Gary Aubuchon and some others, the House passed the bill that kept the coordinated system intact and kept Medicaid funding in our coordinated system and took it out of the reform package. The Senate never passed that bill. In particular, there were a couple of senators (Joe Negron) who stood very strong in many committee meetings and the Senate bill had the Medicaid funding included in the reform. We thought the House bill was going to prevail last Friday and we thought we were just a couple of minutes away from a negotiated settlement. It looked like yesterday that the House was going to strike their bill altogether and adopt the Senate bill which would go against what we wanted to do. We suspect that they make a decision today as to whether to keep our coordinated system intact today or not. The House and Senate have had a horrible time compromising on Medicaid reform. If they don't make a decision, we are hoping the status quo will stay in place.

The Governor has appointed a new Chairman of the TD Commission by the name of David Darms who has been serving on the Commission who works in the Governor's Office. He works for the Governor's Budget Staff and will become the Chairman of the TD Commission. Dr. J. R. Harding will rotate off the Commission that will leave a vacancy and we are hopeful that a lady by the name of Cheryl Stone out of Orlando will be appointed. We are concerned that a Governor staff will be Chairman of the Commission and it sort of loses its independence.

The quarterly report figures were not attached, but that he understood that Carol had supplied this. Mr. Raimondo said it was after the agenda packet had been sent out. Mr. Bryant said that if Planning Agency staff would notify him that he would make sure staff had the reports to send with the agenda packet.

Mr. Bryant said that everything was going well out in Glades and Hendry counties, but the concern was if there would be funding next year to continue. We don't see how it is possible if they do pass the reform how it could possibly start on July 1st. We think it will be October 1st, January 1st or July 1, 2012 start date.

Mr. Martinez asked about the cost of fuel to the CTC. Mr. Bryant said that normally Good Wheels had been paying about \$42,000 a month for fuel. During the month of March, we paid \$58,000. The last invoice we received from Lee County at the government rate diesel was \$3.84 in February and \$3.89 in March and we have budgeted for \$4.10. It has adversely affected us.

Ms. Davis asked if Mr. Bryant had any feedback from the February Catholic Services event here in Moore Haven and the Clewiston Moore Haven group.

Mr. Bryant said that they had not received any feedback, but that would like to have community feedback. Ms. Bartoshuk said that there was a very good turnout.

Mr. Bryant said that he had no staff to send that day and he was in Boston that same day. We would like the community feedback to start the Clewiston-Moore Haven shuttle.

Chairman Turner asked what form this needed to be in. Ms. Davis said that any written form to Gary could be forwarded to FDOT. He asked how would it affect if services at the Health Department increase – it would be a positive.

Vice-Chairperson Storter-Long said that it would not be because a majority of the patients are non-payers and we are not able to attract people with insurance that want services. It is a shame and people are not going to

want to go there unless they have to and they are not paying. It is a big disappointment because if you are a self-payer, it ends up costing more to go there than other doctors. Have to go by sliding scale list.

Mr. Bryant said that he heard if Medicaid does reform and Medicaid recipients are farmed out to HMOs, he has heard that HMOs cannot send clients.

Agenda Item #11 – Member Announcements and Comments

None.

Agenda Item #12 – Date, Time and Topics for Next Meeting

The next meeting will be held on September 7, 2011 at 10:30 a.m. at the Hendry County Administrative Offices, 165 South Lee Street, LaBelle, Florida.

Agenda Item #10 – Adjournment

Meeting adjourned at 11:33a.m.

DRAFT JOINT LCB BYLAWS

RECOMMENDED ACTION: Review and approve changes to the attached Joint LCB by-laws as presented by Planning Agency staff. Planning Agency staff has attached the suggested revisions in a strikethrough and underline format for review and approval by the Joint Local Coordinating Board.

The suggested changes to the existing bylaws are located in the following sections:

Article III, Section A: Administration of the Local Coordinating Board – Planning Agency Responsibilities (page 1)

Article III, Section C: Administration of the Local Coordinating Board – Full Board Meeting Notices (page 1)

Article VI: Attendance (page 6)

Article VIII, Section A: Local Coordinating Board Duties (page 6)

Article VIII, Section B: Local Coordinating Board Duties (page 7)

Article XI: Certification (page 9)

DRAFT

Florida Commission for the



**Transportation
Disadvantaged**

GLADES-HENDRY JOINT TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD BYLAWS

Prepared by the Southwest Florida Regional Planning Council
(Designated Official Planning Agency)

1926 Victoria Avenue
Fort Myers, Florida 33901

239-338-2550

Fax: 239-338-2560

www.swfrpc.org

Revised September 7, 2011

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ARTICLE I: PREAMBLE

The following sets forth the By-Laws which shall serve to guide the coordination of transportation services provided to the transportation disadvantaged through the Transportation Disadvantaged Programs of Glades and Hendry Counties. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, (F.S.) Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: NAME AND PURPOSE

The name of the Coordinating Board shall be the GLADES-HENDRY JOINT TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD serving the joint service area of Glades County and Hendry County, hereinafter referred to as the Joint LCB or as the Joint Board.

