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December 6, 2021

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Lafayette County Transportation Disadvantaged Coordinating Board will meet **Monday, December 13, 2021 at 2:00 p.m.** in the Suwannee River Economic Council, Inc. Senior/Client Services Center located on State Road 27 in Mayo, Florida. The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

****Please note that at least two (2) Board members must be present in person in addition to at least two (2) Board members present via communications media technology to establish a quorum in order to vote on agenda items that require formal action.****

Per the Centers for Disease Control and Prevention guidelines, fully vaccinated people are not required to wear a mask or physically distance except where required by federal, state, and local laws, rules, and regulations including local business and workplace guidance. It is recommended that unvaccinated people wear a mask that covers the nose and mouth and stay six feet apart from others who do not live with you.

Attached is the meeting agenda and supporting materials. If you have any questions concerning the meeting, please do not hesitate to contact me at 1-800-226-0690 extension 110.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this public meeting is asked to advise our office at least **2 business days** before the meeting by contacting 352.955.2200 extension 110. If you are hearing or speech impaired, please contact our office using the Florida Relay Service, 1.800.955.8771 (TDD) or 1.800.955.8770 (Voice).

Attachment

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**LAFAYETTE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

BUSINESS MEETING ANNOUNCEMENT AND AGENDA

Meeting Room
Suwannee River Economic Council, Inc.
Senior/Client Services Center
State Road 27
Mayo, Florida
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

Monday
December 13, 2021
2:00 p.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Invocation

B. Pledge of Allegiance

C. Roll Call

D. Approval of the Meeting Agenda

ACTION REQUIRED

E. Approval of the September 13, 2021 Minutes Page 7

ACTION REQUIRED

II. NEW BUSINESS

A. 2020/21 Annual Performance Evaluation Page 11

ACTION REQUIRED

The Board needs to approve Suwannee River Economic Council, Inc.'s 2020/21 annual performance evaluation

B. 2018/23 Lafayette County Transportation Disadvantaged Service Plan Amendment Page 45

ACTION REQUIRED

The Board needs to approve an amendment to the 2018/23 Lafayette County Transportation Disadvantaged Service Plan

C. 2020/21 Annual Operating Report Page 49

NO ACTION REQUIRED

The Board needs to review the 2020/21 Lafayette County Annual Operating Report

D. Suwannee River Economic Council, Inc. Operations Report Page 59

NO ACTION REQUIRED

**LAFAYETTE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Lisa Walker Local Elected Official/Chair	Not Applicable
Christina Nalsen Florida Department of Transportation	Lauren Adams Florida Department of Transportation Grievance Committee Member
Kay Tice Florida Department of Children and Families Grievance Committee Member	Vacant Florida Department of Children and Families
Bonnie Burgess Florida Department of Education Grievance Committee	Vacant Florida Department of Education
Eva K. Bolton Florida Department of Elder Affairs Grievance Committee	Vacant Florida Department of Elder Affairs
Vacant Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Diane Head, Vice-Chair Regional Workforce Development Board Grievance Committee Member	Anthony Jennings Regional Workforce Development Board
Vacant Florida Association for Community Action Term ending June 30, 2023	Vacant Florida Association for Community Action Term ending June 30, 2023
Joey Pearson Public Education	Vacant Public Education
Vacant Veterans Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2024	Vacant Citizen Advocate Term ending June 30, 2024
Vacant Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2024
Vacant Persons with Disabilities Term ending June 30, 2024	Vacant Persons with Disabilities Term ending June 30, 2024
Vacant Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Vacant Medical Community Term ending June 30, 2022	Vacant Medical Community Term ending June 30, 2022
Vacant Children at Risk Term ending June 30, 2022	Vacant Children at Risk Term ending June 30, 2022
Vacant Private Transit Term ending June 30, 2022	Vacant Private Transit Term ending June 30, 2022

Note: Unless specified, members and alternates serve at the pleasure of the North Central Florida Regional Planning Council.

**LAFAYETTE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

Meeting Room
Suwannee River Economic Council, Inc.
Senior/Client Services Center
State Road 27
Mayo, Florida
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

Monday
September 13, 2021
2:00 p.m.

