



July 13, 2007

Charlie Crist
Governor

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Chairperson

Donna Loggie
Vice Chairperson

Lisa M. Bacot
Executive Director

Ms. Vanita Anderson
Apalachee Regional Planning Council
20776 Central Avenue, East, Suite 1
Blountstown, Florida 32424

Dear Ms. Anderson:

Re: Planning Agency Review

The attached report summarizes the results of the Quality Assurance and program Evaluation (QAPE) review of Apalachee Regional Planning Council, the Planning Agency (PA) for Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Liberty, and Wakulla Counties.

The QAPE staff conducted the review on June 11, 2007. The system was evaluated based on the deliverables submitted to the Commission and the performance of planning tasks.

Staff did not issue recommendations. Therefore, the PA should not submit a status report.

Sincerely,

Lisa M. Bacot
Executive Director

LMB: rc

cc: Honorable Jim Pickron, Calhoun County Local Coordinating Board
Honorable Cheryl Sanders, Franklin County Local Coordinating Board
Honorable Edward Dixon, Gadsden County Local Coordinating Board
Honorable Kesley Colbert, Gulf County Local Coordinating Board
Honorable Howard Glass, Jackson County Local Coordinating Board
Honorable Danny Moore, Jefferson County Local Coordinating Board
Honorable Jim Johnson, Liberty County Local Coordinating Board
Honorable Maxie Lawhon, Wakulla County Local Coordinating Board
Marilyn Russell, Calhoun County CTC
John Croom, Franklin County CTC
Ted Waters, Gadsden and Jefferson County CTC
Kathy Balentine, Gulf County CTC
Sharon Peeler, Jackson County CTC
Brenda Clay, Liberty County CTC
R.H. Carter, Wakulla County CTC

Vanita Anderson
Page 2

Karen Somerset, Assistant Director of Oversight and Compliance
Robert Craig, QAPE Manager
Niki Branch, Regional Manager

Apalachee RPC PA Review Report

PA Name: Apalachee Regional Planning Council (Apalachee RPC)

Date(s) of Review: 6/11/07

TD Staff Assigned to Review: Robert Craig

Review Period: 7/1/2005 – 6/30/2006

I. Records and Areas of Review

- A. General Information
- B. Deliverables
- C. Quality and Availability of Services
- D. Inventory of Local Transportation Services
- E. Level of Competition
- F. Performance of Planning Tasks
- G. LCB Meeting and PA Visit
- H. Surveys
- I. Follow-Up of the Status Report
- J. Additional Observations
- K. Current Year Planning Grant

II. Findings and Recommendations

A. General Information

Apalachee RPC serves as the Planning Agency (PA) for Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Liberty, and Wakulla Counties. The PA utilizes four (4) staff members with 1.5 FTEs to accomplish the Transportation Disadvantaged (TD) program tasks. The PA advertises TD services in the newspapers.

B. Deliverables

Area of Observation: The PA held four (4) local Coordinating Board (LCB) meetings in each County as required for the contract period. Further, the PA updated the by-laws; updated the grievance procedures; ensured that the LCB evaluated the Community Transportation Coordinator; held a public hearing in each County; and submitted the Annual Budget Estimate, Actual Expenditure Report, and the Audit Report. The PA keeps all records for five years, and the PA's staff has attended Commission sponsored training.

Recommendation: None.

Timeline for Compliance: N/A

C. Quality and Availability of Services

Area of Observation: There are four (4) staff members utilizing 1.5 FTEs to accomplish Transportation Disadvantaged (TD) issues. The PA only uses TD funds to support TD tasks. Apalachee RPC uses the newspaper as a public information effort. During the contract period, Apalachee RPC had two (2) subcommittees: Administration/Evaluation and Grievance. Each subcommittee met as needed.

Recommendation: None.

Timeline for Compliance: N/A

Apalachee RPC PA Review Report

D. Inventory of Local Transportation Services

Area of Observation: Apalachee RPC has a current inventory of local transportation service providers in each County. The PA updates this list annually.

Recommendation: None.

Timeline for Compliance: N/A

E. Level of Competition

Area of Observation: Currently, Calhoun, Gulf, Jackson and Liberty CTCs operate sole source systems, while Franklin, Gadsden, Jefferson and Wakulla operate partial brokerage systems. Apalachee RPC recommended all of the CTCs to the Commission for appointment. The Commission for the Transportation Disadvantaged selected each CTC to serve in their respective county.

Recommendation: None.

Timeline for Compliance: N/A

F. Performance of Planning Tasks

Area of Observation: Apalachee RPC appoints members to the LCBs, reviews the Annual Operating Reports, and encourages the integration of transportation disadvantaged issues into the local and regional comprehensive plans. The PA maintains current membership rosters and mailing lists of each County's LCB members.

Recommendation: None

Timeline for Compliance: N/A

G. LCB Meeting and PA Visit (see attachment)

Area of Observation: Staff was unable to attend an LCB meeting or visit the PA's office during this review cycle. When staff is able to attend an LCB meeting and visit the PA's office, staff will issue an addendum to this report.

Recommendation: None

Timeline for Compliance: N/A

H. Surveys (see attachment)

Area of Observation: All comments were favorable.

Recommendation: None

Timeline for Compliance: N/A

I. Follow-Up and Status Report of Previous QAPE Review

Area of Observation: Completed.

Recommendation: None

Timeline for Compliance: N/A

J. Additional Observations

Area of Observation: None

Recommendation: N/A

Timeline for Compliance: N/A

K. Current Year Trip and Equipment Grant

Area of Observation: The PA's contract for this period ran from July 1, 2005, to June 30, 2006.