The primary purpose of the Joint Board is to assist the SOUTHWEST FLORIDA REGIONAL PLANNING COUNCIL (SWFRPC) in identifying local service needs and providing information, advice and direction to the Community Transportation Coordinator, hereinafter "Coordinator", on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, F.S. and Rule 41-2, FAC. In general, the Local Coordinating Board is considered an advisory body.

ARTICLE III: ADMINISTRATION OF THE LOCAL COORDINATING BOARD

A. Planning Agency Responsibilities

The Southwest Florida Regional Planning Council (SWFRPC) or Designated Official Planning Agency (DOPA), also uniformly referred to as the Planning Agency, shall provide the Joint Local Coordinating Board with sufficient staff support and resources to enable the Joint Local Coordinating Board to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes, **Rule 41-2, Florida Administrative Code, Commission policies and the Program Manual for Transportation Disadvantaged Planning Related Services as revised on May 23, 2011.** This responsibility includes providing sufficient staff to manage and oversee the responsibilities of the Joint Local Coordinating Board. This includes, but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost effectiveness; reviewing the local Transportation Disadvantaged Service Plan; preparing, duplicating and distributing meeting packets; and other necessary administrative duties as required by the Joint Board within the limits of available resources.

B. Regular Meetings

The Joint Board shall meet as often as necessary in order to meet its responsibilities. However, the Joint Board shall meet at least quarterly as required by Chapter 427.0157, F.S. All meetings, including committee meetings, shall be conducted pursuant to "Government in the Sunshine Law". All meetings will provide opportunity for public comments on the agenda. The public may make input to the Joint Board by filling out a "Request To Speak" form indicating their desire to address an issue and shall be heard under the appropriate agenda item.

C. Full Board Meeting Notices

Planning Agency staff shall give two (2) weeks' notice via e-mail of the date, time, location and proposed agenda for the Joint Local Coordinating Board meetings to the Joint Local Coordinating Board members and the appropriate Commission for the Transportation Disadvantaged Regional Project Manager, other interested parties and the news media.

Planning Agency staff shall prepare and submit the Notice of Meeting to the News-Press no later than twenty-one (21) days before the scheduled meeting which will be published in the News-Press at least fourteen (14) days before the scheduled meeting.

Planning Agency staff shall prepare and submit the Notice of Meeting to the Glades County Democrat four (4) weeks before the scheduled meeting which will be published in the Glades County Democrat at least fourteen (14) days before the scheduled meeting.

Planning Agency staff shall prepare and submit the Notice of Meeting for publication in the Florida Administrative Weekly four (4) weeks before the scheduled meeting and will be published at least fourteen (14) days before the scheduled meeting.

The agenda will be posted on the SWFRPC website a minimum of eight (8) days prior to the scheduled meeting.

Agenda packets will be sent out fourteen (14) days before the scheduled meeting.

An eight (8) day notice should be given for the cancellation, rescheduling or relocation of regular meetings.

D. Emergency Meeting Notices and Committee Meeting Notices

Planning Agency staff shall give Joint Local Coordinating Board members and others one (1) week notice, if possible, of the date, time, location and proposed agenda for the Joint Local Coordinating Board committee meetings and emergency meetings. Meeting materials shall be provided as early as possible.

E. Minutes

Planning Agency staff is responsible for maintaining an official set of minutes for each Joint Local Coordinating Board meeting. The minutes shall include an attendance roster indicating what agency, organization or position each member represents and reflect a summary of official actions taken by the Joint Local Coordinating Board.

The record of official actions shall include who made and seconded the motion, as well as who voted for and against motions. Copies of the minutes shall be sent to the Regional Project Manager of the Commission for the Transportation Disadvantaged and the Chairperson of the Planning Agency. Committee meeting minutes may be in the form of a brief summary of these points, discussions, decisions and recommendations to the full board.

F. Quorum

At all meetings of the Joint Board, the presence of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may function as a Committee of the Whole. The Committee of the Whole may review the agenda items and make recommendations to the Joint Board. These recommendations may be reviewed for adoption by the Joint Board at its next meeting where there is a quorum present.

G. Voting

At all meetings of the Joint Board at which a quorum is present, all matters shall be decided by the vote of a majority of the members of the Joint Board present and voting.

H. Meeting Location and Chairpersonship

Meetings shall alternate between Glades County and Hendry County. The Chairperson or Vice-Chairperson shall conduct the meeting.