VOTING MEMBERS PRESENT IN PERSON

Lauren Adams representing Christina Nalsen, Florida Department of Transportation Representative
Eva Bolton, Florida Department of Elder Affairs
Joey Pearson, Public Education Representative
Kay Tice, Florida Department of Children and Families Representative

VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS TECHNOLOGY

Sheryl Dick-Stanford, Florida Agency for Persons with Disabilities Representative
Diane Head, Workforce Development Board Representative, Vice-Chair

VOTING MEMBERS ABSENT

Bonnie Burgess, Florida Department of Education Representative
Commissioner Lisa Walker, Chair

OTHERS PRESENT

Matthew Pearson, Suwannee River Economic Council, Inc.

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING - CALL TO ORDER

Vice-Chair Head called the meeting to order at 2:00 p.m.

A. Invocation

Mr. Matthew Person, Suwannee River Economic Council, Inc. Executive Director, gave the invocation.

B. Grievance Procedures

Ms. Godfrey stated that, the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She said staff is not recommending any changes to the Grievance Procedures.

ACTION: Joey Pearson moved to approve the Grievance Procedures. Kay Tice seconded; motion passed unanimously.

C. Elect Vice-Chair

ACTION: Eva Bolton moved to re-elect Diane Head as Vice-Chair. Kay Tice seconded; motion passed unanimously.

D. Appoint Grievance Committee Member

Vice-Chair Head appointed Lauren Adams to the Grievance Committee.

E. Resolutions of Appreciation

Ms. Godfrey stated that, at the last meeting, the Board discussed awarding resolutions of appreciation to the Suwannee River Economic Council, Inc. drivers and transportation staff for continuing to provide essential transportation services during the COVID-19 pandemic. She said staff prepared a draft cover letter and resolution of appreciation for the Board to review.

ACTION: Kay Tice moved to award resolutions of appreciation to Suwannee River Economic Council, Inc. drivers and transportation staff for the outstanding work they are doing during the COVID-19 pandemic. Eva Bolton seconded; motion passed unanimously.

F. Suwannee River Economic Council, Inc. Operations Reports

Mr. Pearson stated that they are slowly getting back to normal service levels. He explained that the Florida Commission for the Transportation Disadvantaged recently changed the formula used to allocate the Transportation Disadvantaged Trust funds to each county in the State. He said the new funding formula decreased the amount of funding Lafayette County receives annually.

Mr. Pearson also explained that the Innovative and Service Development Grant funds Suwannee River Economic Council, Inc. received to provide transportation to students attending the Big Bend Technical College are no longer available as of June 30, 2021. He said he expects the funding Suwannee River Economic Council, Inc. receives from the 2021/22 Trip & Equipment Grant Program to be sufficient to continue this service for another year. He said he is not certain if this funding will be sufficient past Fiscal Year 2021/22.



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December 6, 2021

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2020/21 Annual Performance Evaluation

RECOMMENDATION

Approve the Suwannee River Economic Council, Inc.'s 2020/21 annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate the transportation services provided by Suwannee River Economic Council, Inc. Attached is Suwannee River Economic Council, Inc.'s draft 2020/21 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Lafayette\Memos\eval.docx

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Suwannee River Economic Council, Inc.

County: Lafayette

Address: P.O. Box 70, Live Oak, FL 32060

Contact: Matthew Pearson, Executive Director Phone: 386-362-4115

Review period: July 1, 2020 - June 30, 2021

2020/21 Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Lafayette County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000

Lisa Walker, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

December 13, 2021

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I. FINDINGS AND RECOMMENDATIONS

- A. General Information**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- B. Chapter 427, Florida Statutes**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- C. Rule 41-2, Florida Administrative Code**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- D. On Site Observation**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- E. Surveys**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- F. Cost**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- G. Level of Competition**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- H. Level of Coordination**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

III. GENERAL INFORMATION

1. **What was the designation date of the Community Transportation Coordinator?**

7/01/18

2. **What is the complaint process?**

Suwannee River Economic Council, Inc.'s complaint process is attached.

3. **Does the community transportation coordinator have a complaint form?**

Yes (attached)

4. **Does the form have a section for resolution of the complaint?**

Yes

5. **Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?**

Yes

6. **When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?**

If the Transportation Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline.