Recommendation: None

Timeline for Compliance: N/A

Apalachee RPC PA Review Report

III. Conclusion

Apalachee RPC is doing a fine job of providing the required planning deliverables, services, and tasks as outlined in their contract with the Commission. Apalachee RPC should continue to provide staff support to the Local Coordinating Board and serve as the Official Planning Agency of Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Liberty, and Wakulla Counties.

Staff did not issue recommendations. Therefore, the PA should not submit a status report.

Report completed by: Robert Craig 

Title: Quality Assurance Manager

Report reviewed by: Laurie Revell 

Title: Quality Assurance Team

Executive Director: Lisa Bacot 

Date: July 13, 2007

Attachment

A. Local Grievant Survey

There was one grievance filed during this reporting period. The grievant noted that the process was fair and resolved in a timely manner. Further, the grievant commended Ted Waters (Gadsden County CTC) and Lisa Spike (Gadsden County's Agency for Health Care Administration LCB Member) for the way that they handled the grievance.

B. CTC Survey

Quality Assurance Staff completed a CTC survey of Calhoun, Gadsden, Gulf, Jefferson, and Liberty Counties.

- *Has the PA provided technical assistance, as needed, within budget/staff/schedule availability? If no, please explain.*
 - Calhoun - yes
 - Gadsden - yes
 - Gulf - yes
 - Jefferson - yes
 - Liberty - yes
- *Was the amount of technical assistance provided adequate to meet your needs? If no, please explain.*
 - Calhoun - yes
 - Gadsden - yes
 - Gulf - yes
 - Jefferson - yes
 - Liberty - yes
- *Does the PA ensure CTC activities are consistent with local comprehensive planning activities? If no, please explain.*
 - Calhoun - yes
 - Gadsden - yes
 - Gulf - yes
 - Jefferson - yes
 - Liberty - yes
- *Were you involved, with the LCB and PA, in the development of the Transportation Disadvantaged Service Plan (TDSP)?*
 - Calhoun - yes
 - Gadsden - yes
 - Gulf - yes
 - Jefferson - yes
 - Liberty - yes
- *Have you experienced any problems with the PA? If yes, please explain.*
 - Calhoun - no
 - Gadsden - no
 - Gulf - no
 - Jefferson - no
 - Liberty - no

- Overall, are you satisfied with the job performance of the PA?
 - Calhoun - yes
 - Gadsden - yes
 - Gulf - yes
 - Jefferson - yes
 - Liberty - yes
- Are there any areas in which the PA could improve? If yes, please explain?
 - Calhoun - no
 - Gadsden – yes. Short term forecasts of demand for TD transportation service if funds are/were available.
 - Gulf - no
 - Jefferson - yes. Short term forecasts of demand for TD transportation service if funds are/were available.
 - Liberty – no

Additional Comments: Gulf – Vanita does a very good job!

C. LCB Member Survey

The QAPE team mailed surveys to the MPO’s Coordinating Board members. Any survey questions that did not have a completed answer were included in the chart below as "No Answer." The members returned 31 surveys and the results are as follows:

Survey Question	Survey Results	Comments
<i>Assistance in the scheduling of meetings</i>	31-Sufficient 0-Insufficient 0-No Answer	
<i>Training board members</i>	30-Sufficient 0-Insufficient 1-No Answer	
<i>Evaluating Cost Effectiveness</i>	31-Sufficient 0-Insufficient 0-No Answer	
<i>Reviewing the local Transportation Disadvantaged Service Plan</i>	30-Sufficient 0-Insufficient 1-No Answer	
<i>Preparing, duplicating and distributing meeting packets</i>	30-Sufficient 0-Insufficient 1-No Answer	
<i>Other necessary administrative duties & costs, as appropriate</i>	29-Sufficient 0-Insufficient 2-No Answer	
<i>Do you feel the Official Planning Agency provides the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427, F.S.?</i>	30-Yes 0-No 1-No Answer	

Survey Question	Survey Results	Comments
<i>Does the Planning Agency staff give two (2) weeks' notice of the date, time, location, and proposed agenda for LCB meetings to LCB members?</i>	30-Always 1-Usually 0-Sometimes 0-Never	Provides calendar of scheduled meetings.
<i>Does the Planning Agency staff have the agenda materials available and delivered to the LCB members no less than one (1) week in advance of the meeting?</i>	28-Always 1-Usually 1-Sometimes 1-No Answer	
<i>Does the Planning Agency staff give the LCB members and others one (1) week notice, if possible, of the date, time, location, and proposed agenda for LCB committee meetings and emergency meetings?</i>	27-Always 2-Usually 0-Sometimes 2-No Answer	
<i>Do you attend LCB meetings?</i>	15-Always 12-Usually 3-Sometimes 1-No Answer	I plan to improve my attendance.
<i>Are there any areas in which the Planning Agency could improve?</i>	1-Yes 25-No 5-No Answer	Periodic awareness of services, expansion of service or discontinued services.
<i>Are you satisfied with the job performance of the Planning Agency?</i>	30-Yes 0-No 1-No Answer	
<i>Does the group you represent benefit from your participation as a member of the LCB?</i>	26-Yes 1-No 4-No Answer	We are informed of all change in activity meetings (3). Hopefully. I have been able to provide information to parents who need transportation to school meetings. Many of the consumers I work with utilize the very transportation sources that are discussed in these meetings. I try to advocate to change the rules, hopefully. Tell the facts of what's happening to improve the best possible service for the community. My participation enables me to be up to date on issues that relate directly to those we serve.
<i>Are there any areas where the CTD can assist in improving the work of the Planning Agency and the LCB?</i>	2-Yes 22-No 7-No Answer	Improve public awareness of function of Board.