I. Reversion to Separate Boards

The Joint Board shall have the opportunity to revert to separate Local Coordinating Boards at any time, upon a majority vote of each County's County Commission and based upon a recommendation by the Joint Board.

ARTICLE IV: LOCAL COORDINATING BOARD MEMBERSHIP

A. OFFICERS

The officers of the Joint Board shall be a Chairperson and a Vice-Chairperson.

1. CHAIRPERSON

The Planning Agency shall appoint an elected official from one of the counties involved to serve as the official Chairperson for all Joint Local Coordinating Board meetings. The Chairperson shall communicate the Joint Board's interests and desires to the SWFRPC. The Chairperson shall preside at all meetings, and in the event of his/her absence, or at his/her direction, the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall be appointed to serve for a two-year term (or less if the individual is no longer in office) and the Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

The Joint Board shall hold an organizational meeting at its last regularly scheduled meeting of the year in December for the purpose of electing a Chairperson.

2. VICE-CHAIRPERSON

According to Chapter 41-2.012 Coordinating Board Structure and Duties, the Joint Board shall have as a representative an elected official from each county, one of whom shall be elected Vice-Chairperson.

The Joint Board shall hold an organizational meeting at its last regularly scheduled meeting of the year in December for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the Joint Local Coordinating Board members present and voting at the meeting. The Vice-Chairperson shall serve a term of one year starting with the following meeting. 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

In accordance with Chapter 427.0157, F.S., all members of the Joint Board shall be appointed by the Designated Official Planning Agency. The Designated Official Planning Agency for the joint service area of Glades and Hendry County is the Southwest Florida Regional Planning Council (SWFRPC).

The following agencies or groups shall be represented on the Board as voting members:

- An elected official from the service area serving as the Chairperson;
- An elected official from the service area serving as the Vice-Chairperson;
- A local representative of the Florida Department of Transportation (FDOT);
- A local representative of the Florida Department of Children and Families (DCF);
- A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
- In areas where they exist, a local representative of the Division of Vocational Rehabilitation Services or the Division of Blind Services, representing the Department of Education;
- A person recommended by the local Veterans Service Office, representing Veterans of the county;
- A person recognized by the Florida Association for Community Action representing the economically disadvantaged;
- A person representing the Elderly in the county;
- A person with a disability representing the disabled in the county;
- [One of Two] Citizen Advocates in the County;
- [One of two] Citizen Advocates - this must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- A local representative for children at risk;

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

It is the intent of the Commission for the Transportation Disadvantaged for the membership of every Joint Local Coordinating Board 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 Community Transportation Coordinator shall serve as voting member of the Joint Local Coordinating Board. 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 Community Transportation Coordinator shall not be precluded from serving as voting members of the Joint Local Coordinating Board.

C. TECHNICAL ADVISORS–NON-VOTING MEMBERS

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

D. 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 Joint Local Coordinating Board member who cannot attend a meeting must be a representative of the same interest as the primary member.

ARTICLE V: TERMS OF APPOINTMENT

Except for the Chairperson, Vice-Chairperson and state agency representatives, the non-agency members of the Joint Board shall be appointed for three (3) year staggered terms with initial memberships being appointed equally for one, two and three years in order that the Local Coordinating Board is not subject to a significant turnover in membership during a particular period.

The Chairperson and the Vice-Chairperson shall serve terms of two (2) years and one (1) year respectively with the Designated Official Planning Agency replacing or reappointing the Chairperson or Vice-Chairperson at the end of his/her term.

No non-agency member shall serve more than two consecutive three (3) year terms as a voting member. No non-agency member shall be reappointed to their second term of three (3) years until the Designated Official Planning Agency (SWFRPC) has the chance to consider other nominees.

No employee of the Community Transportation Coordinator (CTC) shall serve as a voting member of the Joint Board. However, an elected official serving as Chairperson of the Joint Board, or other governmental employees who are employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator (CTC) may serve as voting members.

ARTICLE VI: ATTENDANCE

The Planning Agency shall review, and consider rescinding, the appointment of any member of the Local Coordinating Board who fails to attend three consecutive meetings. **An updated membership attendance report shall be presented to the Joint Local Coordinating Board at their quarterly meetings.** The Local Coordinating Board shall notify the Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings.

ARTICLE VII: BY-LAWS AND PARLIAMENTARY PROCEDURES

The Local Coordinating Board shall develop and adopt a set of by-laws. The by-laws shall state that the Local Coordinating Board will conduct business using parliamentary procedures according to Robert's Rules of Order, unless stated otherwise in these guidelines.