7. **When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?**

Yes

8. **Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?**

Yes (attached)

9. **Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?**

Yes

10. **Does the rider/ beneficiary information or brochure list the complaint procedure?**

Yes

11. **What is the eligibility process for Transportation Disadvantaged sponsored riders?**

Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).

Complaint Process

All complaints received either written or verbal should be forwarded to the Director of Transportation. This includes complaints that have already been resolved by the dispatcher or driver.

Complaint form (attached) will be completed and resolution of complaint documented.

Complaints are files and kept to ensure proper tracking of complaints.

Complaints will be sent quarterly by County to the NCFPRC for reporting to the Local Coordinating Boards. Complaint totals will be submitted in the Annual Operating Report.

If resolution of complaint cannot be made by the Director of Transportation, the TD Helpline information should be shared with the rider.



SUWANNEE RIVER ECONOMIC COUNCIL INC.

Celebrating 50 Years
1965 - 2015

HOME | PROGRAMS | SERVICE AREAS | LOCATIONS | MEAL SITE LOCATIONS

LAFAYETTE COUNTY

CLIENT SENIOR/SERVICE CENTER
114 SW Community Circle
Mayo, Florida

AGING PROGRAMS

ALZHEIMER'S DISEASE INITIATIVE (ADI):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Respite/Case Management

COMMUNITY CARE FOR THE ELDERLY (CCE):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Case Management, Emergency Alert Response, Homemaker, Home Delivered Meals, Personal Care and Respite.

EMERGENCY HOME ENERGY ASSISTANCE PROGRAM (EHEAP):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Assistance with utility bills, supply blankets, heaters and fans.

HOME CARE FOR THE ELDERLY (HCE):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Case Management, Basic Subsidy, (Caregiver Allowance), Special Subsidy.

TITLE III-B, C-1, C-2, IIIE:

Funding: Florida Department of Transportation, Florida Commission Transportation Disadvantaged, and Agency for Health Care Administration

Services: Public Transportation

Transport elderly and disadvantaged to the doctor, medical facilities, meal sites, drug stores and shopping.

For reservations, scheduling, complaints/commendations and/or questions call (800) 597-7599, ext. 3.

Any complaints not resolved can be forwarded to the Director of Transportation at (386) 362-4115, ext. 241.

For Program information or complaints/commendations call TD Helpline at (800) 983-2435.

Funding: Medicaid Broker Services

Access2Care

LogistiCare Solutions, LLC

Medical Transportation Management, Inc.

Services: Transport Medicaid eligible clients to the doctor, medical facilities, meal sites and shopping.

Any complaints not resolved can be forwarded to the Director of Transportation at (386) 362-4115, ext. 241.

5. Do you have a physical or mental disability as outlined in the Americans With Disabilities Act of 1990?
- Yes
 - No
6. Is your disability permanent?
- Yes
 - No

Please check or list any special needs, services or modes of transportation you require:

- | | | |
|---------------------------------------------------------|--------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Powered Wheelchair | <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Powered Scooter/Cart |
| <input type="checkbox"/> Stretcher | <input type="checkbox"/> Walker | <input type="checkbox"/> Leg Braces |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Respirator | <input type="checkbox"/> Oxygen CO2 |
| <input type="checkbox"/> Personal Care Attendant/Escort | | <input type="checkbox"/> Service Animal |

Other: _____

CERTIFICATION AND ACKNOWLEDGEMENT

I understand and affirm that the information provided in this application will be used to determine if I am eligible for non-emergency transportation services sponsored by Florida's Transportation Disadvantaged Program. I understand that the information contained in this application is confidential and will be shared only with professionals involved in evaluating and determining eligibility for transportation services provided under Florida's Transportation Disadvantaged Program. I certify that, to the best of my knowledge, the information in this application is true, correct, complete and made in good faith and any material omissions, falsifications, misstatements or misrepresentations in the above information could disqualify me from receiving services under Florida's Transportation Disadvantaged Program.

APPLICANT SIGNATURE _____

DATE _____

Suwannee River Economic Council will notify you whether your application has been approved or denied within 15 business days. If your application is denied, you may file an appeal with Suwannee River Economic Council within 15 working days.

Application Processed by: _____

Signature: _____

Date : _____

Procedures for processing TD applications

1. **New Ride:** When client calls in for a ride verify through CTS software, to see if new or existing rider of the system. If new send the rider the TD application, by d be completed. The rider CAN receive (1) ride prior to completion of application.



IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Are the Community Transportation Coordinator subcontracts uniform?**
Not applicable, no subcontracted operators.
2. **Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?**
Not applicable, no subcontracted operators.
3. **Do the contracts include performance standards for the transportation operators?**
Not applicable, no subcontracted operators.
4. **Do the contracts include the proper language concerning payment to subcontractors?**
Not applicable, no subcontracted operators.
5. **Were the following items submitted on time?**
 - a) **Annual Operating Report:** Yes
 - b) **Memorandum of Agreement:** Yes
 - c) **Transportation Disadvantaged Service Plan:** Yes
 - d) **Transportation Disadvantaged Trust Fund Grant Application:** Yes
 - e) **Other grant applications:** Yes
6. **Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?**
Not applicable, no subcontracted operators.
7. **Is a written report issued to the operator?**
Not applicable, no subcontracted operators.
8. **What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?**
Not applicable, no coordination contractors.
11. **Are coordination contracts reviewed annually as to the effectiveness and efficiency of the coordination contractor or the renewal of any Coordination Contracts?**
Not applicable, no coordination contractors.
12. **Are there any transportation alternatives?**
No

9. **What are the trip priorities for the trips funded with Transportation Disadvantaged Program trips?**

Trips sponsored with Trip & Equipment Grant funds provided through Florida's Transportation Disadvantaged Program will be provided in the following ranking order based on funding availability:

Prescheduled Medical Appointments

- Dialysis appointments
- Cancer Care appointments
- Urgent Care appointments

Prescheduled Medical Appointments as defined by the American Board of Medical Specialties:

- Allergy and Immunology
- Colon & Rectal Surgery
- Dermatology
- Family Medicine
- Neurological Surgery
- Obstetrics & Gynecology
- Ophthalmology
- Orthopaedic Surgery
- Otolaryngology - Head and Neck Surgery
- Pediatrics
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Psychiatry & Neurology
- Radiology
- Surgery
- Thoracic Surgery
- Urology

Other Medical Appointments

- Dental appointments
- Pharmacy

Mental Health Services provided by physicians, nurses who provide mental health services, licensed social workers, chemical dependency counselors, licensed professional counselors and licensed marriage and family counselors.

Nutritional (within Lafayette County)

- Adult congregate meal programs
- Food stamp procurement
- Grocery shopping

Social Service Agency (within Lafayette County)

- Public agency support services
- Senior programs

10. **How are the trip priorities carried out?**

Trip priorities are carried out in accordance with the above priority list established in the Lafayette County Transportation Disadvantaged Service Plan.



Bus Transit System Annual Safety and Security Certification

***Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)***

Certification Date (Current): 2019

Certification Year: (Previous): 2018

Name and Address of Bus Transit System: **Suwannee River Economic Council, Inc.**
1171 Nobles Ferry Rd.
POB 70
Live Oak FL 32064

The Bus Transit System (Agency) named above hereby certifies the following:

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

Blue Ink Signature:  Date: 1/15/2019
(Individual Responsible for Assurance of Compliance)

Name: Matt Pearson Title: Executive Director

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: See Attached

Address: See Attached

Name of Qualified Mechanic who Performed Annual Inspections: See Attached

* Note: Please do not edit or otherwise change this form.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Yes
Accidents	No more than 1/100,000 miles	Yes
Roadcalls	No more than 5 roadcalls during the evaluation period.	Yes
Complaints	No more than 2/1,000 trips.	Yes
Call-Hold Time	Not applicable	Not applicable