ARTICLE VIII: LOCAL COORDINATING BOARD DUTIES

The Local Coordinating Board shall:

- A. Review and make recommendations regarding the approval of the Memorandum of Agreement and Transportation Disadvantaged Service Plan **in the third quarter (January-March 2011).** In order to perform this duty, the Joint Local Coordinating Board shall review and develop recommendations concerning the Transportation Disadvantaged Service Plan. The Joint Local Coordinating Board shall ensure that the Transportation Disadvantaged Service Plan has been developed by involving all appropriate parties in the process. **The final Transportation Disadvantaged Service Plan shall be approved by the Joint Local Coordinating Board by the May board meeting for submission to the Commission for the Transportation Disadvantaged no later than June 30th of each year.**

- B. Conduct an annual performance evaluation of the Community Transportation Coordinator **by no later than February 20th of each year**. This evaluation shall be conducted using evaluation criteria developed by the Commission for the Transportation Disadvantaged, as well as any other evaluation criteria approved by the Joint Local Coordinating Board. In areas where a planning agency serves as the Community Transportation Coordinator, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the Community Transportation Coordinator.
- C. The evaluation of the Community Transportation Coordinator's performance shall be both in general, and relative to specific criteria contained in the Transportation Disadvantaged Service Plan, and recommendations contained in the Commission's quality assurance reviews.
- D. The results of the annual evaluation and recommendations relative to performance and the renewal of the Memorandum of Agreement of Transportation Disadvantaged Service Plan shall be forwarded to the Planning Agency and the Commission for the Transportation Disadvantaged for final disposition.
- E. In cooperation with the Community Transportation Coordinator, review and provide recommendations to the Commission and the 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.

The accomplishment of this requirement shall include the development and implementation of a process by which the Joint Local Coordinating Board and Community Transportation Coordinator 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 Transportation Disadvantaged Service Plan. 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 Community Transportation Coordinator;
 - d) Consistency with the Transportation Disadvantaged Service Plan;
 - 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. Notifying the Commission for the Transportation Disadvantaged of any unresolved funding requests without delays in the application process.

- 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, working hours and types of service in an effort to increase ridership to a broader population. 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.
 3. Appoint a Grievance Committee to serve as a mediator to hear and investigate complaints, from agencies, users, potential users, Community Transportation Coordinators, subcontractors or other interested parties, and make recommendations for the Joint Local Coordinating Board for improvement of service from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area.
- G. Establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. The Joint Local Coordinating Board process should complement the Community Transportation Coordinator's grievance process. Members appointed to the committee shall be voting members of the Joint Local Coordinating Board.
- H. In coordinating with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- I. Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, Florida Administrative Code.
- J. Annually hold a public hearing for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services. The public hearing 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 hearing be incorporated with a regular business meeting of the Joint Local Coordinating Board. A public hearing held jointly with the Commission for the Transportation Disadvantaged will satisfy this annual requirement.

ARTICLE IX: SUBCOMMITTEES

Subcommittees shall be designated by the Chairperson as necessary to investigate and report on specific subject areas of interest to the Joint Board and to deal with administrative and legislative procedures.

ARTICLE X: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

The Joint Board shall communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2 of the Florida Administrative Code.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he is the Chairperson of the Glades-Hendry Joint Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this Joint Board as adopted by the Glades-Hendry Joint Transportation Disadvantaged Local Coordinating Board this **7th day of September, 2011.**

Date: _____

Commissioner Karson Turner
Chairperson

DRAFT

**FLORIDA COORDINATED TRANSPORTATION PROGRAM ISSUES
& DISTRIBUTION ITEMS**

1. Updated calendar of upcoming LCB meetings is provided. Please make a note of the dates and times of upcoming meetings.
2. CTD Ombudsman Reports (June-July 2011)
3. Member attendance spreadsheet (September 2010-May 2011)
4. Training & Orientation