**PERFORMANCE TRENDS - SUWANNEE RIVER ECONOMIC COUNCIL
LAFAYETTE COUNTY**

MEASURE	Fiscal Year 7/1/18 - 6/30/19	Fiscal Year 7/1/19 - 6/30/20	Fiscal Year 7/1/20 - 6/30/21	Percent Change 2019/20 - 2020/21
Total Passenger Trips	6,192	4,462	4,462	0%
Total Vehicle Miles	115,671	78,524	78,524	0%
Average Miles/Trip	19	18	18	0%
Total Revenue	\$262,800	\$279,891	\$279,891	0%
Total Expenses	\$217,389	\$168,153	\$168,153	0%
Cost/Vehicle Mile	\$1.88	\$2.14	\$2.14	0%
Vehicles	4	5	5	0%
Chargeable Accidents	0	0	0	#DIV/0!
Chargeable Accidents/100,000 Miles	0	0	0	#DIV/0!
Roadcalls	1	0	0	#DIV/0!
Average Vehicle Miles Between Roadcalls	115,671	78,524	78,524	0%
Passenger No-Shows	1,858	1,089	1,089	0%
Number of Trip Denials	0	0	0	#DIV/0!

Source: Annual Operations Reports

VI ON-SITE OBSERVATION OF THE SYSTEM

1. **Date of Observation:**

An on-site observation was not conducted due to COVID-19 safety concerns.

2. **Location:**

3. **Number of Passengers picked up/dropped off:**

Ambulatory: _____

Non-Ambulatory: _____

4. **Was the driver on time?**

5. **Did the driver provide passenger assistance?**

6. **Was the driver wearing identification?**

7. **Did the driver ensure the passengers were properly secured?**

8. **Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?**

9. **Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commendations?**

10. **Did the vehicle have working heat and air conditioning?**

11. **Did the vehicle have two-way communications in good working order?**

12. **If used, was the lift in good working order?**

13. **Was there safe and appropriate seating for all passengers?**

14. **Did the driver properly use the lift and secure the passenger?**

VII PURCHASING AGENCY SURVEYS

PURCHASING AGENCY SURVEY

Purchasing Agency: Florida Commission for the Transportation Disadvantaged
Representative of Purchasing Agency: Dan Zeruto, Project Manager - Area 3

- 1) Does your agency purchase transportation services from Suwannee River Economic Council, Inc.?
 Yes
 No

- 2) What is the primary purpose for purchasing transportation service for your clients?
 Medical
 Employment
 Education/Training/Day Care
 Nutritional
 Life Sustaining/Other

- 3) On average, how often do your clients use Suwannee River Economic Council, Inc.'s transportation services?
 7 Days/Week
 1-2 Times/Week
 3-5 Times/Week
 1-3 Times/Month
 Less than 1 Time/Month

- 4) Have you had any problems with Suwannee River Economic Council, Inc.'s service?
 Yes
 No If no, skip to question 6

- 5) If you have had problems with Suwannee River Economic Council, Inc.'s service, please identify the types of problems:
 Advance notice requirement
 Cost
 Service area limits
 Pick up times not convenient
 Vehicle condition
 Lack of passenger assistance
 Accessibility concerns
 Complaints about drivers
 Complaints about timeliness
 Length of wait for reservations
 Other _____

- 6) Overall, are you satisfied with the transportation services provided by Suwannee River Economic Council, Inc.?
 Yes
 No If no, why? _____

IX LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	1	1
Private For-Profit	0	0
Government	0	0
Public Transit Agency	0	0
Total	1	1

2. **How many of the operators are coordination contractors?** 0

3. **Does the Community Transportation Coordinator have a competitive procurement process?**

Yes _____

4. **What methods have been used in selection of the transportation operators?**

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties



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December 6, 2021

TO: Lafayette County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2018/23 Lafayette County Transportation Disadvantaged Service Plan Amendment

RECOMMENDATION

Approve an amendment to the 2018/23 Lafayette County Transportation Disadvantaged Service Plan.

BACKGROUND

Applicants for funding under the 49 U.S.C. Grant Programs must certify to the Florida Department of Transportation that the grant projects are included in the current Transportation Disadvantaged Service Plan. In addition, Rule 41-2.011(6) of the Florida Administrative Code requires the Board to review applications for local, state and federal government public transportation project funds submitted for use in Lafayette County.

Attached is a draft amendment to the 2018/23 Lafayette County Transportation Disadvantaged Service Plan that meets the Federal and State requirements. Also, attached is Suwannee River Economic Council’s application for 49 U.S.C. Section 5311 Coronavirus Response & Relief Supplemental Appropriations Act and American Rescue Plan Grant Program grant funds.

If you have any questions concerning this matter, please do not hesitate to contact me.

Attachments

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3. Barriers to Coordination

Medicaid non-emergency transportation services are no longer coordinated through Florida's Coordinated Transportation System in Lafayette County. In May 2014, the Florida Agency for Health Care Administration implemented Florida's Managed Medical Care Program. The Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available.

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. According Chapter 2 of the Florida Agency for Health Care Administration Transportation Coverage, Limitations and Reimbursement Handbook, July 1997, "Medicaid is required by Chapter 427, Florida Statutes to purchase transportation services through the designated Community Transportation Coordinator, unless those services are not cost effective or the Community Transportation Coordinator does not coordinate Medicaid transportation services."

Other barriers to the coordination of transportation services in Lafayette County include the following:

- low density, rural population limits the ability to multi-load vehicles;
- out-of-county trips are required due to the limited availability of medical services/facilities; and
- various requirements for agency client transportation services.

4. Needs Assessment

United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide transportation services to the transportation disadvantaged.	2021/22	Lafayette County	\$74,473.00	Federal Transit Administration
				\$74,473.00	Suwannee River Economic Council, Inc.

United States Code Section 5311 Coronavirus Response & Relief Supplemental Appropriations Act and American Rescue Plan Grant Program

<u>APPLICANT</u>	<u>PROJECT</u>	<u>PROJECT YEAR</u>	<u>PROJECT LOCATION</u>	<u>ESTIMATED PROJECT COST</u>	<u>FUNDING SOURCE</u>
<u>Suwannee River Economic Council, Inc.</u>	<u>Provide transportation services to Lafayette County residents.</u>	<u>2022/23</u>	<u>Lafayette County</u>	<u>\$185,828.00</u>	<u>Federal Transit Administration</u>



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December 6, 2021

TO: Lafayette County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2020/2021 Annual Operating Report

RECOMMENDATION

Review Suwannee River Economic Council, Inc.'s 2020/2021 Annual Operating Report.

BACKGROUND

Suwannee River Economic Council, Inc. is required to submit an annual operating report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is Suwannee River Economic Council, Inc.'s 2020/2021 Annual Operating Report.

If you have any questions concerning the attached report, please contact me at extension 110.

Attachment

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CTC Organization

County: Lafayette
Fiscal Year: 7/1/2020 - 6/30/2021

CTC Status: Submitted
CTD Status: Under Review

Date Initiated: 8/18/2021

CTC Organization Name: Suwannee River Economic Council, Inc.
Address: PO Box 70
City: Live Oak
State: FL
Zip Code: 32064
Organization Type: Private Non Profit
Network Type: Partial Brokerage
Operating Environment: Rural
Transportation Operators: No
Number of Transportation Operators: 0
Coordination Contractors: No
Number of Coordination Contractors: 0
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Lisa Walker
CTC Contact: Matt Pearson
CTC Contact Title: Executive Director
CTC Contact Email: mpearson@suwanneec.net
Phone: (386) 362-4115

CTC Certification

I, Matt Pearson, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Lisa Walker, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Lafayette

CTC Status: Submitted

CTC Organization: Suwannee River
Economic Council,
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	0	0	0	1,289	0	1,289
Children At Risk	8	0	8	0	0	0
Persons With Disabilities	641	0	641	208	0	208
Low Income	1,516	0	1,516	2,965	0	2,965
Other	0	0	0	0	0	0
Total - Passenger Type	2,165	0	2,165	4,462	0	4,462
Trip Purpose - One Way						
Medical	1,219	0	1,219	661	0	661
Employment	0	0	0	0	0	0
Education/Training/Daycare	946	0	946	2,011	0	2,011
Nutritional	0	0	0	1,728	0	1,728
Life-Sustaining/Other	0	0	0	62	0	62
Total - Trip Purpose	2,165	0	2,165	4,462	0	4,462
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	76	0	76	213	0	213
Total - UDPHC	76	0	76	213	0	213
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	220	N/A	220	1,089	N/A	1,089
Customer Feedback						
Complaints	0	N/A	0	2	N/A	2
Commendations	0	N/A	0	0	N/A	0