Calendar of Upcoming Events for the Glades-Hendry Joint Local Coordinating Board

Date/Time of Meeting	Agenda Topics	Location
August 9-11, 2011	19th Annual TD Conference Business Meeting Aug 11, 2011, 10:00am to completion ~ Daytona Beach, FL Conference Call Number: 1-888-808-6959 Conference Code 34767	Daytona Beach Ocean Center 100 North Atlantic Avenue Daytona Beach, FL 32118
September 7, 2011 10:30 a.m.	Agenda items include review of by-laws and general program updates.	Hendry County Admin. Offices 165 South Lee Street, Suite A (Conference Room) LaBelle, Florida
October 27-28, 2011	Commission for the Transportation Disadvantaged Meetings – Naples, Florida CTC Tour/Public Hearing (October 27 – 6:00 p.m. to 8:00 p.m.) Business Meeting (October 28 – 10:00 a.m.)	Location to be announced
November 2011		
December 7, 2011 10:30 a.m.	Agenda Items include Review of CTC’s AOR, appointment of CTC evaluation committee and Election of Chair and Vice-Chair.	Glades County Library 201 Riverside Drive Moore Haven, Florida
January 2012	Planning Agency staff to schedule Evaluation Committee meeting to conduct evaluation of the CTC; Planning Agency staff to continue preparation of the draft of the minor update to the TDSP.	Evaluation Committee meets to conduct CTC evaluation.
February 2012	Planning Agency staff to continue preparation of the draft of the minor update to the TDSP.	
March 28, 2012	Planning Agency staff submits TDSP minor update draft and CTC Evaluation Report to LCB board for their review and comments.	Hendry County, 165 South Lee Street, Suite A (Conference Room) LaBelle, Florida
April 2012		
May 2, 2012	Planning Agency staff submits revised TDSP minor update to LCB board for final approval prior to submission to the Commission for the Transportation Disadvantaged. TDSP minor update also presented to the Southwest Florida Regional Planning Council for their endorsement at the board meeting on May 17, 2012. Planning Agency staff submits final approved TDSP to the Commission for the Transportation Disadvantaged.	Glades County Library 201 Riverside Drive Moore Haven, Florida
June 6, 2012	(If necessary)	
July 2012	CTD Annual Transportation Disadvantaged conference (Further details forthcoming)	
August 2012	Planning Agency Staff begin preparing RFP for Community Transportation Coordinator for December 2012 release.	
September 5, 2012	Agenda items include review of by-laws and general program updates.	Hendry County Administrative Offices 165 South Lee Street LaBelle, Florida
October/November 2012		
December 5, 2012	Agenda Items include Review of CTC’s AOR, LCB by-laws and Election of Vice-Chair and appointment of Evaluation Committee.	Glades County Library 201 Riverside Drive Moore Haven, Florida

The LCB meetings are open to the public. For information contact Brian Raimondo at the Lee County Metropolitan Planning Organization, (239) 338-2550 ext. 211 or braimondo@swfrpc.org

Calendar of Upcoming Events for the Lee County Local Coordinating Board	
September 9, 2011	LCB Meeting 9/9/2011 at 1:30 p.m. Review of by-laws and general program updates.
October 27-28, 2011	Commission for the Transportation Disadvantaged Meetings – Naples, Florida CTC Tour/Public Hearing (October 27- 6:00 p.m. to 8:00 p.m.) Business Meeting (October 28 - 10
November 2011	
December 2011	LCB Meeting 12/9/2011 at 1:30 p.m. Agenda Items include Review of CTC's AOR, appointment of CTC Evaluation Committee and Election of Vice-Chair.
January 2012	Planning Agency staff to schedule Evaluation Committee meeting at Good Wheels to conduct evaluation of the CTC; Planning Agency staff to continue preparation of the draft of the minor update to the TDSP.
February 2012	Evaluation Committee meets at Good Wheels to conduct CTC evaluation.
March 9, 2012	LCB Meeting 3/9/2012 at 1:30 p.m. Planning Agency staff submits CTC Evaluation and TDSP minor update draft to LCB board.
April 2012	Draft minor update of TDSP submitted to Lee County MPO Technical Advisory Committee, Citizen Advisory Committee and Lee County MPO Board for their endorsement.
May 11, 2012	LCB Meeting 5/11/2012 at 1:30 p.m. TDSP minor update presented to LCB board for approval prior to submission to the Commission for the Transportation Disadvantaged.
June 2012	June 8, 2012 (if necessary) Planning Agency staff submits final approved TDSP to the Commission for the Transportation Disadvantaged.
July 2012	TD Conference (Details will be forthcoming)
August 2012	Planning Agency Staff begin preparing RFP for Community Transportation Coordinator for December 2012 release.
September 14, 2012	LCB Meeting 9/14/2012 at 1:30 p.m. Review of by-laws and general program updates.
October 2012	
November 2012	
December 14, 2012	LCB Meeting 12/14/2012 at 1:30 p.m. Agenda Items include Review of CTC's AOR, LCB by-laws and Election of Vice-Chair and appointment of Evaluation Committee. Release of RFP for Community Transportation Coordinator.

TD Helpline Report (6/1/2011 - 6/30/2011)

Alachua

Quality of Service

File # 15417

Intake Date 16-Jun-11

Close Date 22-Jun-11

CUSTOMER

The customer stated the following:

Beneficiary stated that she needs transportation from her home to Gainesville at Shands Hospital. She stated that someone at Ride Solutions told her that they would provide transportation to Gainesville but that she needed to get to the bus stop herself. Beneficiary uses a walker to get around and has back problems and other ailments. She has no license, no car, and has no other means for transportation to get to the bus stop. Beneficiary would like to know why she is not able to receive front door pick up.

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.

CTC

The CTC reported the following findings / actions:

Ride Solutions contacted the Beneficiary and gave her all of the information that she would need to request transportation (including mailing her an assessment form) so that she can be set up as a new client.

FOLLOW UP

The Ombudsman reported the following actions:

Ombudsman informed the Beneficiary of the CTC/STP findings.

Alachua

Service Availability

File # 15494

Intake Date 03-Jun-11

Close Date 03-Jun-11

CUSTOMER

The customer stated the following:

They requested information regarding contact information for the CTC/STP.

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman provided the requested information.

CTC

The CTC reported the following findings / actions:

None requested.

Hamilton

Service Availability

File # 15445

Intake Date	23-Jun-11
Close Date	23-Jun-11

CUSTOMER

The customer stated the following:

They requested information regarding contact information for the CTC/STP.

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman provided the requested information.

CTC

The CTC reported the following findings / actions:

None requested.

FOLLOW UP

The Ombudsman reported the following actions:

Hendry

Service Availability

File # 15434

Intake Date	20-Jun-11
Close Date	20-Jun-11

CUSTOMER

The customer stated the following:

They requested information regarding contact information for the CTC/STP.

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman provided the requested information.

CTC

The CTC reported the following findings / actions:

None requested.

FOLLOW UP

The Ombudsman reported the following actions:

Hernando

Service Availability

File # 15506

Intake Date	05-Jun-11
Close Date	05-Jun-11

CUSTOMER

The customer stated the following:

They requested information regarding contact information for the CTC/STP.

Franklin

Medicaid-Quality of Service

File # 15480

Intake Date	09-Jun-11
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Close Date	15-Jun-11
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CUSTOMER

The customer stated the following:

Customer is having problems with Crooms transportation. Customer states that he has a letter from his Dr., stating that it is mandatory that he be brought home immediately after having his shots. The customer is upset because, Crooms still makes him wait up two hours, before providing the services home. The customer wants to know why he can't be brought home immediately.

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.

CTC

The CTC reported the following findings / actions:

The rider did not get to see the Doctor on that day neither was he given a shot. This same rider did not address the number of times that we have brought him back after his shots. This is an isolated occurrence. We are a coordinated system and we multi-load as much as possible but we try to comply with medical requests from physicians and medical professionals as best as we can. However, sometimes we have to send other riders along. We had driver on standby from another run to bring him home but since he did not have a "shot" on this day, we did not deem it necessary to transport him alone and send another driver to pickup the other rider. This rider has a vehicle in his household, his wife drives, he has family members in town and several live in the same city block, he has parishioners, etc. We have never denied this rider transportation. I mailed the customer the grievance form and procedures as he has contacted the local coordinating board informing them that he wished to file a formal grievance.

FOLLOW UP

The Ombudsman reported the following actions:

The Ombudsman contacted the customer to inform them of all actions found and taken.

Glades

Medicaid-Quality of Service

File # 15430

Intake Date	20-Jun-11
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Close Date	20-Jun-11
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CUSTOMER

The customer stated the following:

CTD received a call from a Beneficiary; she stated that when she called today 6-20 no one at Good Wheels would answer the phone to schedule a ride, and that this happens all the time. She is trying to set up a ride to her doctor's office for an appointment tomorrow 6-21, at 10:15 appointment.

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.

CTC

The CTC reported the following findings / actions:

She is probably correct. Good Wheels is inundated with calls all day for transportation and at times we cannot answer every call that comes in. We inform all beneficiary's if this is the case, please leave a message with their name, phone number, and brief message. Good Wheels returns all messages before we go home at the end of the day. Furthermore, she cannot schedule a trip for tomorrow since that falls within the Medicaid 72 hour, 3 day window.

FOLLOW UP

The Ombudsman reported the following actions:

Ombudsman informed the Beneficiary of the CTC/STP findings.

Hardee

Medicaid-Service Availability File # 15468

Intake Date 29-Jun-11

Close Date 26-Jun-11

CUSTOMER

The customer stated the following:

They requested information regarding contact information for the CTC/STP

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman provided the requested information.

CTC

The CTC reported the following findings / actions:

None requested.

FOLLOW UP

The Ombudsman reported the following actions:

Hernando

Medicaid-Service Availability File # 15604

Intake Date 02-Jun-11

Close Date 02-Jun-11

CUSTOMER

The customer stated the following:

They requested information regarding contact information for the CTC/STP

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman provided the requested information.

CTC

The CTC reported the following findings / actions:

None requested.

FOLLOW UP

The Ombudsman reported the following actions:

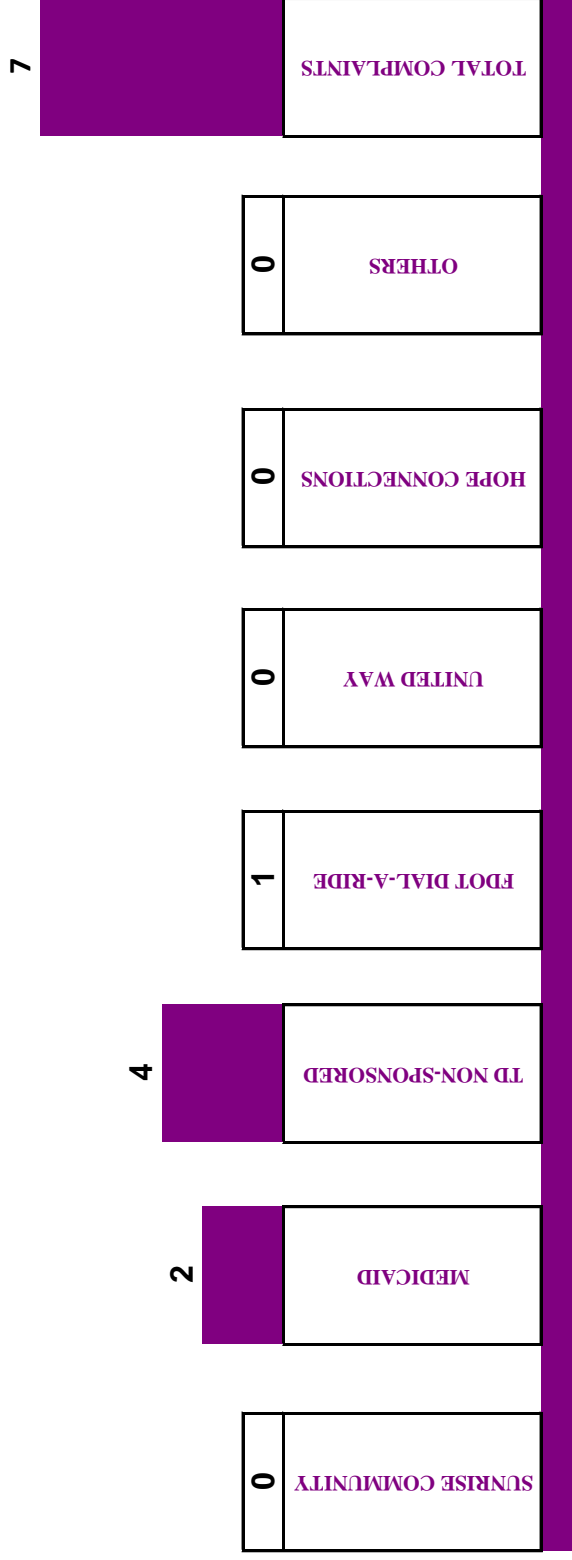
2010-2011 GLADES-HENDRY JOINT LCB ATTENDANCE CHART

Members = 13, Quorum = 8		Member	Alternate	9/1/10 - LB	12/1/2010 - MH	3/30/2011 - LB	5/4/2011 - MH	9/7/2011 - LB	12/7/2011 - MH
	X	Commissioner Karson Turner		Yes	Yes	Yes	Yes		
	X	Commissioner Donna Storter-Long		Yes	Yes	Yes	Yes		
	X	Julia B. Davis		Yes	Yes	Yes	Yes		
		Richard Shine (Alternate)	X	No	No	No	No		
		Vacant							
		Vacant							
	X	Scott Bass		No	Yes	Yes	Yes		
		Jim Way (alternate)	X	No	No	No	No		
	X	Victoria Aguilar (Apptd. September 2010)		Yes	Yes	Yes	No		
		Barbara Ridings (Apptd. September 2010)	X	Yes	No	No	No		
	X	Jim Herrington (Apptd. Feb. 2010)		Yes	No	No	No-Excused		
		Millard Wagnon (alternate)	X	No	No	No	No		
		Marcy Woznick /Vacant (Resigned 6/2010)		Resigned					
		Vacant (Alternate)		Vacant	Vacant	Vacant	Vacant		
	X	Michael Laduca (Appt.12/09)		Yes	No	Yes	No		
		Mary Curtis (Alt.) (Appt. 12/09)	X	No	No	No	No		
	X	Muriel Green		No	No	No	No		
		Tony Howard (Alternate) (Apptd. Sept. 2010)	X	Yes	Yes	No	No		
	X	Gordon Bryant (Apptd. February 2010)		Yes	Yes	Yes	Yes		
		Debbie Howell/Patricia Webber (Alternates) (Appt. May 2011)	X				Apptd. 5/19/11		
		Vacant							
		Vacant (Alternate)							
	X	Judith Paskvan		Yes	Yes	Yes	No		
		Sherry Shupp (Alternate)	X	Yes	No	Yes	Yes		
	X	Angela Wood (Apptd. February 2010)		Yes	Yes	Yes	No		
		Sue Clarke (Alternate) (Apptd. February 2010)	X	No	No	No	No		
		Vacant							
		Vacant (Alternate)							
	X	Joe Martinez		Yes	Yes	Yes	Yes		
		Karen Brooks (Alternate)	X	No	No	No	No		
		Vacant							
		Vacant (Alternate)							
	X	Mary Bartoshuk (Apptd. February 2010)		Yes	Yes	Yes	Yes		
		Vacant (Alternate)							
		Vacant (Alternate)							