CTC Revenue Sources

County: Lafayette

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 23,468	\$ 0	\$ 23,468	\$ 8,978	\$ 0	\$ 8,978
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 15,468	\$ 0	\$ 15,468
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 82,818	N/A	\$ 82,818	\$ 145,579	N/A	\$ 145,579
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 14,831	N/A	\$ 14,831	\$ 10,099	N/A	\$ 10,099
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 163,446	\$ 0	\$ 163,446	\$ 83,140	\$ 0	\$ 83,140
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 75,738	\$ 0	\$ 75,738	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 10,850	\$ 0	\$ 10,850	\$ 16,627	\$ 0	\$ 16,627
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 371,151	\$ 0	\$ 371,151	\$ 279,891	\$ 0	\$ 279,891

County: Lafayette
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 PO Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mpearson@suwanneec.net

Demographics	Number
Total County Population	0
Unduplicated Head Count	76



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	6,192	4,462	2,165
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	6,192	4,462	2,165

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	1,073	661	1,219
Employment	0	0	0
Ed/Train/DayCare	3,105	2,011	946
Nutritional	1,755	1,728	0
Life-Sustaining/Other	259	62	0
TOTAL TRIPS	6,192	4,462	2,165

Passenger Trips By Revenue Source	2019	2020	2021
CTD	5,266	3,022	1,665
AHCA	158	139	417
APD	0	0	0
DOEA	768	1,289	0
DOE	0	0	0
Other	0	12	83
TOTAL TRIPS	6,192	4,462	2,165

Trips by Provider Type	2019	2020	2021
CTC	6,192	4,462	2,165
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	6,192	4,462	2,165

Vehicle Data	2019	2020	2021
Vehicle Miles	115,671	78,324	72,944
Roadcalls	1	0	0
Accidents	0	0	0
Vehicles	4	5	5
Drivers	4	3	4

Financial and General Data	2019	2020	2021
Expenses	\$217,389	\$168,153	\$294,016
Revenues	\$262,800	\$279,891	\$371,151
Commendations	0	0	0
Complaints	0	2	0
Passenger No-Shows	1,858	1,089	220
Unmet Trip Requests	0	0	0

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	115,671	0	0
Avg. Trips per Passenger	45.20	20.95	28.49
Cost per Trip	\$35.11	\$37.69	\$135.80
Cost per Paratransit Trip	\$35.11	\$37.69	\$135.80
Cost per Total Mile	\$1.88	\$2.15	\$4.03
Cost per Paratransit Mile	\$1.88	\$2.15	\$4.03



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December 6, 2021

TO: Lafayette County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Suwannee River Economic Council, Inc. Operations Reports

RECOMMENDATION

No action required. This agenda item is for information only.

BACKGROUND

Attached are the following reports for the Board's review:

1. July – September 2021 Operations Report;
2. 2021/22 Trip & Equipment Grant Report;
3. July - September 2021 Complaint/Commendation Report; and
4. July - September 2021 Trip Denial Report.

If you have any questions regarding the attached reports, please do not hesitate to contact me.

Attachments

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**QUARTERLY OPERATING REPORT
SUWANNEE RIVER ECONOMIC COUNCIL, INC.
LAFAYETTE COUNTY
JULY - SEPTEMBER 2021**