CTC NEWS AND REPORTS

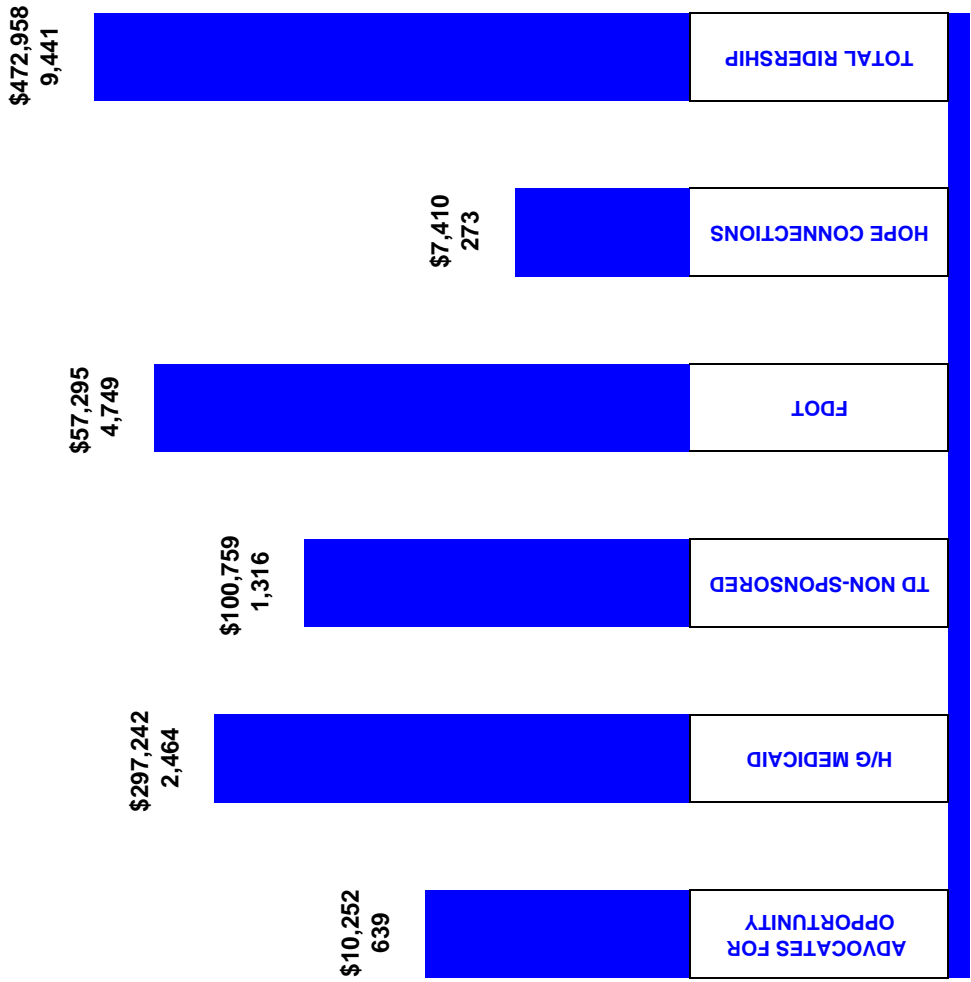
1. Ridership & Complaint Reports for the period of January-March 2011 and April-June 2011

HENDRY/GLADES COMPLAINTS JANUARY 2011 TO MARCH 2011





**HENDRY/GLADES RIDERSHIP
JANUARY 2011 - MARCH 2011**



HENDRY/GLADES COMPLAINTS
April 2011 - June 2011

0	SUNRISE COMMUNITY	2
0	MEDICAID	2
0	TD NON-SPONSORED	0
0	FDOT DIAL-A-RIDE	0
0	UNITED WAY	0
0	HOPE CONNECTIONS	0
0	OTHERS	0
2	TOTAL COMPLAINTS	2



HENDRY/GLADES RIDERSHIP
APRIL 2011 - JUNE 2011