OPERATING DATA	SREC
NUMBER OF INVOICED TRIPS	741
Florida Managed Medical Assistance Program	113
Florida Transportation Disadvantaged Program	573
Florida Innovation and Service Development Grant Program	0
Florida Department of Elder Affairs Title III-B Meal Site	0
Community Trips	55
TOTAL VEHICLE MILES	27,693
TOTAL DOLLARS INVOICED	\$54,767.10
Florida Managed Medical Assistance Program	\$6,823.96
Florida Transportation Disadvantaged Program	\$47,943.14
Florida Innovation and Service Development Grant Program	\$0.00
Florida Department of Elder Affairs Title III-B Meal Site	\$0.00
Community Trips	\$0.00
AVERAGE COST PER TRIP	\$73.91
Florida Managed Medical Assistance Program	\$60.39
Florida Transportation Disadvantaged Program	\$83.67
Florida Innovation and Service Development Grant Program	#DIV/0!
Florida Department of Elder Affairs Title III-B Meal Site	#DIV/0!
Community Trips	\$0.00
AVERAGE COST PER VEHICLE MILE	\$1.98
TRIP PURPOSE*	
Medical	404
Employment	0
Education/Training	337
Shopping	0
Meal Site	0
Recreation	0
Other	0
CHARGEABLE ACCIDENTS	0
NUMBER OF VEHICLES	5
NUMBER OF ROADCALLS	0

**QUARTERLY OPERATING REPORT
SUWANNEE RIVER ECONOMIC COUNCIL, INC.
LAFAYETTE COUNTY
JULY - SEPTEMBER 2020**

OPERATING DATA	SREC
NUMBER OF INVOICED TRIPS	226
Florida Managed Medical Assistance Program	50
Florida Transportation Disadvantaged Program	160
Florida Innovation and Service Development Grant Program	0
Florida Department of Elder Affairs Title III-B Meal Site	0
Community Trips	16
TOTAL VEHICLE MILES	15,113
TOTAL DOLLARS INVOICED	\$22,894.78
Florida Managed Medical Assistance Program	\$3,425.86
Florida Transportation Disadvantaged Program	\$19,468.92
Florida Innovation and Service Development Grant Program	\$0.00
Florida Department of Elder Affairs Title III-B Meal Site	\$0.00
Community Trips	\$0.00
AVERAGE COST PER TRIP	\$101.30
Florida Managed Medical Assistance Program	\$68.52
Florida Transportation Disadvantaged Program	\$121.68
Florida Innovation and Service Development Grant Program	#DIV/0!
Florida Department of Elder Affairs Title III-B Meal Site	#DIV/0!
Community Trips	0
AVERAGE COST PER VEHICLE MILE	\$1.51
TRIP PURPOSE*	
Medical	226
Employment	0
Education/Training	0
Shopping	0
Meal Site	0
Recreation	0
Other	0
CHARGEABLE ACCIDENTS	0
NUMBER OF VEHICLES	5
NUMBER OF ROADCALLS	0

Source: Suwannee River Economic Council, Inc.

**LAFAYETTE COUNTY
SERVICE COMPLAINTS/COMMENDATIONS
JULY - SEPTEMBER 2021**

TYPE OF COMPLAINT	TOTAL	Resolved
Vehicle Condition	0	-
Driver's Behavior	0	-
Client Behavior	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Service Denial	0	-
Other	0	-
TOTALS	0	0
COMMENDATIONS	0	-

Source: Suwannee River Economic Council, Inc.

ATTENDANCE RECORD

**LAFAYETTE COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	3/8/21	5/10/21	6/14/21	9/13/21
Chair	Commissioner Lisa Walker	A	A	A	A
Florida Department of Transportation	Christina Nalsen	A	A	A	A
Alternate Member	Lauren Adams	A	A	P	P
Florida Department of Children and Families	Kay Tice	P	A	A	P
Alternate Member	Amanda Bryant	A	A	A	A
Florida Agency for Health Care Administration	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Education	Bonnie Burgess	A	A	A	A
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Eva K. Bolton	P	A	P	P
Alternate Member	(Vacant)				
Florida Agency for Persons with Disabilities	Sheryl Dick Stanford	P	P	P	P
Alternate Member	Sylvia Bamburg	A	A	A	A
Florida Association for Community Action	(Vacant)				
Alternate Member	(Vacant)				
Public Education	Joey Pearson	P	P	P	P
Alternate Member	(Vacant)				
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	(Vacant)				
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	(Vacant)				
Alternate Member	(Vacant)				
Regional Workforce Board	Diane Head	P	P	A	P
Alternate Member	Anthony Jennings	A	A	P	A

LEGEND KEY: P-Present A-Absent - Not Applicable (newly appointed member)

ATTENDANCE POLICY: According to Article III, Section 5 of the Coordinating Board bylaws: "The North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings."