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May 29, 2013

TO: Columbia County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Columbia County Transportation Disadvantaged Coordinating Board will meet Wednesday, June 5, 2013 at 1:30 p.m. in the **Florida Department of Transportation District II Office, Madison Meeting Room located at 1109 South Marion Avenue, Lake City, Florida (location map attached).**

This is an important meeting of the Board. At this meeting, the Board will approve Suwannee Valley Transit Authority's Fiscal Year 2013/14 service rates. All Board members are encouraged to attend this meeting.

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

Attachment

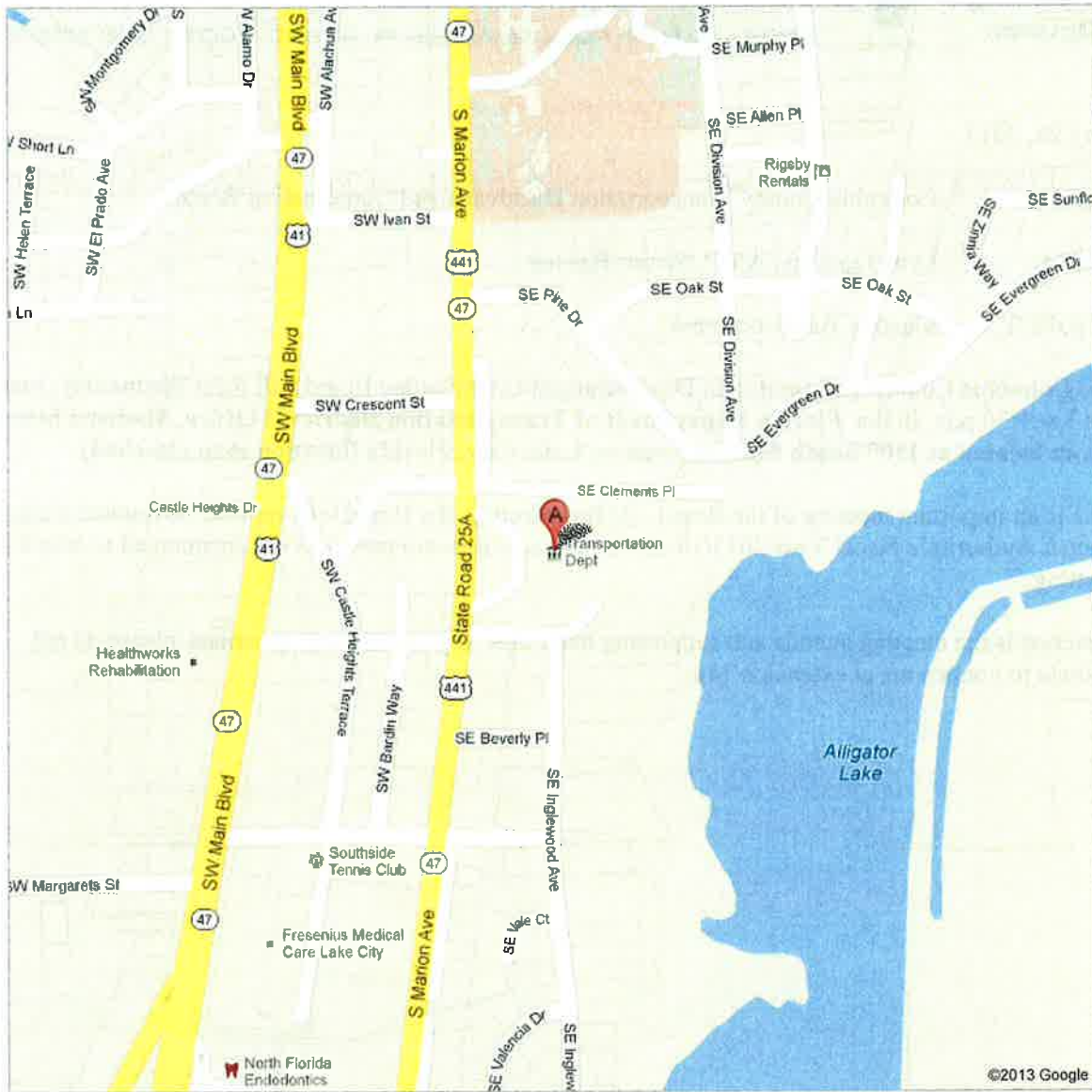
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**COLUMBIA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

**Florida Department of Transportation
District II Office
Madison Meeting Room
1109 South Marion Avenue
Lake City, Florida**

**Wednesday
June 5, 2013
1:30 p.m.**

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

C. Approval of the March 6, 2013 Meeting Minutes

ACTION REQUIRED

D. Approval of the May 3, 2013 Meeting Minutes

ACTION REQUIRED

II. UNFINISHED BUSINESS

A. Annual Performance Evaluation

NO ACTION REQUIRED

Enclosed is Suwannee Valley Transit Authority's response to the Board's annual performance evaluation findings and recommendations

III. NEW BUSINESS

**A. Columbia County Transportation Disadvantaged
Service Plan Amendments**

ACTION REQUIRED

The Board needs to review and approve amendments to the Columbia County
Transportation Disadvantaged Service Plan

B. Statewide Medicaid Managed Care Program NO ACTION REQUIRED

Agency for Health Care Administration staff will discuss the Statewide Medicaid Managed Care Program

C. Operations Reports NO ACTION REQUIRED

D. 2013 Florida Legislative Session NO ACTION REQUIRED

IV. OTHER BUSINESS

A. Comments

- 1. Members**
- 2. Citizens**

V. FUTURE MEETING DATES

Due to the recent establishment of the multi-county Transportation Disadvantaged Coordinating Board, future meeting dates have not been scheduled.

If you have any questions concerning the enclosed materials, please do not hesitate to contact me at 1-800-226-0690, extension 110.

COLUMBIA COUNTY COORDINATING BOARD

Voting Members	Alternate Members
<i>Chairperson</i> Commissioner Bucky Nash	
<i>Department of Transportation</i> Sandra Collins - Vice Chair/Greivance Committee Member	<i>Department of Transportation</i> Janell Damato
<i>Department of Children and Families</i> Jaime Sanchez-Bianchi	<i>Department of Children and Families</i> (Vacant)
<i>Department of Education</i> Rayford Riels	<i>Department of Education</i> (Vacant)
<i>Public Education</i> Keith Couey	<i>Public Education</i> (Vacant)
<i>Citizen Advocate</i> (Vacant)	<i>Citizen Advocate</i> (Vacant)
<i>Citizen Advocate - User</i> LJ Johnson	<i>Citizen Advocate - User</i> (Vacant)
<i>Elderly Representative</i> Sandra Buck-Camp	<i>Elderly Representative</i> (Vacant)
<i>Veteran Representative</i> James Thrasher	<i>Veteran Representative</i> (Vacant)
<i>Persons with Disabilities Representative</i> Ralph P. Kitchens Jr. - Grievance Committee Member	<i>Persons with Disabilities Representative</i> (Vacant)
<i>Community Action Agency Representative</i> Matthew Pearson	<i>Community Action Agency Representative</i> Trish Garcia
<i>Department of Elder Affairs</i> Deborah Freeman	<i>Department of Elder Affairs</i> David Roundtree
<i>Children at Risk</i> (Vacant)	<i>Early Childhood Services</i> (Vacant)
<i>Private Transit Representative</i> Chris Samson	<i>Private Transit Representative</i> (Vacant)
<i>Agency for Health Care Administration - Medicaid</i> Alana McKay - Grievance Committee Member	<i>Agency for Health Care Administration - Medicaid</i> Andrew Singer
<i>Medical Community</i> Kathy Barrs	<i>Medical Community</i> (Vacant)
<i>Regional Workforce Development Board</i> Jeannie Carr	<i>Regional Workforce Development Board</i> (Vacant)

**COLUMBIA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEETING MINUTES**

Suwannee Meeting Room
Florida Department of Transportation
Lake City, Florida

Wednesday
March 6, 2013
2:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Bucky Nash, Chairman
Sandra Buck-Camp, Elderly Representative
Sandra Collins, Florida Department of Transportation, Vice-Chair
Jeannie Carr, Citizen Advocate
LJ Johnson, Citizen Advocate-User
Ralph Kitchens, Persons with Disabilities Representative
Alana McKay, Florida Agency for Health Care Administration – Medicaid
Matthew Pearson, Community Action Agency Representative

VOTING MEMBERS ABSENT

Jaime Sanchez-Bianchi, Florida Department of Children and Families
Deborah Freeman, Florida Department of Elder Affairs
Michelle Giannosa, Regional Workforce Development Board Representative
Rayford Riels, Florida Department of Education
Chris Samson, Private Transit Representative
James Thrasher, Veterans Representative

OTHERS PRESENT

Teresa Fortner, Suwannee Valley Transit Authority
Stew Lilker, Columbia County Observer
Gwendolyn Pra, Suwannee Valley Transit Authority
Susan Thomas
Bill Steele, Suwannee Valley Transit Authority
Commissioner Ron Williams, Suwannee Valley Transit Authority

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. PUBLIC HEARING CALL TO ORDER

Chairman Nash called the public hearing to order at 1:30 p.m.

A. Introductions

Chairman Nash asked everyone to introduce themselves.

B. Receive Public Testimony

Mr. LJ Johnson stated that, he was told by the Office Manager of his doctors' office, that Suwannee Valley Transit Authority attempted to reschedule his medical appointment without his consent. He said he believes this is a violation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Medicaid Non-Emergency Transportation Subcontractor Provider Agreement.

Ms. Alana McKay stated that the Florida Commission for the Transportation Disadvantaged is investigating this issue and she is waiting for a response from them.

C. Close Public Hearing

Chairman Nash closed the public hearing at 1:40 p.m.

II. BUSINESS MEETING TO ORDER

Chairman Nash called the meeting to order at 1:40 p.m.

A. Introductions

Chairman Nash asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Matthew Pearson moved to approve the meeting agenda. Jeannie Carr seconded; motion passed unanimously.

C. Approval of the November 7, 2012 Minutes

ACTION: Ralph Kitchens moved to approve the November 7, 2012 minutes. Matthew Pearson seconded; motion passed unanimously.

III. UNFINISHED BUSINESS

A. Annual Performance Evaluation

Ms. Lynn Godfrey North Central Florida Regional Planning Council Senior Planner, stated that the Board approved Suwannee Valley Transit Authority's annual performance evaluation at its last meeting. She said that, once the evaluation is approved by the Board, Suwannee Valley Transit Authority has 30 days to respond to the findings and recommendations. She said the Board has not received a response from Suwannee Valley Transit Authority.

Ms. Gwendolyn Pra, Suwannee Valley Transit Authority Administrator, stated that Suwannee Valley Transit Authority is in the process of hiring a consultant to prepare a response to the annual performance evaluation and update the Operations Element of the Columbia County Transportation Disadvantaged Service Plan. She said she will provide the Board with a response to the evaluation findings and recommendations when the process is complete.

The Board noted that the evaluation was approved by the Board in November 2012 and requested that Suwannee Valley Transit Authority provide staff with a response to the evaluation findings and recommendations as soon as possible.

B. Multi-County Transportation Disadvantaged Coordinating Board

Ms. Godfrey stated that the Board discussed forming a multi-County Board with the Columbia and Hamilton County Boards at their last meeting. She said staff from the Florida Commission for the Transportation Disadvantaged were present at the November meeting to answer questions about forming a multi-County Board. Ms. Godfrey asked the Board to make a recommendation to the North Central Florida Regional Planning Council whether to combine the Boards.

The Board discussed forming a multi-County Board.

ACTION: LJ Johnson moved to direct staff to schedule a joint meeting with the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Boards to further discuss forming a combined Board. Sandra Buck-Camp seconded; motion passed unanimously.

IV. NEW BUSINESS

A. Community Transportation Coordinator Selection Process

Ms. Godfrey stated that, at its last meeting, the Board requested that staff explain the Community Transportation Coordinator selection process. She explained that Suwannee Valley Transit Authority has been designated the Community Transportation Coordinator for Columbia County through a non-competitive selection process because they are a governmental entity. She explained how the competitive request for proposals process is used to select Community Transportation Coordinators in other counties.

The Board discussed the advantages of using a competitive process to select Community Transportation Coordinators.

ACTION: Matthew Pearson moved to recommend that the North Central Florida Regional Planning Council use a request for proposals process to recommend the Columbia County Community Transportation Coordinator at the end of Suwannee Valley Transit Authority's contract period. Sandra Buck-Camp seconded; motion passed unanimously.

B. Columbia County Transportation Disadvantaged Service Plan

Ms. Godfrey stated that the Board is required to approve the Columbia County Transportation Disadvantaged Service Plan annually. She said the draft Plan is included in the meeting packet for the Board's review.

The Board reviewed the Columbia County Transportation Disadvantaged Service Plan and asked Suwannee Valley Transit Authority for the following:

1. No Show Policy - Clarify that riders will not be charged with a no-show if Suwannee Valley Transit Authority sends a vehicle that will not accommodate the passenger's ability to board and/or ride on it.
2. Pick- Up Window Policy - Recommend that Suwannee Valley Transit Authority shorten the 60 minute pick-up window to 30 minutes before or 30 minutes after the passengers scheduled pick-up time.
3. Establish a return trip pick-up window policy.
4. Have copies of the complaint/grievance form available on the vehicles for passengers to take.

ACTION: Sandra Collins moved to approve the Columbia County Transportation Disadvantaged Service Plan with the requested notations. Sandra Buck-Camp seconded; motion passed unanimously.

C. Operations Reports

The Board reviewed Suwannee Valley Transit Authority's operations reports.

Ms. Alana McKay noted that Suwannee Valley Transit Authority is over spending the Transportation Disadvantaged Trust Funds. She expressed concern about forming a multi-county service area because the Transportation Disadvantaged Trust Funds would be combined.

The Board asked staff to provide the rates for other Community Transportation Coordinators in the region.

The Board asked Suwannee Valley Transit Authority to provide a copy of their complaint log at the next meeting.

V. OTHER BUSINESS

A. Comments

1. Members

There were no member comments.

2. Citizens

There wer no citizen comments.

IV. FUTURE MEETING DATES

Chairman Nash stated that the next meeting of the Board is scheduled for Wednesday, June 5, 2013 at 1:30 p.m.

ADJOURNMENT

The meeting adjourned at 3:00 p.m.

Chair

Date

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**CONCURRENT MEETINGS OF THE
COLUMBIA COUNTY, HAMILTON COUNTY AND SUWANNEE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARDS**

MEETING MINUTES

Madison Meeting Room
Florida Department of Transportation
Lake City, Florida

Friday
May 3, 2013
2:00 p.m.

COLUMBIA COUNTY VOTING MEMBERS PRESENT

Commissioner Bucky Nash, Chairman
Kathy Barrs, Medical Community Representative
Sandra Buck-Camp, Elderly Representative
Sandra Collins, Florida Department of Transportation
Jeannie Carr, Citizen Advocate
LJ Johnson, Citizen Advocate-User
Ralph Kitchens, Persons with Disabilities Representative
Alana McKay, Florida Agency for Health Care Administration – Medicaid
Matthew Pearson, Community Action Agency Representative

COLUMBIA COUNTY VOTING MEMBERS ABSENT

Jaime Sanchez-Bianchi, Florida Department of Children and Families
Keith Couey, Public Education Representative
Deborah Freeman, Florida Department of Elder Affairs
Rayford Riels, Florida Department of Education
Chris Samson, Private Transit Representative
James Thrasher, Veterans Representative

HAMILTON COUNTY VOTING MEMBERS PRESENT

Commissioner Beth Burnam, Chair
Sandra Collins, Florida Department of Transportation
Danny Johnson, Citizen Advocate
Alana McKay, Florida Agency for Health Care Administration – Medicaid
Matthew Pearson, Community Action Agency Representative
Sheryl Rehberg, Workforce Development Board
Kay Tice, Florida Department of Children and Families

HAMILTON COUNTY VOTING MEMBERS ABSENT

Clay Lambert, Veterans Representative

SUWANNEE COUNTY VOTING MEMBERS PRESENT

Commissioner Jason Bashaw, Chair
Charles Burke, Elderly Representative
Sandra Collins, Florida Department of Transportation
Ellis Gray, III, Veterans Representative
Alana McKay, Florida Agency for Health Care Administration – Medicaid
Matthew Pearson, Community Action Agency Representative
Sheryl Rehberg, Workforce Development Board
Kay Tice, Florida Department of Children and Families

SUWANNEE COUNTY VOTING MEMBERS ABSENT

Colleen Cody, Children at Risk Representative
Bruce Evans, Florida Department of Elder Affairs
Robin Lumpkins, Private Transit Representative

OTHERS PRESENT

Hal A. Airth, Suwannee Valley Transit Authority
Angela Cavanaugh, Florida Commission for the Transportation Disadvantaged
Steven Holmes, Florida Commission for the Transportation Disadvantaged
Caroline Kennedy, Peeler's
Stew Lilker, Columbia County Observer
Commissioner Phil Oxendine, Suwannee County Commission
Gwendolyn Pra, Suwannee Valley Transit Authority
Felonzie Raggins, Suwannee Valley Transit Authority
David Roundtree, Columbia County Council on Aging
Andrew Singer, Florida Agency for Health Care Administration
Karen Somerset, Florida Commission for the Transportation Disadvantaged
Bill Steele, Suwannee Valley Transit Authority
Commissioner Ron Williams, Suwannee Valley Transit Authority

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council
Scott Koons, North Central Florida Regional Planning Council

I. CALL TO ORDER

Chairman Nash called the concurrent meetings to order at 2:00 p.m.

A. Introductions

Chairman Nash asked everyone to introduce themselves.

B. Multi-County Transportation Disadvantaged Program Service Area

Mr. Steven Holmes, Florida Commission for the Transportation Disadvantaged Executive Director, discussed Florida's Transportation Disadvantaged Program and the process of combining Columbia, Hamilton and Suwannee Counties into one multi-county service area. He stated that the Florida Commission for the Transportation Disadvantaged will make the final decision whether to create a multi-county service area at its May 21, 2013 meeting. He said the decision will be made based on recommendations from the local Transportation Disadvantaged Coordinating Boards, Boards of County Commissions and the North Central Florida Regional Planning Council.

The Boards discussed their concerns with getting Board members and other interested persons to the meetings.

Mr. LJ Johnson stated that he thinks the service issues that Suwannee Valley Transit Authority has had since the new Administrator was hired in August 2011 should be resolved before Columbia, Hamilton and Suwannee Counties are combined into one service area. He also stated that the local Transportation Disadvantaged Coordinating Boards should have made recommendations concerning combining the service area before the Board of County Commissioners did.

Chairman Nash stated that, if one multi-county Transportation Disadvantaged Coordinating Board is created, Suwannee Valley Transit Authority should provide the multi-county Board with any information and data that is requested.

Mr. Holmes stated that the Board should notify the Florida Commission for the Transportation Disadvantaged if the Board is not receiving data that is requested. He also stated that Suwannee Valley Transit Authority must continue to report operating data by county not for the combined service area.

Ms. Jeannie Carr noted that some of the voting positions currently have two or three representatives. She asked if only one representative will be appointed to the multi-county Board.

Mr. Holmes explained that the Board membership is established by Rule 41-2 of the Florida Administrative Code and that the appointment of Board members will be established by the new Board Bylaws.

Staff distributed a memorandum from the Agency for Health Care Administration explaining their opposition at this time to creating a multi-county service area.

Commissioner Phil Oxendine, Suwannee County Commission, requested all complaints that have been received by the Agency for Health Care Administration concerning Suwannee Valley Transit Authority's provision of Medicaid Non-Emergency Transportation Program service be forwarded to him.

Chairman Nash stated that, once the multi-county Board is established, he wants the Grievance Committee to meet and review all service complaints. He also requested that the Board meet a few weeks after the end of each quarter i.e. January, April, July and October in order for the Board to review data in a timely manner. He said Suwannee Valley Transit Authority should be able to generate operating reports a few weeks after the quarter ends.

C. Adopt Resolutions

Chairman Nash asked for a motion concerning Columbia County Transportation Disadvantaged Coordinating Board Resolution 2013-01.

ACTION: LJ Johnson moved to table the creation of a multi-county Transportation Disadvantaged Service area and the establishment of a multi-county Transportation Disadvantaged Coordinating Board ; motion failed due to the lack of a second.

ACTION: Ralph Kitchens moved to adopt Resolution 2013-01 supporting the establishment of a multi-county Transportation Disadvantaged Coordinating Board for Columbia, Hamilton and Suwannee Counties and supporting the appointment of members to a multi-county Transportation Disadvantaged Coordinating Board for Columbia, Hamilton and Suwannee Counties by the North Central Florida Regional Planning Council, serving as the Designated Official Planning Agency as designated by the Florida Commission for the Transportation Disadvantaged. Sandra Buck Camp seconded; motion passed 5 to 4.

Chair Burnam asked for a motion concerning Hamilton County Transportation Disadvantaged Coordinating Board Resolution 2013-0.1

ACTION: Danny Johnson moved to adopt Resolution 2013-01 supporting the establishment of a multi-county Transportation Disadvantaged Coordinating Board for Columbia, Hamilton and Suwannee Counties and supporting the appointment of members to a multi-county Transportation Disadvantaged Coordinating Board for Columbia, Hamilton and Suwannee Counties by the North Central Florida Regional Planning Council, serving as the Designated Official Planning Agency as designated by the Florida Commission for the Transportation Disadvantaged. Kay Tice seconded; motion passed 6 to 1.

Chair Bashaw asked for a motion concerning Suwannee County Transportation Disadvantaged Coordinating Board Resolution 2013-01.

ACTION: Ellis Gray, III moved to adopt Resolution 2013-01 supporting the establishment of a multi-county Transportation Disadvantaged Coordinating Board for Columbia, Hamilton and Suwannee Counties and supporting the appointment of members to a multi-county Transportation Disadvantaged Coordinating Board for Columbia, Hamilton and Suwannee Counties by the North Central Florida Regional Planning Council, serving as the Designated Official Planning Agency as designated by the Florida Commission for the Transportation Disadvantaged. Charles Burke seconded; motion passed 7 to 1.

ADJOURNMENT

The meeting adjourned at 4:20 p.m.

Commissioner Bucky Nash, Chair
Columbia County Transportation Disadvantaged
Coordinating Board

Date

Commissioner Beth Burnam, Chair
Hamilton County Transportation Disadvantaged
Coordinating Board

Date

Commissioner Jason Bashaw, Chair
Suwannee County Transportation Disadvantaged
Coordinating Board

Date

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May 29, 2013

TO: Columbia County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Annual Performance Evaluation

RECOMMENDATION

No action required. For information only.

BACKGROUND

Enclosed is Suwannee Valley Transit Authority's response to the Board's annual performance evaluation findings and recommendations. Also, attached are the Board's findings and recommendations.

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

Attachments

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Dedicated to improving the quality of life of the Region's citizens,
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CTC Review

Suwannee Valley Transit Authority

County: Columbia

Date(s) of Review: 7/1/11 - 6/30/12

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Bus/Van Ride
- E. Surveys
- F. Follow-up of previous QAPE Review
- G. Additional Observations

II. Findings and Recommendations

A. General Information

Area of Noncompliance:

None

Recommendations:

1. Suwannee Valley Transit Authority's Riders Guide is in draft form. Suwannee Valley Transit Authority should finalize the Riders Guide and distribute it to passengers as soon as possible.
2. The Riders Guide should provide information about Suwannee Valley Transit Authority's complaint process.
3. The Riders Guide should provide information about the Transportation Disadvantaged Helpline.

B. Chapter 427, F.S.

Area of Noncompliance:

Suwannee Valley Transit Authority's subcontracts should state that all bills shall be paid within seven calendar days to subcontractors after receipt of said payment by the Community Transportation Coordinator in accordance with Chapter 287.0585, Florida Statutes.

Recommendation:

Amend the subcontracts.

C. Rule 41-2, F.A.C.

Area of Noncompliance:

1. The Billing Requirement standard does not require that all bills be paid within seven calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Chapter 287.0585, Florida Statutes.
2. SVTA did not meet the roadcall standard of no more than 2 roadcalls annually.

CTC Review

Suwannee Valley Transit Authority

Recommendation:

1. Amend the Transportation Disadvantaged Service Plan Billing Requirement Standard to be in compliance with Chapter 287.0585, Florida Statutes.
2. Review the roadcall standard and age of vehicle fleet.
3. Suwannee Valley Transit Authority reported \$6,399.47 of Transportation Disadvantaged Trust Funds remaining as of 6/30/12. Therefore, SVTA should review the Transportation Disadvantaged Trust Fund trip priorities and whether additional trip priorities should be provided.

D. Bus/Van Ride

Area of Noncompliance:

1. Local toll free and TD Helpline phone numbers were not posted for comments/complaints/commendations in the vehicle observed during the onsite observation.

Recommendation:

1. Post local and the Transportation Disadvantaged Helpline phone numbers in all vehicles.
2. Not all of the passengers on the vehicle during the on site observation wore seatbelts and the driver did not ensure that passengers were properly belted during the onsite observation. Suwannee Valley Transit Authority should provide the Board with their passenger assistance and securement policy.

E. Surveys (see attachment)

Area of Noncompliance: None

Recommendation: None

F. Level of Competition


Area of Noncompliance: None

Recommendation:

1. Suwannee Valley Transit Authority provided staff with a Resolution that requires the Suwannee Valley Transit Authority Administrator to conduct an Invitation to Bid or Request for Proposals to acquire transportation vendors by October 1, 2012. Suwannee Valley Transit Authority should provide the Board with the results of the competitive procurement process.

**SUWANNEE VALLEY TRANSIT AUTHORITY
1907 VOYLES ST., S.W.
LIVE OAK, FLORIDA, 32060**

To: Scott Koons, Executive Director, NCFRPC

From: Gwendolyn Pra, Administrator, SVTA 

Subject: SVTA's response to LCB's Annual Evaluation of Suwannee Valley Transit Authority

Date: For 15 March 2012 – Provided to the NCFRPC April 23, 2013 – 9:20 am

1. The purpose of this memorandum is to respond to the findings and recommendations of the LCB's annual evaluation of SVTA for the FY 12.

2. The LCB's findings and recommendation as well as SVTA's response to each of the findings follows:

a) General Information:

1) LCB finds no "Area of Non Compliance". LCB recommends that SVTA finalize the Riders' Guide and distributes same as soon as possible, and include in that guide information regarding SVTA's complaint process and information about the TD Helpline.

Response from CTC: Rider's Guide has been completed and distributed to the ridership as well as the LCBs as they occur. The Guide is a full three color professionally printed brochure. Riders are asked to sign for receipt.

b) Chapter 427, F.S:

1: The LCB finds "Area of Non-Compliance" with FS 287.0585, specifically that SVTA's subcontract (to its contracted transportation vendors) should state that 'all bills shall be paid within seven calendar days' after receipt of said payment by the CTC in accordance with Chapter 287.0585, Florida Statutes.

Response from CTC: We do not understand the use of the term non-compliance with with F.S. 287.0585. There may be a misunderstanding of how F.S. 287.0585 directs a specific time frame that commercial vendors are paid. This statute is a 'penalty' directive that states, in effect, that If a contractor, without good cause, fails to make payments required by this section to a subcontract or supplier within 7 days, a penalty of 1/2 of 1% will be levied per day not to exceed 15%. (See F.S. 287.0585). However, the contract with the TD Commission does direct a very specifically-worded paragraph regarding payment be put into any contract that SVTA makes with sub-contractors. That exact wording *will be* inserted in the next contract with subcontractors, effective July 1, 2013. That process will begin in May 2013 in accordance with and pursuant to the SVTA procurement policy. While SVTA's contract does not require an amendment to current contract based on this specific statute, we will be glad to note this for the next cycle.

**SUWANNEE VALLEY TRANSIT AUTHORITY
1907 VOYLES ST., S.W.
LIVE OAK, FLORIDA, 32060**

3: SVTA would like the NCFRPC and the LCBs to know that payment checks to SVTA's contracted transportation vendors are printed out on the day SVTA is notified that the funds are in the bank, and vendors are notified by telephone or email that said checks are ready for pickup on the day CTD funds arrive. The penalty has never been assessed and we will continue to keep the payment cycle current. SVTA does not object to providing documentation of this to the LCB if that is desired.

c) Rule 41-2, F.A.C.

1: LCB finds "Area of Non-Compliance" in the "Billing Requirement standard in accordance to FS Chapter 287.0585" and that SVTA did not meet the road call standard of no more than 2 road calls annually. The LCB recommends that:

- a. SVTA amend its Service Plan Billing Requirement to comply with Chapter 287.0585; and
- b. SVTA reviews the road call standard and age of vehicle fleet; and
- c. SVTA reported \$6,399.47 of funds remaining as of 6/30/12 therefore should review trip priorities and whether additional trip priorities should be provided.

CTC Response to LCB recommendations:

a. Issue of compliance with FS 287.0585 is previously addressed and no amendment to the billing requirement is needed as this specific FS cited by the LCB is not applicable. To reiterate however, since FAC 41-2 does reference a time frame of 7 days (though this directive refers to compliance of FS 287.0585), we believe SVTA meets the intent of the F.S. and FAC by preparing and delivering paychecks to subcontracted trip vendors in the most timely manner.

b. SVTA believes there may be a misunderstanding about the definition of a "road call". In FY 12, SVTA had only one vehicle that was 'pulled from revenue service' due to mechanical failure. The number to which the LCB refers is the number of times the SVTA Maintenance Team was called upon to respond to a vehicle issue when the vehicle was on the street. Those issues were resolved 'on the spot' and the vehicle continued on its mission thus 'revenue service' was not halted. SVTA has an exemplary Vehicle Maintenance Program which keeps vehicles in safe, roadworthy condition, and we keep our fleet in compliance with all standards. In response to the recommendation, SVTA will review our road call standard, but we wish to note that the SVTA Fleet replacement program is on target and on budget. We are able to discuss this if necessary.

c. The reported \$6,399.47 went toward the costs required to administer the TD program. The CTC agrees that the trip priorities need adjustment to include trips for Frail Elderly, Battered (women or men), and employment. The CTC will need flexibility in the percentage of these categories so they can be commensurate with the demand.

d) Bus/Van Ride:

1: LCB found "Area of Non Compliance" in that the one vehicle in which the evaluation team rode for a "ride-along" did not have a "local toll free TD helpline phone number" posted. The LCB recommends that:

- a. The "Toll Free Help Line #" be posted; and

**SUWANNEE VALLEY TRANSIT AUTHORITY
1907 VOYLES ST., S.W.
LIVE OAK, FLORIDA, 32060**

b. The LCB would like to have a copy of the SVTA passenger assistance and securement policy.

CTC's response to LCB recommendations:

a. The vehicle that the LCB took on its 'ride-along' observation was a brand new 2012 vehicle that arrived at SVTA just two days prior. The proper notices had not yet been posted. All SVTA vehicles now have the appropriate and required notices properly posted.

b. FAC 41-2.006(m) directs that SVTA "shall provide . . . boarding assistance if necessary or requested". SVTA policy is to follow all current statutory requirements, and recognizes that if our SSPP requires the securement of all passengers, we will require the passenger to be properly secured. It should be noted that the state law ONLY requires the DRIVER to be belted. The drivers are adjusting to the requirement that the riders be belted, though this has not been the case in years past. The feedback from the Drivers is clear, the riders are unhappy about having to do this, and there may be complaints. The CTC will research to see if the LCB might have noted this in the past. On the PAS, our policy is DTD, and we have begun including this in our monthly training and reminders for the bus operators. The CTC appreciates the attention of the LCB to this item, it is important. Also, the CTC has hired a Dispatcher who is a certified CPR, First Aid, and PAS instructor as of April 22, 2013. The CTC will direct all bus operators to undergo a review training session on PAS. The CTC will advise the LCB and Ms. Godfrey when that has been completed.

e) Level of Competition.

1: the LCB found no "Area of Noncompliance" but recommended that SVTA provide staff with a Resolution that requires SVTA to conduct an "Invitation to Bid" or 'Request for Proposal' to acquire transportation vendors and that SVTA should provide the Board with the results of the competitive procurement process.

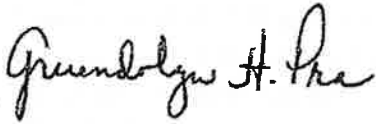
CTC's Response: In its' 34 years of existence, and under the LCB's purview, SVTA appears to have never had a 'procurement policy' for trip vendors. What we noted was that the LCBs were not furnished with accurate information about who was and was not providing trips for the CTC. Therefore, the LCB was unaware of the heavy dependence on trip vendors by the CTC. Furthermore, it is highly unlikely that SVTA conducted any proper 'competitive procurement process' when it made handshake agreements with privately owned commercial transportation vendors. Also, we found no evidence that the LCB ever looked into the contract relationship previously. However, since the trip vendors are in place, and now under an annual contract, a proper process for procurement will occur towards the end of the current contract. It should be noted that SVTA does have an approved procurement policy (2012) which is followed whenever SVTA seeks to engage in the purchase of services or materials for any project. That policy was reviewed by the CTC, and specifically addresses the hiring need for trip vendors. The CTC will forward that policy to Ms. Godfrey to share with the LCB.

**SUWANNEE VALLEY TRANSIT AUTHORITY
1907 VOYLES ST., S.W.
LIVE OAK, FLORIDA, 32060**

The CTC appreciates the new and renewed interest in the CTC's performance by both the NCFRPC and the LCB, and we are excited about working with the members to result in improved service to the riders. The CTC looks forward to opportunities to share transportation improvements for our combined service areas.

My Point of contact for this document is the Director of Operations at (386) 208-6330.

Sincerely,

A handwritten signature in black ink, appearing to read "Gwendolyn H. Pra". The signature is fluid and cursive, with the first name being the most prominent.

**Gwendolyn Pra
Administrator, SVTA**

**C: SVTA Board Members
FDOT
County Commissioners, Service Area**



III A.

Serving
Alachua • Bradford
Columbia • Dixie • Gilchrist
Hamilton • Lafayette • Madison
Suwannee • Taylor • Union Counties

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May 29, 2013

TO: Columbia County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Columbia County Transportation Disadvantaged Service Plan Amendment

STAFF RECOMMENDATION

Approve the Columbia County Transportation Disadvantaged Service Plan amendment.

BACKGROUND

The Columbia County Transportation Disadvantaged Service Plan includes the rates charged for Transportation Disadvantaged Program and Medicaid Non-Emergency Transportation Program sponsored service. Enclosed are Suwannee Valley Transit Authority's proposed Fiscal Year 2013/14 rates. The Board needs to review and approve the proposed rates.

At its March 6, 2013 meeting, the Board requested the following amendments to the Operations Element of the Columbia County Transportation Disadvantaged Service Plan:

- No Show Policy - Clarify that riders will not be charged with a no-show if Suwannee Valley Transit Authority sends a vehicle that will not accommodate the passenger's ability to board and/or ride on it.
- Pick- Up Window Policy - Recommend that Suwannee Valley Transit Authority shorten the 60 minute pick-up window to 30 minutes before or 30 minutes after the passengers scheduled pick-up time.
- Establish a return trip pick-up window policy.
- Have copies of the complaint/grievance form available on the vehicles for passengers to take.

Attached is Suwannee Valley Transit Authority's response to the Board's request.

Please do not hesitate to contact me if you have any questions.

Attachments

t:\lynn\td13\columbia\memos\tdspamendrates.docx

**TRANSPORTATION DISADVANTAGED PROGRAM
AND
MEDICAID NON-EMERGENCY TRANSPORTATION PROGRAM
SERVICE RATES**

COMMUNITY TRANSPORTATION COORDINATOR: Suwannee Valley Transit Authority

COUNTIES: Columbia, Hamilton and Suwannee

CONTRACT PERIOD: July 1, 2013 - June 30, 2014

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or Passenger Trip)
Transportation Disadvantaged Program Ambulatory Service	\$2.01/passenger mile
Transportation Disadvantaged Program Wheelchair Service	\$3.44/passenger mile
Transportation Disadvantaged Program Stretcher Service	\$7.18/passenger mile
Medicaid Non-Emergency Transportation Program Ambulatory Service	\$2.50/passenger mile
Medicaid Non-Emergency Transportation Program Wheelchair Service	\$4.29/passenger mile
Medicaid Non-Emergency Transportation Program Stretcher Service	\$8.93/passenger mile

**Transportation Disadvantaged Program
Funding Allocations and Service Rates**

County	Fiscal Year 2012/13 Allocation	Fiscal Year 2013/14 Allocation	Difference
Columbia	\$ 331,019.00	\$ 358,143.00	\$ 27,124.00
Hamilton	\$ 160,124.00	\$ 174,661.00	\$ 14,537.00
Suwannee	\$ 262,676.00	\$ 258,853.00	\$ (3,823.00)
	Fiscal Year 2012/13 Rates Ambulatory/Passenger Mile	Fiscal Year 2012/13 Rates Wheelchair/Passenger Mile	Fiscal Year 2012/13 Rates Stretcher/Passenger Mile
Columbia	\$ 1.57	\$ 2.69	\$ 5.61
Hamilton	\$ 1.57	\$ 2.69	\$ 5.61
Suwannee	\$ 1.57	\$ 2.69	\$ 5.61
	Fiscal Year 2013/14 Proposed Rates Ambulatory/Passenger Mile	Fiscal Year 2013/14 Proposed Rates Wheelchair/Passenger Mile	Fiscal Year 2013/14 Proposed Rates Stretcher/Passenger Mile
Columbia	\$ 2.01	\$ 3.44	\$ 7.18
Hamilton	\$ 2.01	\$ 3.44	\$ 7.18
Suwannee	\$ 2.01	\$ 3.44	\$ 7.18
	Difference	Difference	Difference
	\$ 0.44	\$ 0.75	\$ 1.57

**Medicaid Non-Emergency Transportation Program
Funding Allocations and Service Rates**

County	Fiscal Year 2012/13 Allocation	Fiscal Year 2013/14 Allocation	Difference
Columbia	\$ 706,526.00	\$ 663,692.00	\$ (42,834.00)
Hamilton	\$ 579,165.00	\$ 541,344.00	\$ (37,821.00)
Suwannee	\$ 935,883.00	\$ 882,207.00	\$ (53,676.00)
	Fiscal Year 2012/13 Rates Ambulatory/Passenger Mile	Fiscal Year 2012/13 Rates Wheelchair/Passenger Mile	Fiscal Year 2012/13 Rates Stretcher/Passenger Mile
Columbia	\$ 1.78	\$ 3.05	\$ 6.35
Hamilton	\$ 1.78	\$ 3.05	\$ 6.35
Suwannee	\$ 1.78	\$ 3.05	\$ 6.35
	Fiscal Year 2013/14 Proposed Rates Ambulatory/Passenger Mile	Fiscal Year 2013/14 Proposed Rates Wheelchair/Passenger Mile	Fiscal Year 2013/14 Proposed Rates Stretcher/Passenger Mile
Columbia	\$ 2.50	\$ 4.29	\$ 8.93
Hamilton	\$ 2.50	\$ 4.29	\$ 8.93
Suwannee	\$ 2.50	\$ 4.29	\$ 8.93
	Difference	Difference	Difference
	\$ 0.72	\$ 1.24	\$ 2.58

**COMMUNITY TRANSPORTATION COORDINATOR
FISCAL YEAR 2013/14 TRANSPORTATION DISADVANTAGED PROGRAM RATES**

COUNTY	COMMUNITY TRANSPORTATION COORDINATOR	FY 2013/14 AMBULATORY RATE	FY 2013/14 WHEELCHAIR RATE	FY 2013/14 STRETCHER RATE
Alachua	MV Transportation, Inc.	\$27.47/Trip	\$47.10/trip	\$98.12/trip
Bradford	Suwannee River Economic Council, Inc.	\$1.66/passenger mile	\$2.85/passenger mile	\$5.94/passenger mile
Columbia	Suwannee Valley Transit Authority	\$2.01/passenger mile	\$3.44/passenger mile	\$7.18/passenger mile
Dixie	Suwannee River Economic Council, Inc.	\$1.08/passenger mile	\$1.85/passenger mile	\$3.85/passenger mile
Gilchrist	Suwannee River Economic Council, Inc.	\$1.26/passenger mile	\$2.16/passenger mile	\$4.49/passenger mile
Hamilton	Suwannee Valley Transit Authority	\$2.01/passenger mile	\$3.44/passenger mile	\$7.18/passenger mile
Lafayette	Suwannee River Economic Council, Inc.	\$1.63/passenger mile	\$2.79/passenger mile	\$5.82/passenger mile
Madison	Big Bend Transit, Inc.	\$1.86/passenger mile	\$3.20/passenger mile	Not applicable*
Suwannee	Suwannee Valley Transit Authority	\$2.01/passenger mile	\$3.44/passenger mile	\$7.18/passenger mile
Union	A & A Transport, Inc.	\$1.64/passenger mile	\$2.80/passenger mile	\$5.84/passenger mile

* Transportation Disadvantaged Trust Funds are not used to provide stretcher service.

**COMMUNITY TRANSPORTATION COORDINATOR
FISCAL YEAR 2013/14 MEDICAID NON-EMERGENCY TRANSPORTATION PROGRAM RATES**

COUNTY	COMMUNITY TRANSPORTATION COORDINATOR	FY 2013/14 AMBULATORY RATE	FY 2013/14 WHEELCHAIR RATE	FY 2013/14 STRETCHER RATE
Alachua	MV Transportation, Inc.	\$27.85/Trip	\$47.74/trip	\$99.46/trip
Bradford	Suwannee River Economic Council, Inc.	\$2.41/passenger mile	\$4.13/passenger mile	\$8.61/passenger mile
Columbia	Suwannee Valley Transit Authority	\$2.50/passenger mile	\$4.29/passenger mile	\$8.93/passenger mile
Dixie	Suwannee River Economic Council, Inc.	\$1.71/passenger mile	\$2.93/passenger mile	\$6.11/passenger mile
Gilchrist	Suwannee River Economic Council, Inc.	\$2.43/passenger mile	\$4.16/passenger mile	\$8.66/passenger mile
Hamilton	Suwannee Valley Transit Authority	\$2.50/passenger mile	\$4.29/passenger mile	\$8.93/passenger mile
Lafayette	Suwannee River Economic Council, Inc.	\$2.70/passenger mile	\$4.63/passenger mile	\$9.65/passenger mile
Madison	Big Bend Transit, Inc.	\$2.28/passenger mile	\$3.91/passenger mile	2.33/passenger mile
Suwannee	Suwannee Valley Transit Authority	\$2.50/passenger mile	\$4.29/passenger mile	\$8.93/passenger mile
Union	A & A Transport, Inc.	\$4.10/passenger mile	\$7.03/passenger mile	\$14.65/passenger mile

Preliminary Information Worksheet

Version 1.4

CTC Name: Suwannee Valley Transit Authority
County (Service Area): Columbia & Hamilton & Suwannee
Contact Person: Steele, Wm
Phone # 386-208-6330

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority
County: Columbia & Hamilton & Suwannee

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2011 to Sept 30th of 2012	Current Year's APPROVED Budget, as amended from Oct 1st of 2012 to Sept 30th of 2013	Upcoming Year's PROPOSED Budget from Oct 1st of 2013 to Sept 30th of 2014	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 58,171	\$ 17,092	\$ 27,092	-70.6%	58.5%	11-12 data has not been audited yet. SVTA began good record keeping beginning Apr 2012. FROM THAT, SVTA can verify that SVTA did collect \$17,092 for TD transportation and \$9,662 for Medicaid.
Medicaid Co-Pay Received	\$ 3,000	\$ 9,662	\$ 29,662	222.1%	207.0%	SVTA will have a goal to increase its delinquent Medicaid co-pay by 50% of Medicaid (\$20K increase) and to collect 100% of required TD copay of \$10K.
Donations/Contributions						
In-Kind, Contributed Services						
Other		\$ 20,000	\$ 20,000		0.0%	
Bus Pass Program Revenue						

Local Government

District School Board						COUNTY CASH: By Interlocal Agreement, the three counties together contribute \$58,343 to SVTA. This funding is used for "capital match" and "v match". For the first time, SVTA will approach each county to obtain at least 50% its required "local match" instead of taking match funds from SVTA Operational funds. For FY 14, that is \$40K total from the three counties.
Compl. ADA Services						
County Cash	\$ 58,343	\$ 58,343	\$ 96,343	0.0%	68.6%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						SVTA anticipates an increase from \$9K to \$13.5K of labor value through the Suwannee County and DOJ Court's Community Services Program. Contributed Services = community service folks providing janitorial, bus washing and other services.
Other In-Kind, Contributed Services		\$ 8,859	\$ 13,500		52.4%	
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 616,773	\$ 678,372	\$ 706,182	9.6%	4.4%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 129,816		\$ 129,816	-100.0%		In FY13, SVTA did NOT apply for a Conroy grant in 12-13. SVTA expects to apply the next cycle with REDI waiver of match.
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307		\$ 142,925	\$ 131,501		-8.0%	SVTA did request and did receive an Operating Grant under 5311 of 406K in Oct 2011. In FY 13, Administrator did just submit a grant for 5311 Operating which SVTA expects to receive in Oct 2013. Administrator will apply for same grant again Jan 2014.
49 USC 5310						
49 USC 5311 (Operating)	\$ 406,661	\$ 416,243	\$ 437,242	2.4%	5.0%	
49 USC 5311(Capital)						
Block Grant						The 60K in "OTHER" is for a "Planning Grant" of \$20K that Administrator applied for in Jan 12 and was so granted. In June, this "Planning Grant" was increased to 60K. SVTA will apply for other such grants when need arises and funds are available. 5311 is used as system subsidy.
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 60,000			-100.0%		
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 2,486,139	\$ 2,372,021	\$ 2,372,004	-4.6%	0.0%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						Other = 21K was for the old Hamilton Co Meal site run in which SVTA contracted with the Suwannee Economic Council. This contracted ended in Aug 2012.
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 21,000			-100.0%		
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority
County: Columbia & Hamilton & Suwannee

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2011 to Sept 30th of 2012	Current Year's APPROVED Budget, as amended from Oct 1st of 2012 to Sept 30th of 2013	Upcoming Year's PROPOSED Budget from Oct 1st of 2013 to Sept 30th of 2014	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination	\$ 500	\$ 500	\$ 500	80.0%	0.0%	SVTA does, on occasion, conduct trips for Ryan White, Vocational Rehab and Disabilities Determination.
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)
Bus Pass Program Revenue

Other Fed or State

CARC	\$ 41,409	\$ 48,895	\$ 48,895	18.3%	0.0%	ARC of North Florida for Suwannee and Columbia Counties provides funding to transport their mentally handicap patrons. This funding is provided to SVTA from "Med-Waiver" out of Gainesville.
XXXX						
XXXX						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings

Bus Pass Program Revenue

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve

Balancing Revenue is Short By =

Total Revenues = \$3,983,812 \$3,773,412 \$4,017,237 -2.8% 6.5%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 484,736	\$ 906,828	\$ 954,365	87.7%	4.9%	LABOR & FRINGE - SVTA will ask for a 5% merit raise for employees of SVTA as last year's request was denied. For FY14 SVTA estimates 3.2% increase expected in fringe costs. SVTA is including predicted increase in the cost of auto fuels & oil, auto parts and materials. SVTA is including predicted increase in base utilities, plus, SVTA has installed security lighting for bus lot and building. Predicted increase in base utilities plus additional electric for lighting is 21.1%. SVTA predicts a 5.3% increase in administrative expenses. SVTA has a liability in the Wood Legal case which settled for \$115K over next 2 years. SVTA anticipates an increase from \$9K to \$13.5K of labor value through the Suwannee County and DOJ Court's Community Services Program.
Fringe Benefits	\$ 173,103	\$ 677,404	\$ 699,404	291.3%	3.2%	
Services	\$ 69,670	\$ 125,647	\$ 144,647	94.7%	6.6%	
Materials and Supplies	\$ 81,105	\$ 377,446	\$ 397,446	365.4%	5.3%	
Utilities	\$ 16,045	\$ 37,892	\$ 45,892	136.2%	21.1%	
Casualty and Liability	\$ 74,237	\$ 82,825	\$ 93,825	11.6%	13.3%	
Taxes		\$ 177	\$ 177		0.0%	
Purchased Transportation						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 3,132,160	\$ 1,185,560	\$ 1,023,402	-62.8%	-12.3%	SVTA Alternative, JD Heath, Collins, Peeler, and Parrish Transp.
Other						
Miscellaneous		\$ 176,016	\$ 220,087		25.0%	MISC: postage, late fees & fines, repairs to facility parking lot lighting, building roof replacement, bus camera equipment, building security (re-keying locks) over the next two years.
Operating Debt Service - Principal & Interest		\$ 41,853	\$ 41,853		0.0%	
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ 8,859	\$ 13,500		52.4%	LEASES & RENTALS: CTC Computer software; radio tower; Microsoft Office 365; equipment rentals.
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 139,500	\$ 142,925	\$ 367,928	2.5%	157.4%	5310 and Shirley Conroy
Equip. Purchases with Local Revenue	\$ 15,500	\$ 15,680	\$ 14,611	2.5%	-8.0%	March will be waived for Shirley Conroy grant.
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

ACTUAL YEAR LOSS

Total Expenditures = \$4,186,056 \$3,773,412 \$4,017,237 -9.9% 6.5%

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority

County: Columbia & Hamilton & Suwannee

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

Upcoming Year's BUDGETED Revenues	
from	
Oct 1st of	
2013	
to	
Sept 30th of	
2014	
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 27,062
Medicaid Co-Pay Received	\$ 29,662
Donations/Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 20,000
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 68,343
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ 13,500
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 708,182
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ 129,816
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ 131,501
49 USC 5311 (Operating)	\$ 437,242
49 USC 5311 (Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ 2,372,004
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ 27,062	\$ -	
\$ 29,662	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 20,000	\$ -	
\$ -	\$ -	

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\$ 21,933	\$ 76,410	\$ 14,611
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\$ 708,182	\$ -	\$ -
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YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

local match req

\$ 76,667
\$ -
\$ 14,424

\$ 14,611
\$ -

County: Columbia & Hamilton & Suwannee

- 37-

Worksheet for Program-wide Rates

CTC: Suwannee Valley T Version 1.4
County: Columbia & Hamilton & Suwannee

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 1,400,000

Rate Per Passenger Mile = \$ 2.31

Total Projected Passenger Trips = 86,000

Rate Per Passenger Trip = \$ 37.54

Fiscal Year

2013 - 2014

Avg. Passenger Trip Length = 16.3 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.87

Rate Per Passenger Trip = \$ 46.71

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Suwannee Valley Version 1.4
County: Columbia & Hamilton & Suwannee

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to input data in later questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?

☐ ☐ ☐ ☐
☐ ☐ ☐ ☐

Ambulatory	Wheelchair	Stretcher	Group
Yes	Yes	Yes	Yes
No	No	No	No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?

☐
☐

Ambulatory	Wheelchair	Stretcher	Group
Yes	Yes	Yes	Yes
No	No	No	No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips? ...

Ambulatory	Wheelchair	Stretcher	Group
Yes	Yes	Yes	Yes
No	No	No	No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:
per Passenger Mile =
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above)
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Suwannee Valley Version 1.4
County: Columbia & Hamilton & Suwannee

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directly below to skip questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? Pass Trip Pass Mile Leave Blank
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort? Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) Do NOT Complete Section IV
And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2013 - 2014			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,400,000	1,137,912	251,468	10,620	0
Rate per Passenger Mile =		\$2.01	\$3.44	\$7.18	\$0.00
					per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	86,000	69,067	16,417	516	
Rate per Passenger Trip =		\$32.60	\$55.88	\$116.41	\$0.00
					per passenger per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =		\$2.01	\$3.44	\$7.18	\$0.00
					per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.50	\$4.29	\$8.93	\$0.00
					per passenger per group
Rate per Passenger Trip =		\$40.56	\$69.52	\$144.84	\$0.00
					per passenger per group
Program These Rates Into Your Medicaid Encounter Data					

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section 1 for all services

2. Follow the DARK RED prompts directing you to Section 2 to certain questions and sections based on previous answers

CTC: Suwannee Valley Version 1.4
County: Columbia & Hamilton & Suwannee

Lynn Godfrey

From: Gwendolyn.Pra@RideSVTA.com
Sent: Tuesday, May 28, 2013 8:57 PM
To: Lynn Godfrey
Cc: Marlie Sanderson; Scott Koons; bucky_nash@columbiacountyfla.com; Commissioner Bashaw (commissioner1@suwcounty.org); hamiltoncounty@windstream.net; hamiltonclerk@flcfn.net; Hal Airth (airth_h@yahoo.com); flemingc@windstream.net; pdoxendine@windstream.net; Kimi Roberts (kimi_roberts@columbiacountyfla.com); Penny Stanley (penny_stanley@columbiacountyfla.com); Holmes, Steven (Steven.Holmes@dot.state.fl.us); Somerset, Karen L. (Karen.Somerset@dot.state.fl.us); bucky_nash@columbiacountyfla.com; Teresa.Fortner@RideSVTA.com; Bill.Steele@RideSVTA.com; Karen.Monroe@RideSVTA.com; Frederica Johnson@RideSVTA.com; Patricia.Prescott@RideSVTA.com
Subject: RE: June 5, 2013 Columbia County TD Coordinating Board Meeting

Lynn, please see my responses below and please share them with the board members. Bill is out of town and we are short staffed this week, so it is not possible for me to get this information to you any sooner. If you have the wherewithal to assist us in this, we would appreciate it.

Gwendolyn H. Pra
Administrator
(386) 362-5332



Confidentiality Notice: Information transmitted by the Suwannee Valley Transit Authority is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, dissemination, or other use of, or reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.

From: Lynn Godfrey [mailto:godfrey@ncfrpc.org]
Sent: Tuesday, May 28, 2013 9:57 AM
To: Gwendolyn.Pra@RideSVTA.com
Cc: Marlie Sanderson; Scott Koons; bucky_nash@columbiacountyfla.com
Subject: FW: June 5, 2013 Columbia County TD Coordinating Board Meeting

Good Morning Gwen:

At the March 6, 2013 Columbia County TD Coordinating Board meeting, the Board requested the following amendments to the Operations Element of the Columbia County Transportation Disadvantaged Service Plan (attached):

- No Show Policy - Clarify that passengers will not be charged with a no-show if Suwannee Valley Transit Authority sends a vehicle to pick them up that will not accommodate the passenger's ability to board and/or ride on it. This is no problem, we can do this. I will create an amendment to the Rider's Guide and amend the TDSP with the change.
- Pick-Up Window Policy - Recommend that the 60 minute pick-up window be reduced to 30 minutes before or 30 minutes after the passengers scheduled pick-up time. I will need to look at what will be required to address the elements of how our software would be impacted. I think the best way to accomplish it would be to wait until we move to Trapeeze. We are making substantial improvements in

our technology this Summer (MDTs, security cams on board, GPS, etc.) All these things will accomplish the objective of improved on time performance.

- Establish a return trip pick-up window policy. Right now, we utilize a will call on the return trips, because in order to establish a return trip window policy, the rider would have to know the time that s/he will be finished with his appointments. So far, that information is not available from the rider when the reservation is made. Are there other CTCs similarly sized with similar land areas who have done this successfully? If so, we'd like to contact them.
- Recommend that Suwannee Valley Transit Authority make copies of the complaint/grievance form available on the vehicles for passengers. This will be problematic for trash on the buses, we are already battling now the increased litter of the Rider's Guides that are being left behind in seats and on the floor of the buses. We are vigilant about the Ombudsman's number being prominently displayed, but let's give it a try.

If Suwannee Valley Transit Authority agrees to amend the Operations Element per the Board's request, we will need the amended Operations Element by the end of the day. I will get this to you as quickly as I can.

Thank you for your assistance in this matter. If you have any questions, please do not hesitate to contact me.



Lynn Franson-Godfrey, AICP
Senior Planner
North Central Florida Regional Planning Council
2009 NW 67th Place, Gainesville, FL 32653-1603
Voice: 352.955.2200, ext. 110
Fax: 352.955.2209

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from government officials regarding government business are public records available to the public and media upon request. Your e-mail communications may be subject to public disclosure.

From: Lynn Godfrey
Sent: Wednesday, May 15, 2013 12:13 PM
To: Gwendolyn Pra (Gwendolyn.Pra@RideSVTA.com)
Cc: Marlie Sanderson; Scott Koons; teresaf@SVTA-liveoak.org; Commissioner Nash (bucky_nash@columbiacountyfla.com)
Subject: June 5, 2013 Columbia County TD Coordinating Board Meeting

Good Afternoon Gwen:

Please provide our office with the following information/documents for the June 5, 2013 Columbia County Transportation Disadvantaged Coordinating Board meeting by **Friday, May 24, 2013**:

- January - March 2013 Operations Report
- TD Trust Fund Status Report
- January - April 2013 SVTA Complaint Log
- The Board also requested the following amendments to the Operations Element of the Columbia County Transportation Disadvantaged Service Plan (attached) at its March 6, 2013 meeting:
 - No Show Policy - Clarify that passengers will not be charged with a no-show if Suwannee Valley Transit Authority sends a vehicle to pick them up that will not accommodate the passenger's ability to board and/or ride on it.
 - Pick-Up Window Policy - Recommend that the 60 minute pick-up window be reduced to 30 minutes before or 30 minutes after the passengers scheduled pick-up time.
 - Establish a return trip pick-up window policy.

- Recommend that Suwannee Valley Transit Authority make copies of the complaint/grievance form available on the vehicles for passengers.

Thank you for your assistance. Please do not hesitate to contact me if you have any questions concerning this matter.



Lynn Franson-Godfrey, AICP
Senior Planner
North Central Florida Regional Planning Council
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Fax: 352.955.2209

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from government officials regarding government business are public records available to the public and media upon request. Your e-mail communications may be subject to public disclosure.

NO-SHOW POLICY

Trips must be cancelled 24 hours in advance of the pick up time so that the CTC can remove the rider from the manifested schedule. Cancellations at the door will be considered a “no-show.” The first no-show will have a bright yellow door knocker placed on the doorknob, with the The second no-show will receive a door knocker and a written letter from SVTA, and the third no-show will result in a door knocker and a letter advising temporary suspension from the program. No same-day cancellations will be permitted unless the rider can prove he was providentially hindered from making the 24 hour notice.

If the client responds to any “no-show” notification and provides acceptable, verifiable evidence that the “no-show” was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a “no-show.” Because the riders are telephoned prior to the pickup, this rule will be narrowly construed. Suwannee Valley Transit Authority will not charge a no-show to a passenger if the vehicle sent to transport the passenger will not accommodate the passenger’s ability to board and/or ride on it.

BARIATRIC TRANSPORTATION

TD Program: Suwannee Valley Transit Authority is required to transport all “common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight are not eligible trips.

Medicaid NET Program: Suwannee Valley Transit Authority shall make provisions for transportation services to Medicaid beneficiaries whose weight exceeds the limits of Suwannee Valley Transit Authority or its’ subcontractor’s equipment (STP Agreement – V. Transportation Provider Network D. Coverage Provisions 3. Bariatric Transportation). The CTC requests advance notification as much as is possible so that provisions may be contracted.

TRANSPORTATION DISADVANTAGED TRUST FUND PROGRAM ELIGIBILITY

- No other means of transport
- Age
- Disability
- Income
- X Frail Elderly
- X Veteran
- X Battered Women or Men

Suwannee Valley Transit Authority and its’ subcontractors will charge passengers \$1.00 per trip for

DRIVER CRIMINAL BACKGROUND SCREENING

Rule 41-2.006 (4)(t), F.A.C.: Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. Suwannee Valley Transit Authority and its subcontractors will check the MVR of each driver prior to hire, and on a routine and systematic basis.

PUBLIC TRANSIT RIDERSHIP

Rule 41-2.006(4)(u), F.A.C.: In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the local Coordinating Board a percentage of total trips that will be placed on the fixed route system.

Local Policy: When the CTC begins fixed route transportation, the CTC will request assistance from the LCB to establish an applicable trip percentage.

PICK UP WINDOW

Rule 41-2.006(4)(v), F.A.C.: The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

Local Policy: The window of time in which a vehicle can be expected to arrive is between sixty (60) minutes before and sixty (60) minutes after the scheduled pick-up time of the passenger. The passenger is given a pick-up time and a confirmation number at the time of scheduling the ride. Should the rider need to inquire telephonically about his trip, he must provide the confirmation number to the trip coordinator for positive identification.

Return Trips: Passengers are encouraged to schedule return trips. Passengers shall be picked up 0-45 minutes after their scheduled return pick-up time. For example: Passenger schedules a 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 5:45 p.m.

Will Call Trips: A "will-call" is given when a passenger is not ready at their requested return pick-up time. As a courtesy, Suwannee Valley Transit Authority will dispatch a vehicle back to their pick-up location within two hours of the initial time a "will-call" was given. Passengers should call Suwannee Valley Transit Authority's dispatch phone number 386-208-6339 for will call trips.



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May 29, 2013

TO: Columbia County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Statewide Medicaid Managed Care Program

STAFF RECOMMENDATION

For information only. No action is required.

BACKGROUND

Chairman Nash requested staff to provide the attached information concerning the Statewide Medicaid Managed Care Program as it relates to Medicaid non-emergency medical transportation. Medicaid Area 3 Office staff will discuss the changes to the Medicaid Non-Emergency Transportation Program at the June 5, 2013 meeting.

Please do not hesitate to contact me if you have any questions.

Attachment

t:\lynn\td13\columbia\memos\medicaidmanagedcare.docx

A Snapshot of the Florida Medicaid Long-term Care Managed Care Program

Statewide Medicaid Managed Care (SMMC) Long-term Care (LTC) program

- ❖ The Florida Medicaid program is in the process of implementing a new system through which Medicaid enrollees will receive long-term care services. This program is called the Statewide Medicaid Managed Care Long-term Care Program.
- ❖ The Long-term Care program is comprised of two types of health plans:
 - Health Maintenance Organizations (HMOs)
 - Provider Service Networks (PSNs)

Who is required to participate?

- ❖ Individuals are required to be enrolled in the Long-term Care Managed Care Program if they are:
 - 65 years of age or older AND need nursing facility level of care
 - 18 years of age or older AND are eligible for Medicaid by reason of disability AND need nursing facility level of care
 - Individuals enrolled in the Aged and Disabled Adult (A/DA) Waiver
 - Individuals who are enrolled in the Consumer-Directed Care Plus for individuals in the A/DA waiver
 - Individuals who are enrolled in the Assisted Living Waiver
 - Individuals who are enrolled in the Nursing Home Diversion Waiver
 - Individuals who are enrolled in the Frail Elder Option

Who is NOT required to Participate?

- ❖ Individuals who are enrolled in the following programs are NOT required to enroll, although they may enroll if they choose to:
 - Developmental Disabilities Waiver program
 - Traumatic Brain & Spinal Cord Injury (TBI) Waiver
 - Project AIDS Care (PAC) Waiver
 - Adult Cystic Fibrosis Waiver
 - Program of All-Inclusive Care for the Elderly (PACE)
 - Familial Dysautonomia Waiver
 - Model Waiver

What Services are provided under the Long-term Care program?

SMMC LTC Minimum Covered Services	
Adult companion care	Intermittent and skilled nursing
Adult day health care	Medical equipment and supplies
Assisted living	Medication administration
Assistive care services	Medication management
Attendant care	Nursing facility
Behavioral management	Nutritional assessment/ risk reduction
Care coordination/ Case management	Personal care
Caregiver training	Personal emergency response system
Home accessibility adaptation	Respite care
Home-delivered meals	Therapies, occupational, physical, respiratory and speech
Homemaker	Transportation, Non-emergency
Hospice	

What providers will be included in the Long-term Care plans?

- ❖ Long-term Care managed care plans may limit the providers in their networks based on credentials, quality indicators, and price – But they must include a minimum number of all of the providers listed in the chart below.
- ❖ In addition, Long-term Care managed care plans must offer initial contracts to certain providers within their region, including: nursing facilities, hospices and aging network services providers in their region.

SMMC LTC Minimum Network Providers	
Adult day care centers	Homemaker and companion services
Adult family-care homes	Hospices
Assisted living facilities	Community care for the elderly lead agencies
Health care service pools	Nurse registries
Home health agencies	Nursing home

- ❖ Other qualified providers under the LTC program include: Alarm System Contractors, Case Managers and Case Management agencies, Centers for Independent Living, Clinical Social Workers, Community Mental Health Centers, Community Transportation Coordinators, Dietician/ Nutrition Counselors, Homemaker/ Companion Agencies, Durable Medical Equipment and Home Medical Equipment providers, Licensed Practical Nurses, Mental Health Counselors, Occupational, Physical, Respiratory and Speech Therapists, Psychologists and Registered Nurses.
- ❖ Plans must have a sufficient provider network to serve the needs of their plan enrollees.

When will the Long-term Care program begin?

- ❖ The Long-term Care Program will be implemented on a regional basis, for the first region enrolling on August 1, 2013 and the final region enrolling on March 1, 2014.



April 18, 2013

A Snapshot of the Florida Medicaid Long-term Care Managed Care Program

What Region am I in?

Region	Counties
1	Escambia, Okaloosa, Santa Rosa, and Walton
2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington
3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union
4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia
5	Pasco and Pinellas
6	Hardee, Highlands, Hillsborough, Manatee, and Polk
7	Brevard, Orange, Osceola, and Seminole
8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota
9	Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie
10	Broward
11	Miami-Dade and Monroe

When will I be notified and be required to enroll?

Region	First Notification letter	Final Notification Letter	Date Enrolled in LTC Plans
1	11/1/2013	1/20/2014	3/1/2014
2	7/1/2013	9/16/2013	11/1/2013
3	11/1/2013	1/20/2014	3/1/2014
4	11/1/2013	1/20/2014	3/1/2014
5	10/1/2013	12/16/2013	2/1/2014
6	10/1/2013	12/16/2013	2/1/2014
7	4/1/2013	6/24/2013	8/1/2013
8	5/1/2013	7/22/2013	9/1/2013
9	5/1/2013	7/22/2013	9/1/2013
10	7/1/2013	9/16/2013	11/1/2013
11	8/1/2013	10/21/2013	12/1/2013

What do I have to do to choose a Long-term Care plan?

- ❖ Prior to implementation in your region, you will receive plan selection materials from the choice counselor by mail. The dates for these mailings are listed above.
- ❖ All Medicaid recipients receiving services in a nursing facility, or through the Nursing Home Diversion Waiver, Aged and Disabled Adult Waiver, Assisted Living Waiver, Channeling Waiver, or the Frail Elder Option will have the opportunity to receive choice counseling prior to enrollment into the Long-term Care program.
- ❖ If a recipient is currently receiving services from a LTC health plan that will also be a long-term care health plan in the region where the recipient resides, the recipient can choose to remain with the original plan, or the recipient can choose to enroll with a different plan.
- ❖ A counselor will assist you in selecting the plan in your region that best meets your needs.
- ❖ You can request an in person visit from a Choice Counselor as well.
- ❖ The Aging and Disability Resource Center (ADRC) is also available to assist with any questions you may have.

What Long-term Care Plans are available in my Region?

	American Elder Care	Ameri-group	Coventry	Humana	Molina	Sunshine	United
1	X					X	
2	X						X
3	X					X	X
4	X			X		X	X
5	X				X	X	X
6	X		X		X	X	X
7	X		X		X	X	X
8	X					X	X
9	X		X			X	X
10	X	X		X		X	X
11	X	X	X	X	X	X	X

Can I change health plans once I make a selection?

- ❖ Recipients are encouraged to work with their choice counselor to choose the managed care plan that best meets their needs.
- ❖ After joining a plan, the recipient has 90 days to change to another plan offered within their region.
- ❖ After the 90-day deadline, recipients may only change plans for "good cause" reasons.
- ❖ After the initial 12-month period, recipients may change plans during an open enrollment period.

Will my health plan continue the services I am receiving now?

- ❖ The new plan is required to continue existing services unabated for up to 60 days, OR until the recipient receives a comprehensive assessment and a new plan of care is developed.

Where can I find additional information on this program?

- ❖ Information on the plans available in each region and on how to choose a health plan will be available on the Choice Counseling website ahead of when recipients will need to make a choice: www.flmedicaidmanagedcare.com.
- ❖ Questions about the program can be emailed to: FLMedicaidManagedCare@ahca.myflorida.com
- ❖ Updates about the Statewide Medicaid Managed Care program are posted at: http://ahca.myflorida.com/Medicaid/statewide_mc
- ❖ Keep up to date on information by signing up to receive program updates by visiting the SMMC website through the following link http://ahca.myflorida.com/Medicaid/statewide_mc/index.shtml and clicking the red "Sign Up for Program Updates" box on the right hand side of the page.

Florida Managed Medical Assistance Program: Program Overview

**Agency for
Health Care Administration
Division of Medicaid**



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Why Are Changes Being Made to Florida's Medicaid Program?

The Florida Legislature created a new program called "Statewide Medicaid Managed Care." Because of it, the Agency for Health Care Administration (AHCA) needs to change how some individuals receive health care from the Florida Medicaid program.

These changes to Florida Medicaid are **not** being made because of National Health Care Reform or the Affordable Care Act passed by the U.S. Congress.

There will be two different components that make up Medicaid Managed Care:

- (i) The Florida Long-Term Care Managed Care Program and
- (ii) The Florida Managed Medical Assistance Program.

Medicaid recipients who qualify and become enrolled in the Florida Long-Term Care Managed Care Program will receive long-term care services through a long-term care managed care plan. Medicaid recipients who qualify and become enrolled in the Florida Managed Medical Assistance Program will receive all health care services other than long-term care through a managed care plan.

This document describes the Florida Managed Medical Assistance Program. For information on the Florida Long-Term Care Managed Care Program there is another document called "Florida Long-Term Care Managed Care: Program Overview" available at http://ahca.myflorida.com/Medicaid/statewide_mc/index.shtml.

What Is Managed Care?

Managed care is when health care organizations manage how their enrollees receive health care services. Managed Care Organizations work with different providers to offer quality health care services. Managed Care Organizations also work to make sure enrollees have access to all needed doctors and other health care providers for covered services.

When Will These Changes to Florida Medicaid Occur?

It is anticipated that the Florida Managed Medical Assistance Program will be available in all areas by October 1, 2014.

What Is the Goal of the Florida Managed Medical Assistance Program?

The goals of Florida Managed Medical Assistance are to provide:

- Coordinated health care across different health care settings.
- A choice of the best managed care plans to meet recipients' needs.
- The ability for health care plans to offer different, or more, services.
- The opportunity for recipients to become more involved in their health care.

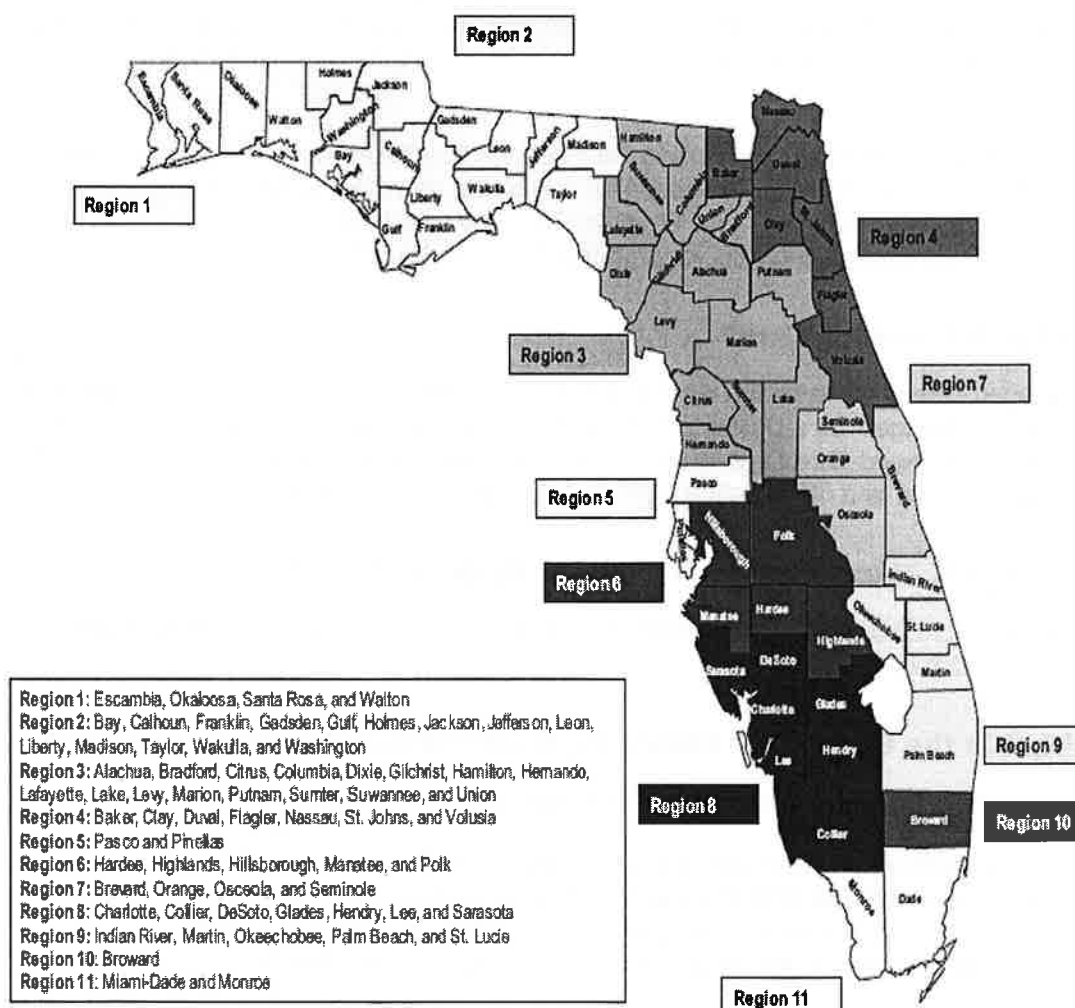
Will the Florida Managed Medical Assistance Program Affect Medicare Benefits?

No. The Florida Managed Medical Assistance Program will not change Medicare benefits.

How Will Changes to Florida Medicaid Be Made?

All Medicaid Recipients Eligible for Florida Managed Medical Assistance

The Florida Managed Medical Assistance Program will be in all areas of the State. To create the program, the State will be divided into 11 regions that will coincide with the existing Medicaid areas. The map below shows the 11 regions. Each region must have a certain number of managed care plans. See the chart in Appendix 1 that shows how many plans must be in each region.



AHCA will first invite qualified managed care plans to participate in the Florida Managed Medical Assistance Program. A list of types of managed care plans that may participate in the program is provided in Appendix 2.

AHCA will then choose the plans that may participate in the program through a competitive bid process. AHCA will consider many factors when choosing a plan including quality of care, number of providers, and value of services. A list of possible factors for AHCA to consider when choosing plans is provided in Appendix 3 of this document. AHCA must choose a certain number of managed care plans for each region to ensure that recipients have a choice between plans.

After AHCA has chosen the plans that may participate in the Florida Managed Medical Assistance Program, AHCA will begin to notify and transition eligible Medicaid recipients into the program. It is anticipated that the Florida Managed Medical Assistance Program will be available in all areas by October 1, 2014. AHCA will continue to provide information about the Florida Managed Medical Assistance Program during this process and will continue to respond to comments.

Any changes to Medicaid health care services prior to implementation are unrelated to the Florida Managed Medical Assistance Program.

Who Is Eligible to Enroll in the Florida Managed Medical Assistance Program?

The State will send Medicaid recipients a letter notifying them as to whether or not they are required to enroll in the Florida Managed Medical Assistance Program. In general, the criteria outlined below will determine whether a recipient is (1) required to enroll, (2) not required but may choose to enroll, or (3) is not allowed to enroll in the Florida Managed Medical Assistance Program.

1. The following Medicaid recipients are **required** to enroll:

- Low-income families with children (Temporary Assistance for Needy Families (TANF) and TANF-related)
- Children with chronic conditions
- Children in foster care
- Children in adoption subsidy
- Pregnant women
- Medically Needy recipients
- Individuals with full Medicaid and Medicare coverage (where Medicaid acts as a secondary payer)
- Recipients who are elderly, blind or disabled excluding the developmentally disabled (DD) population

2. The following Medicaid recipients are **not required** but may **choose** to enroll:

- Medicaid recipients who have other comprehensive health care coverage, excluding Medicare
- Medicaid recipients residing in residential commitment facilities operated through the Department of Juvenile Justice or mental health treatment facilities as defined by Florida Statutes section 394.455(32)
- Persons eligible for refugee assistance

- Medicaid recipients who are residents of a developmental disability center, including Sunland Center in Marianna and Tacachale in Gainesville
 - Medicaid recipients enrolled in the home and community-based services waiver pursuant to Florida Statutes chapter 393, developmental disability waivers, and Medicaid recipients on the waiting list for waiver services
3. The following Medicaid recipients are **not** allowed to enroll:
- Women who are eligible only for family planning services
 - Women who are eligible through the breast and cervical cancer services program
 - Persons who are eligible for emergency Medicaid for aliens
 - Children receiving services in a prescribed pediatric extended care center

How Will Recipients Know if They Need to Select a Managed Care Plan?

Recipients will be sent a letter that explains whether or not they are required to enroll in the Florida Managed Medical Assistance Program (see Page 5) and, if they are required to enroll, how to choose a plan.

How Will Recipients Know What Plans Are Available?

Information on participating plans and service providers will be available before the Florida Managed Medical Assistance Program begins to help eligible recipients choose the plan that best fits their needs.

How Will Enrollment Occur for Medicaid Recipients Who Are Required to Enroll in the Florida Managed Medical Assistance Program?

Eligible Medicaid recipients will receive a letter with enrollment information, including information on how to enroll. Eligible recipients who must enroll will have 30 days to choose a managed care plan from the plans available in their region. Enrollees will have 90 days after enrollment to choose a different plan.

After 90 days, enrollees will remain in their plans for the remainder of the 12-month period unless they meet certain criteria.

Newborns will be automatically enrolled in their mother's plan at the time of birth. However, their mother may choose another plan for the baby within 90 days of enrollment.

What Happens if a Recipient Who Is Required to Enroll Does Not Select a Plan?

Recipients are encouraged to choose the managed care plan that best meets their needs; however, if a recipient who is required to enroll does not choose a plan within 30 days, AHCA will automatically enroll the recipient into a managed care plan. Before automatically enrolling the recipient into a managed care plan, AHCA will consider:

- Whether the plan is able to meet the recipient's needs;
- Whether the recipient has previously received services from one of the plan's primary care providers in the plan; and

- Whether primary care providers in one plan are closer to where the participant lives.

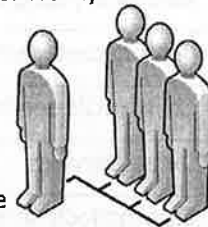
Can Enrollees Change Primary Care Providers?

Enrollees may change primary care providers within their managed care plan at any time. Each managed care plan must provide information on primary care providers online. In addition, each managed care plan must establish a program to encourage enrollees to establish a relationship with their primary care providers by, among other things, providing information on the importance of choosing a primary care provider.

Enrollment Overview

Medicaid Recipients Required to Enroll

- Low Income Families with children (Temporary Assistance for Needy Families (TANF) and TANF related)
- Children with chronic conditions
- Children in foster care and adoption subsidy children
- Pregnant women
- Medically Needy recipients
- Individuals with full Medicaid and Medicare coverage (where Medicaid acts as a secondary payer)
- Persons eligible for Medicaid, persons that are elderly, blind or disabled excluding the Developmentally Disabled (DD) population
- **Other Medicaid recipients will have the option to enroll in the Florida Managed Medical Assistance Program**



* Recipients may change plans again before the remainder of the 12 month period, but only if they meet certain criteria.

How Will Enrollment Occur for Medicaid Recipients Who Are Not Required but May Choose to Enroll in the Florida Managed Medical Assistance Program?

Recipients who are not required but may choose to enroll in a managed care plan may enroll in one at any time. See Page 6, Item 2, for the list of recipients who are not required, but may choose to enroll. Enrollment will begin on the next available enrollment month.

Such recipients may change plans or disenroll at any time.

What Services Will Medical Assistance Managed Care Plans Provide?

All managed care plans must provide the following services. Managed care plans may choose to provide additional services.

Florida Managed Medical Assistance Services
Advanced registered nurse practitioner services
Ambulatory surgical treatment center services
Birth center services
Chiropractic services
Dental services
Early periodic screening diagnosis and treatment services for recipients under age 21
Emergency services
Family planning services and supplies
Healthy start services, except as provided in 409.975(4)
Hearing services
Home health agency services
Hospice services
Hospital inpatient services
Hospital outpatient services
Laboratory and imaging services
Medical supplies, equipment, prostheses, and orthoses
Mental health services
Nursing care
Optical services and supplies
Optometrist services

Florida Managed Medical Assistance Services
Physical, occupational, respiratory, and speech therapy services
Physician services, including physician assistant services
Podiatric services
Prescription drugs
Renal dialysis services
Respiratory equipment and supplies
Rural health clinic services
Substance abuse treatment services
Transportation to covered services

Recipients will have the option to choose a managed care plan with a benefit package that best fits their needs. For example, one plan's benefit package may offer fewer chiropractic visits and more vision benefits than another plan's benefit package. If the recipient does not need a chiropractor but wears glasses, he/she may wish to choose a plan with a benefit package that offers more vision benefits.

Managed care plans will also establish programs to encourage and reward healthy behaviors including the following medically approved or directed programs for:

- Smoking cessation;
- Weight loss; and
- Alcohol or substance abuse recovery.

AHCA will provide a preferred prescription drug list that all care plans must use.

Remember, managed care plans in the Florida Managed Medical Assistance Program are **not** required to provide long-term care services. The Florida Long-Term Care Managed Care Program will provide long-term care services to eligible recipients.

Recipients who enroll in managed care plans (see Page 6) will receive Medicaid services through the Managed Medical Assistance Program and, if applicable, through the Long-Term Care Managed Care Program.

Recipients who are not allowed to enroll in managed care plans (see Page 6, Item 3) will continue to receive health care services through traditional Medicaid.

Will the Public Have an Opportunity to Comment on the Florida Managed Medical Assistance Program?

Yes. AHCA will submit certain documents that describe the Florida Managed Medical Assistance Program to the Federal Centers for Medicare & Medicaid Services (CMS). The public will have an opportunity to comment on these documents on the program at any time.

Comments can be mailed to:

Statewide Medicaid Managed Care Program
Office of the Deputy Secretary for Medicaid
Agency for Health Care Administration
2727 Mahan Drive, MS #8
Tallahassee, Florida 32308

Comments can be emailed to:

FLMedicaidManagedCare@ahca.myflorida.com

In addition, public meetings were held from June 10, 2011 through June 17, 2011 on Medicaid Managed Care. Many people participated in these meetings and shared comments. AHCA will use the comments received to help implement the Florida Managed Medical Assistance Program in a way that addresses the concerns raised.

What Will Happen to the Medically Needy?

Medically Needy Medicaid Enrollees:

Medically Needy Medicaid enrollees are individuals who (i) are not eligible for Medicaid because their income or assets (what they own) are over the Medicaid program limits and (ii) have a certain amount of medical bills each month. This is referred to as a "share of cost" and varies depending on the individual's household size and income.

AHCA is currently working with the Federal Centers for Medicare & Medicaid Services (CMS) to establish a new health care delivery system for Medically Needy individuals who qualify for Medicaid. Once approved, this new program:

- Medically Needy Medicaid recipients will be enrolled in one provider service network that will provide care to all Medically Needy Medicaid enrollees statewide.
- Once qualified for Medicaid, Medically Needy Medicaid enrollees will have continuous Medicaid coverage for up to six months.

This program has not yet been approved. If this program is approved, it will only provide health care services to Medically Needy Medicaid enrollees until the Florida Managed Medical Assistance Program begins. Once the Florida Managed Medical Assistance Program begins, all Medically Needy recipients will be required to enroll in a managed care plan, as discussed above.

- Under the Florida Managed Medical Assistance Program, once qualified for Medicaid, and enrolled in a managed care plan, Medically Needy enrollees will have continuous Medicaid coverage for up to 12 months.

APPENDIX 1

Chart Describing Number of Plans Per Region

The chart below shows how many managed care plans must be in each region.

Region	Counties	Number of Plans
1	Escambia, Okaloosa, Santa Rosa, and Walton	2
2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington	2
3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union	3-5
4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia	3-5
5	Pasco and Pinellas	2-4
6	Hardee, Highlands, Hillsborough, Manatee, and Polk	4-7
7	Brevard, Orange, Osceola, and Seminole	3-6
8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota	2-4
9	Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie	2-4
10	Broward	2-4
11	Miami-Dade and Monroe	5-10

*Children's Medical Services Network is in addition to the number of plans listed.

APPENDIX 2
List of Types of Plans Eligible to Participate in the Program

Only certain types of managed care plans may participate in the Florida Managed Medical Assistance Program, including:

- Health Maintenance Organizations
- Provider Service Networks
- Accountable Care Organizations
- Exclusive Provider Organizations
- Children's Medical Services Network

APPENDIX 3

List of Possible Factors for AHCA to Use to Select Plans for Each Region

Invitation to Negotiate: AHCA will invite eligible plans to participate in the Florida Managed Medical Assistance Program using invitations to negotiate. The Legislature has provided factors to help AHCA choose eligible plans, including the following:

- Accreditation by a nationally recognized accrediting body.
- Experience serving similar populations, including the organization's record in achieving specific quality standards with similar populations.
- Availability and accessibility of primary care and specialty physicians in the provider network.
- Establishment of community partnerships with providers that create opportunities for reinvestment in community-based services.
- Organization commitment to quality improvement and documentation of achievements in specific quality improvement projects, including active involvement by organization leadership.
- Provision of additional benefits, particularly dental care and disease management, and other initiatives that improve health outcomes.
- Evidence that a plan has written agreements or signed contracts or has made substantial progress in establishing relationships with providers before the plan submits a response.
- Comments submitted in writing by any enrolled Medicaid provider relating to a plan participating in the procurement in the same region as the submitting provider.
- Documentation of policies and procedures for preventing fraud and abuse.
- The business relationship an eligible plan has with any other eligible plan that responds to the invitation to negotiate.



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May 29, 2013

TO: Columbia County Transportation Disadvantaged Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Operations Reports

STAFF RECOMMENDATION

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

BACKGROUND

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

1. Suwannee Valley Transit Authority Operations Report January - March 2013;
2. Fiscal Year 2012/13 Transportation Disadvantaged Trust Fund Status Report;
3. Medicaid Non-Emergency Transportation Program Encounter Data Report July 2012-April 2013;
4. Suwannee Valley Transit Authority Complaint/Commendation Log; and
5. Florida Commission for the Transportation Disadvantaged Medicaid and Transportation Disadvantaged Program Helpline Reports for February 2013.

If you have any questions regarding the attached information, please contact me.

Attachments

t:\lynn\td13\columbia\memos\statjune.docx

QUARTERLY OPERATING REPORT
COLUMBIA COUNTY
JANUARY-MARCH 2013

JAN (CK)

OPERATING DATA	OPERATOR								TOTAL
	SVTA	ACV	Adoptive	Alternative	Collins	JD Trans	Parrish	Peeler	
TOTAL TRIPS	9,654	0	100	33	1	12	2,517	1,456	13,773
Arc of N FL	344	0	0	0	0	0	0	0	344
Medicaid	5,781	0	100	33	1	11	2,465	1,074	9,465
TD Trust Fund	3,526	0	0	0	0	1	52	382	3,961
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0
Disability Determination	3	0	0	0	0	0	0	0	3
Ryan White	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0
TOTAL DOLLARS INVOICED	\$276,081.15	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$276,081.15
Arc of N FL	\$4,566.77	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,566.77
Medicaid	\$188,592.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$188,592.00
TD Trust Fund	\$82,787.42	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$82,787.42
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Disability Determination	\$134.98	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$134.98
Ryan White	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL VEHICLE MILES(PASSENGER)	79,247	0	4,636	460	127	507	15,905	27,597	128,479
TOTAL VEHICLE HOURS (")	3,967	0	182	24	3	15	1,513	624	6,328
AVERAGE COST PER TRIP									\$20.05
Arc of N FL	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$13.28
Medicaid	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$19.93
TD Trust Fund	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20.90
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
Disability Determination	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$44.99
Ryan White	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
AVERAGE COST PER MILE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.15
AVERAGE COST PER HOUR	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$43.63
TRIP PURPOSE									
Medical	8,640	0	100	33	1	12	2,517	1,456	12,759
Employment	7	0	0	0	0	0	0	0	7
Education/Training	994	0	0	0	0	0	0	0	994
Shopping	0	0	0	0	0	0	0	0	0
Meal Site	0	0	0	0	0	0	0	0	0
Recreation	0	0	0	0	0	0	0	0	0
Other	13	0	0	0	0	0	0	0	13
NUMBER OF TRIPS DENIED	0	0	0	0	0	0	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
PERCENT OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NUMBER OF ACCIDENTS	0	0	0	0	0	0	0	0	0
NUMBER OF VEHICLES	26	3	1	5	1	3	4	4	47
NUMBER OF TRIPS PER VEHICLE	371	0	100	7	1	4	629	364	283
TOTAL ROADCALLS	1	0	0	0	0	0	0	0	1

Medi Dollar Invoiced \$188,592.00 / Actual Trip Cost \$185,711.32

Rates Charged for TD Service:

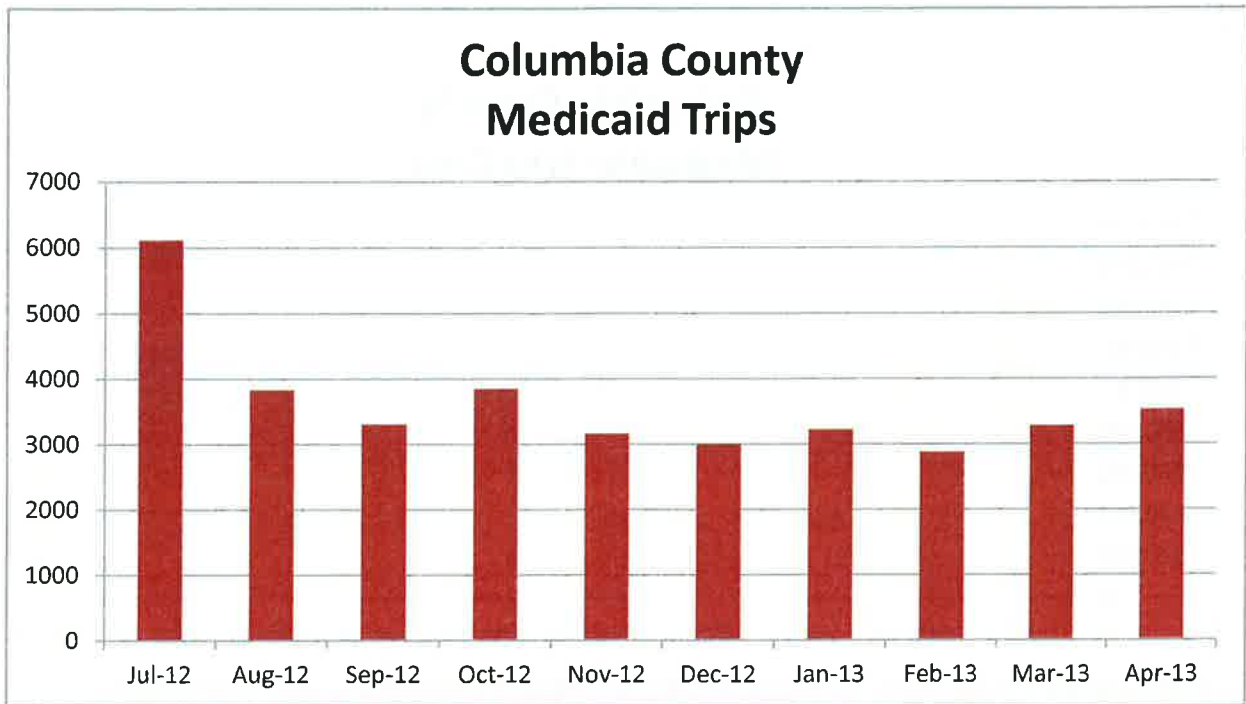
\$1.57 per passenger mile (ambulatory)

\$2.69 per passenger mile (wheelchair)

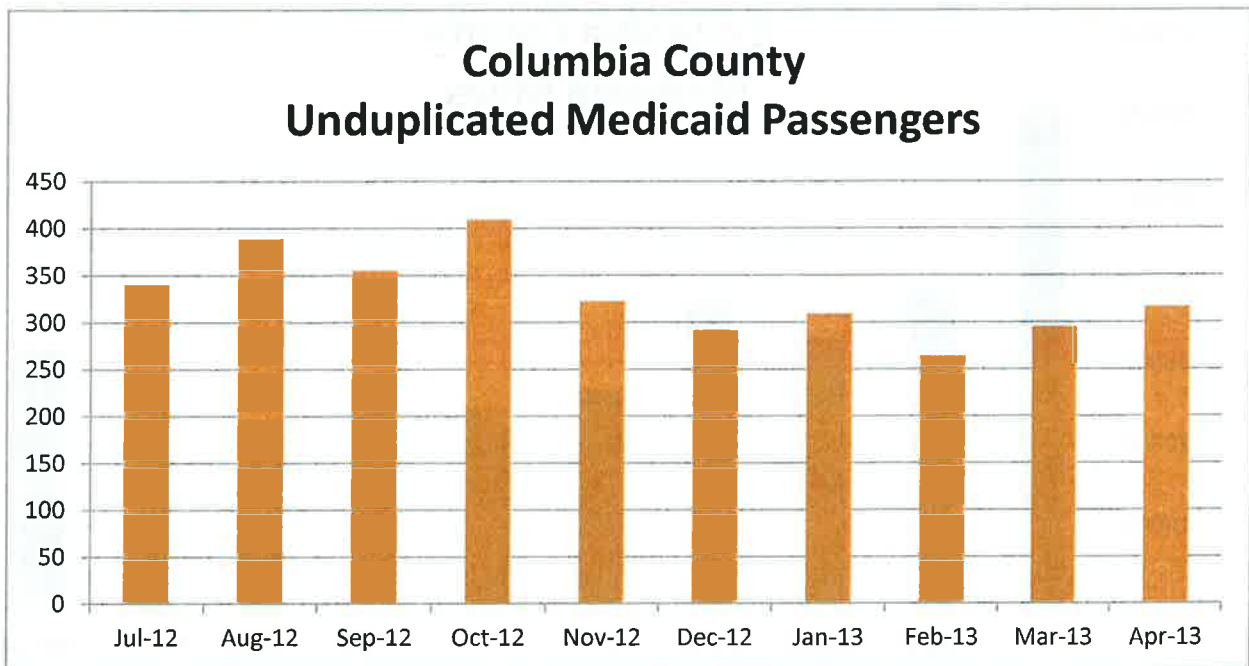
\$5.61 per passenger mile (stretcher)

**2012-2013 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
COLUMBIA COUNTY**

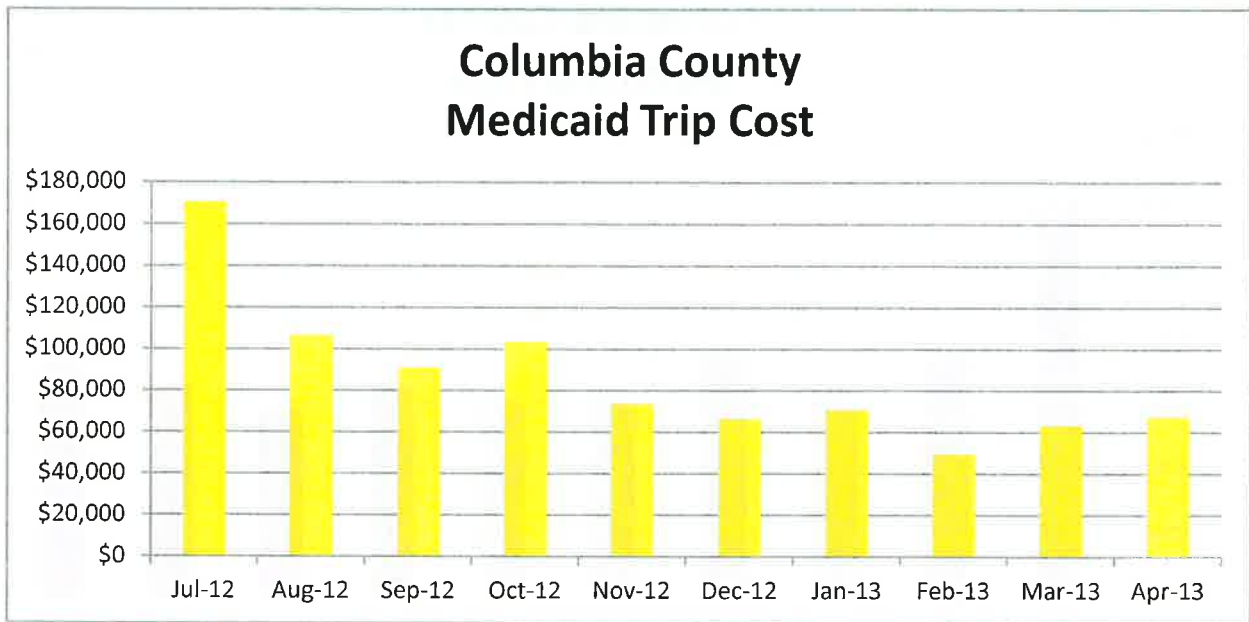
MONTH/YEAR	GRANT AMOUNT	TOTAL DOLLARS INVOICED	DIFFERENCE	NUMBER OF TRIPS PROVIDED	AVERAGE COST PER TRIP
12-Jul	\$24,842.00	\$26,260.25	-\$1,418.25	1041	\$22.70
12-Aug	\$24,825.00	\$27,586.57	-\$2,761.57	1212	\$20.49
12-Sep	\$24,825.00	\$27,626.04	-\$2,801.04	1133	\$24.38
12-Oct	\$24,825.00	\$27,664.04	-\$2,839.04	1357	\$20.39
12-Nov	\$24,825.00	\$27,603.41	-\$2,778.41	1146	\$24.09
12-Dec	\$24,825.00	\$27,596.23	-\$2,771.23	1145	\$24.10
13-Jan	\$24,825.00	\$27,598.78	-\$2,773.78	1297	\$21.28
13-Feb	\$24,825.00	\$27,592.03	-\$2,767.03	1395	\$19.78
13-Mar	\$24,825.00	\$27,596.61	-\$2,771.61	1269	\$21.75
13-Apr	-		#VALUE!		#DIV/0!
13-May	-		#VALUE!		#DIV/0!
13-Jun	-		#VALUE!		#DIV/0!
Total					



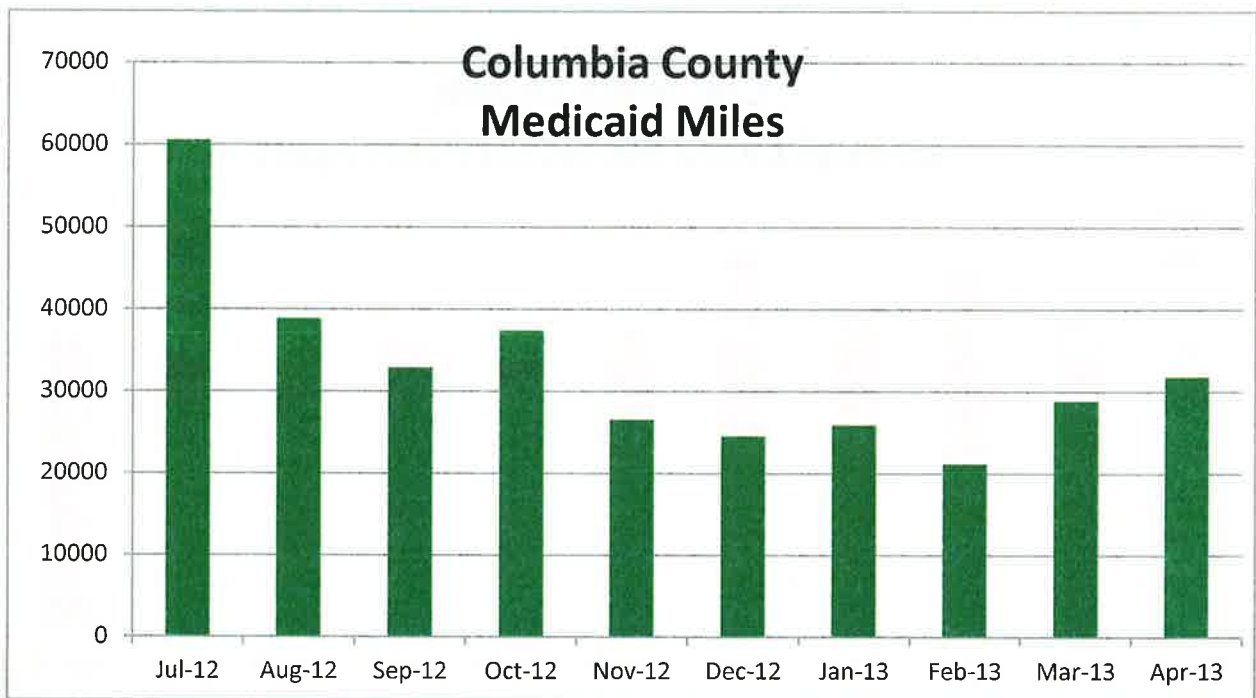
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

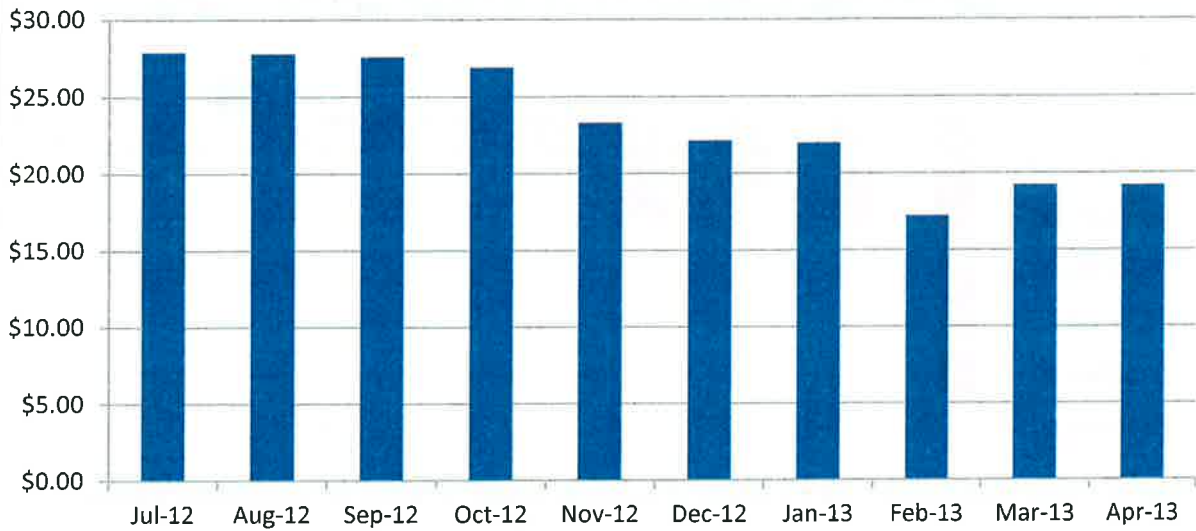


Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



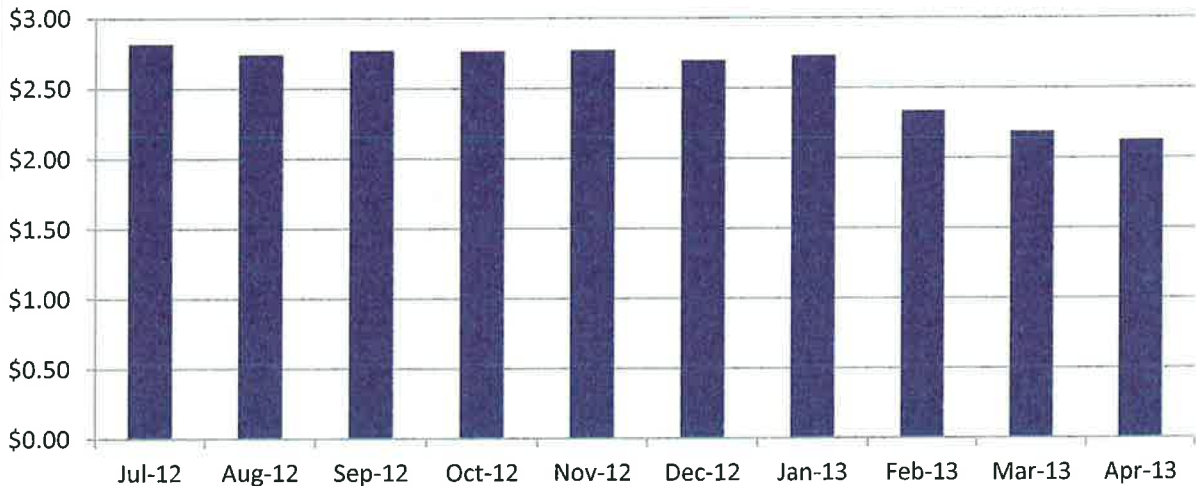
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Columbia County Average Cost Per Medicaid Trip



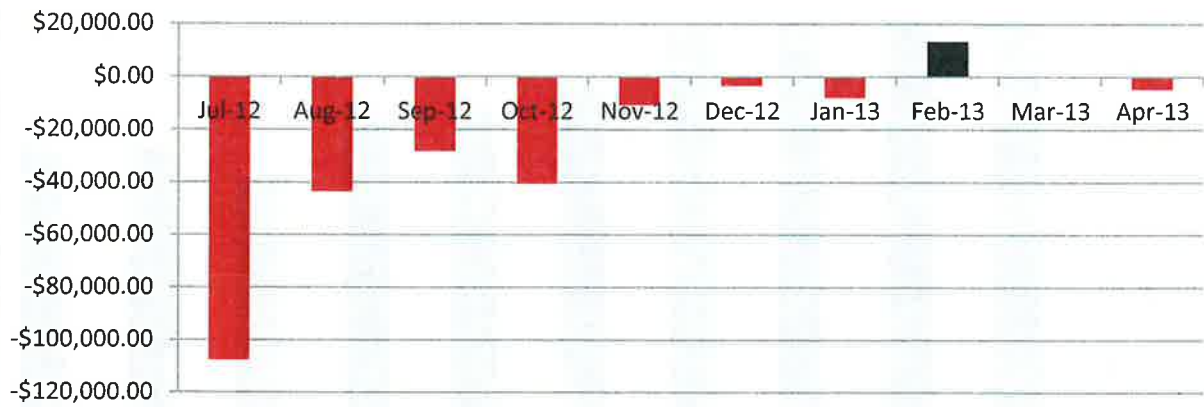
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Columbia County Average Cost Per Medicaid Mile



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Columbia County Medicaid Allocation vs Actual Service Cost



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

SUWANNEE VALLEY TRANSIT AUTHORITY

RIDERSHIP COMPLAINT LOG W/ SUMMARY

COMPLAINT #	714426131
DATE OF COMPLAINT	1/7/2013
TIME OF COMPLAINT	0.586805556
COMPLAINANT'S NAME	(Hamilton)
COMPLAINANT'S POC	
COMPLAINT'S ISSUE	Collins is constantly late to pick up client and today, failed to pick up client. Complainant states that Collisons has been late in the past: three months ago, and Dec 27 late. Today, collins failed to pick up at all. Ms. [REDACTED] called Collins sometime last week and advised Collons that this was an important procedure and could not be late.
SVTA'S ACTION TAKEN	Called Collins who stated that she misread the time on the manifest.
RESOLUTION	SVTA will assigned JD to take mission as it is reset for Jan 8 and Jan 9.

COMPLAINT #	
DATE OF COMPLAINT	1/29/2013
TIME OF COMPLAINT	08:50 hrs
COMPLAINANT'S NAME	(Suwannee)
COMPLAINANT'S POC	(unsure of his number)
COMPLAINT'S ISSUE	States that Parrish is to arrogant; and makes the trip uncomfortable. During his trip today, Complainant stated that he wanted to roll down the window due to the smell of smoke, but was threatened to be dropped off if he didn't close the window. Also, he was upset when he was ordered to look at the name of the van and felt the driver was being arrogant. Driver admitted that the rider has a mental illness (schozed). Basically just felt that he was treated unkind.
SVTA'S ACTION TAKEN	Talked with Parrish about allowing 'fresh air' into the veh, especially if it smells like cigarette smoke inside.
RESOLUTION	No corrective action required.

COMPLAINT #	
DATE OF COMPLAINT	1/24/2013
TIME OF COMPLAINT	13:28
COMPLAINANT'S NAME	
COMPLAINANT'S POC	Not given
COMPLAINT'S ISSUE	Upset about the transfer & multi-Load for his Gainesville apt. He demanded private transportation via sadan.
SVTA'S ACTION TAKEN	Advised of SVTA's Multi Load policy and transfer point for trip to Gainesville.
RESOLUTION	Complainant was unhappy and cancelled his reservation.

COMPLAINT #	
DATE OF COMPLAINT	1/30/2013
TIME OF COMPLAINT	0850 hrs
COMPLAINANT'S NAME	Ms. Warner, Heather of Family Focus Eye Care on behalf of [REDACTED] (Suwannee)
COMPLAINANT'S POC	
COMPLAINT'S ISSUE	Rough handling of Elder Client. [REDACTED] an elderly patient complained to Ms. Warner that the rough movement made her uncomfortable. Driver was [REDACTED] # 129
SVTA'S ACTION TAKEN	Spoke to Driver about required and due care for elderly (anyone).
RESOLUTION	Asked Ms. Warner to keep us informed as to her observations in the future

COMPLAINT #	
DATE OF COMPLAINT	1/31/2013
TIME OF COMPLAINT	16:14 hrs
COMPLAINANT'S NAME	[REDACTED] n (Suwannee)
COMPLAINANT'S POC	
COMPLAINT'S ISSUE	Upset about having to wait for transportation after the appointment has concluded; upset that husband is on bus for long period of time; never able to reach anyone at SVTA; upset about "rough rides".
SVTA'S ACTION TAKEN	Spoke to Complainant's wife who stated she could take the call on his behalf. Explained how SVTA must operate based on current restrictions and must follow applicable rules for multi-load; fact that SVTA is public transportation in a rural area. Complainant lives in O'Brien. Regarding the other issues, complainant could not give specifics.
RESOLUTION	SVTA is in compliance, and must continue to follow current rules and procedures.

COMPLAINT #	
DATE OF COMPLAINT	2/4/2013
TIME OF COMPLAINT	12:28
COMPLAINANT'S NAME	[REDACTED] n (Columbia)
COMPLAINANT'S POC	
COMPLAINT'S ISSUE	Speeding by SVTA drivers. Complainant owns a trailer park which is marked as 5MPH. Complainant stated that at about 0730 hrs and again at about 12:30, she observed an SVTA vehicles going excessively fast on the dirt roads in the trailer park. Complainant requests that the drivers slow down and be mindful of speed in the park due to children playing and dirt roads. Complaint is not able to identify the vehicles, but stated it was Ms. [REDACTED].
SVTA'S ACTION TAKEN	On follow up with Ride, [REDACTED] states that both SVTA drivers were pleasant and safe. Did not agree drivers drove unsafe in any way. Was quite complimentary and enjoys SVTA.
RESOLUTION	All drivers given verbal warning of safety and that the public watches and reports.

COMPLAINT #	
DATE OF COMPLAINT	2/4/2013
TIME OF COMPLAINT	10:04 hrs
COMPLAINANT'S NAME	Laura Lange, Case Manager on behalf of [REDACTED] (Columbia Co)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	[REDACTED] reported that SVTA arrived 2hrs 30 early for an appoint and since she was not ready, SVTA left and [REDACTED] missed her needed medical appointment.
SVTA'S ACTION TAKEN	Review finds that SVTA Driver's log does NOT agree with facts as stated by Complainant. Followed up with Complainant on 6 Feb
RESOLUTION	Complainant withdraws complaint. Admitted that she was not told all the facts. SVTA did return for [REDACTED] as per agreement with her and did take her to appointment on time. Complainant very please with SVTA (See e-mail dated 6 Feb)

COMPLAINT #	
DATE OF COMPLAINT	2/7/2013
TIME OF COMPLAINT	12:12
COMPLAINANT'S NAME	[REDACTED] a (Columbia Co)
COMPLAINT'S POC	386 [REDACTED]
COMPLAINT'S ISSUE	Upset that driver is 'brake happy'; believed that SVTA Driver Incorrectly 'over compensated' to avoid another driver's unsafe driving maneuver. She stated that she did not wear her seatbelt because she was not aware that she had to.
SVTA'S ACTION TAKEN	Advised Complainant to always wear the seat belt. Reminded drivers that passengers in the back may be frail and need to mind basic courtesy.
RESOLUTION	No change in SVTA's written policy or procedures required

Analysis of complaints done up to this point. Memo sent to administrator on 8 Feb. Complaint below this point not included in memo to Admin

COMPLAINT #	
DATE OF COMPLAINT	26/12/12 (This complaint arrived at Dir OPS on 11 Feb 2013, some 45 days late)
TIME OF COMPLAINT	0900 on e-mail
COMPLAINANT'S NAME	[REDACTED] Columbia Co (send in by TD Commission's Shawn Daniels)
COMPLAINT'S POC	386 [REDACTED]
COMPLAINT'S ISSUE	States could not get through; late pick up. After interview, complaint actually wants to take child and upset with wait time
SVTA'S ACTION TAKEN	Complainant advised of liability & Insurances for taking unauthorized child on bus; wait time a part of public trans
RESOLUTION	No change in policy or procedures

COMPLAINT #	
DATE OF COMPLAINT	2/11/2013
TIME OF COMPLAINT	1344 hrs
COMPLAINANT'S NAME	[REDACTED] (Columbia)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Issue is 3 day rule; Called on Friday for an appointment on Tues. Stated he waited on hold for 56 min. When he got though, Reservationist stated that it was after 5pm and she could not taken the reservation for Tuesday.
SVTA'S ACTION TAKEN	Advised of the 3 day rule (VD.1)
RESOLUTION	Since rider made good faith effort to comply and SVTA is light on 12 Feb, Exception to Policy was granted and Complainant scheduled for

COMPLAINT #	201302-06
DATE OF COMPLAINT	2/11/2013
TIME OF COMPLAINT	19:07 hrs
COMPLAINANT'S NAME	[REDACTED] a (Suwannee)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Complaint against Alternative Transport ref: Late Pick up, Unsecured Items in veh, Discourtsey by Driver
SVTA'S ACTION TAKEN	Under Investigation. Memo send to Alternative on 15 Feb. Response due on 22 Feb
RESOLUTION	Pending

SUWANNEE VALLEY TRANSIT AUTHORITY

COMPLAINT #	
DATE OF COMPLAINT	2/14/2013
TIME OF COMPLAINT	11:55
COMPLAINANT'S NAME	thru (Suwannee Co)
COMPLAINT'S POC	(386) (386)
COMPLAINT'S ISSUE	Complaint against Alternative. IS NOT A SVTA CASE. Surry Place hired Alternative to transport.
SVTA'S ACTION TAKEN	Returned to TD as SVTA has no standing in case
RESOLUTION	

COMPLAINT #	
DATE OF COMPLAINT	2/14/2013
TIME OF COMPLAINT	1434 hrs
COMPLAINANT'S NAME	Ms. (Columbia)
COMPLAINT'S POC	(386)
COMPLAINT'S ISSUE	Wants to ride with Parrish as she has done for years. Further says that she can not step up into a bus. Does not like paying the \$2.00 co pay
SVTA'S ACTION TAKEN	Advised rules that SVTA must use Internal resources first before going to contracted vendors. Advised that buses has lifts
RESOLUTION	Put on complainant's chart that she is to be lifted onto SVTA veh so she does not have to climb steps. Advise complaint of the copay rules and that she does NOT have to worry about not being picked up because she does not have the copay. Co-pay continues.

COMPLAINT #	
DATE OF COMPLAINT	2/20/2013
TIME OF COMPLAINT	15:06
COMPLAINANT'S NAME	
COMPLAINT'S POC	(386)
COMPLAINT'S ISSUE	Upset having to wait for transport after doctor's visit. Lake City to Lake City waited for over 2 hours
SVTA'S ACTION TAKEN	While SVTA has a 3 hour 'discharge' policy, From Lake City to Lake City should not be any 2 hours
RESOLUTION	Advised Dispatch to be more mindful of longer waits. 2 hrs is excessive for inside city limits. Review of the driver's manifest shows that waited for 36 minutes for pick up. This is well within normal time frame, thus complaint is unfounded.

DATE OF COMPLAINT	2/27/2013
TIME OF COMPLAINT	18:13
COMPLAINANT'S NAME	through Ms. Barker, Care taker (Suwannee Co)
COMPLAINT'S POC	(386) 5
COMPLAINT'S ISSUE	Alternative Transport failed to pick up Ms. Dykins today for her drug rehab. Complaint states that she confirmed this day's pick up with Alternative on Thursday 28 Feb. Further, though her training session ends at 1300 but Alternative doesn't pick her up close to that time, but doesn't get her home until as late as 6pm in the evening meaning that she rides for 4-5 hours.
SVTA'S ACTION TAKEN	
RESOLUTION	

COMPLAINT #	
DATE OF COMPLAINT	3/13/2013
TIME OF COMPLAINT	1455 hrs.
COMPLAINANT'S NAME	E. (Hamilton Co)
COMPLAINT'S POC	(386)
COMPLAINT'S ISSUE	Late for Pick up. Complainant states that she had a 0900 in Lake. She was advised that she would be picked up at 0830. JD showed up at after 0900, and arrived appointment at 0930. She was seen by the Dr. Further, advised that the JD driver rude and very unprofessional. She requests that she no longer ride with JD.
SVTA'S ACTION TAKEN	JD responds by stating that it is true the JD Driver was running late for pickup, that the Driver DID call and advise her. The JD Driver, did call's physician and advised that the transport was behind. The physician agreed to push back the appointment 30 mins. did make her appointment. JD denies rudeness by driver.
RESOLUTION	SVTA finds JD acted properly when the driver determined that they were running behind; making appropriate notifications on behalf of the rider. is a known complainer, and with no independent evidence to support either position, this case is considered unfounded. (See report from JD on S-Drive.)

COMPLAINT #	2013-03-03
DATE OF COMPLAINT	3/13/2013
TIME OF COMPLAINT	0:00
COMPLAINANT'S NAME	na (Suwannee Co)
COMPLAINT'S POC	(386)
COMPLAINT'S ISSUE	Failed to Pick Up rider for Appointment.
SVTA'S ACTION TAKEN	Alternative Transport arrived at 0900. to take her and her escort to a medical appointment. Alternative refused to allow the escort to board because the escort was not on the manifest. Since the escort was not allowed to go, the complaint did not go.
RESOLUTION	

SUWANNEE VALLEY TRANSIT AUTHORITY

COMPLAINT #	
DATE OF COMPLAINT	3/27/2013
TIME OF COMPLAINT	1230 hrs
COMPLAINANT'S NAME	(Suwannee Co)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Stated SVTA did not pick her up.
SVTA'S ACTION TAKEN	Review found that complaint was picked in time and did make her appointment.
RESOLUTION	No change in SVTA policy or procedures needed.

COMPLAINT #	
DATE OF COMPLAINT	4/10/2013
TIME OF COMPLAINT	9:38hrs
COMPLAINANT'S NAME	[REDACTED] on behalf of [REDACTED] (Suwannee County)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Rider does not want to ride a bus. Insists that she ride in a Vendor's private van. Also complained about the uncaring attitude of the Administrator and me.
SVTA'S ACTION TAKEN	Reviewed mode of ride and determined that [REDACTED] is on the best mode based on allocations and resources.
RESOLUTION	SVTA is following policy and procedures. No change required or justified. Advise complainant that rider does not have the option to choose the mode of transportation; SVTA must do that based on resources and allocations.

COMPLAINT #	
DATE OF COMPLAINT	4/10/2013
TIME OF COMPLAINT	1504 hrs
COMPLAINANT'S NAME	[REDACTED] (Hamilton Co)
COMPLAINT'S POC	[REDACTED] OR (386) [REDACTED]
COMPLAINT'S ISSUE	Failure to Pick up in a timely manner and attitude of call taker.
SVTA'S ACTION TAKEN	On 8 Apr, 1330 hrs Complainant states that she finished an appointment Lake Shore Hospital. Complainant called SVTA for Pick up. Complainant called several times at 30 min intervals - being told that a bus was on the way. Complainant states that she was not picked up until 1630 hrs. Each time Complainant called, she was advised that someone was in route. During the 3rd call, complainant asked to speak to a supervisor. Complainant states the supervisor (an unknown female) was just rude.
RESOLUTION	Veh was in route for pickup as scheduled, but had a mechanical issue. A second veh was dispatched, but the Driver misunderstood the Rider's location. Dispatcher stated that he called complainant, provided the facts about the delay and apologized for the unforeseen incident that caused the delay. Supervisor overheard conversations between rider and supervisor and stated dispatcher was not rude in any way. [REDACTED] has a previous complaint about rudeness from JD's transport. (See # 2013-02_02) Driver's Courtesy is a topic for Training Session set for 13 May's Training.

COMPLAINT #	
DATE OF COMPLAINT	4/10/2013
TIME OF COMPLAINT	16:54
COMPLAINANT'S NAME	[REDACTED] (Columbia)
COMPLAINT'S POC	386- [REDACTED]
COMPLAINT'S ISSUE	Rudeness by the call taker: Complainant called in for an appointment and believes that the call taker was not respectful to him in the conversation. Complainant stated she refused to give her name. Supervisor overheard conversation and states the call taker was not out of line in any way. Complainant demands action be taken against call taker
SVTA'S ACTION TAKEN	Reservationist stated that Complainant became upset when she told him that she could not put "Jesus" down as his escort. [REDACTED] acknowledged that he did demand such. Though he denied getting an appointment set, he was given an appointment and a confirmation #. that was given to him again by DO.
RESOLUTION	No action required.

COMPLAINT #	
DATE OF COMPLAINT	4/15/2013
TIME OF COMPLAINT	0:00
COMPLAINANT'S NAME	Alana McKay (ACHA) on behalf of [REDACTED] (Hamilton)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Failure to make reservation: ACHA states that SVTA refused to make a reservation for [REDACTED] ACHA eluded that the reservation should be made as 'urgent on-set' simply because the doctor wanted to see her on 17 Apr
SVTA'S ACTION TAKEN	SVTA found that SVTA took [REDACTED] to her physician but that the physician could not see her due to scheduling and asked Ms. Bryant to return on the 17th the earliest opening. [REDACTED] thus called for a reservation but was denied because it was not within the 3 day rules. the Reservationist found that the request did not qualify for urgent onset.
RESOLUTION	No action or change to SVTA SOP, or policy required. SVTA followed SOP and the rules IAW the contract. This case was not 'urgent on-set'. ACHA wanted SVTA to violate SOP due to a scheduling issue with the physician's office. However, in this case, a one time exception to policy was granted. A request to forward TD commission asked the TD to instruct ACHA to review the entire circumstances before directed SVTA to violation SOP and contract. (see e-mail dated 4-16-13 in ACHA Folder)

SUWANNEE VALLEY TRANSIT AUTHORITY

COMPLAINT #	2013-04-10
DATE OF COMPLAINT	4/18/2013
TIME OF COMPLAINT	18:30
COMPLAINANT'S NAME	[REDACTED] (Hamilton)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	On 8 Apr, Complainant states that she had an appointment in Gainesville at 10:00. I was picked up by JD at 0630am. I told JD that I would be done by 11:00. Complainant states that she finished at 11:15. Complainant states that she called JD at 11:15. Complainant states that she stated he would be there. Complainant states that she waited for 2 hrs. Complainant states that she called him again and he stated that he was on his way. Complainant states that she called again at 1530hrs and again he stated that he was on his way. JD finally arrived just before 1700 hrs. JD offered to stop for refreshments but didn't stop. Complainant states that she then went to pick up another rider. Complainant states that she waited there for another rider and after another hour, and she was still not ready, JD decided to move me home. Complainant states that she arrived home at 0730. Further Complainant states that she noted that JD did not secure my wheel chair. Another Rider pointed this out to me. Complainant states that she told JD and he then did secure my wheel chair. During my wait for JD, Complainant states that she observed several other SVTA which I was hoping would pick me up. Further more, JD directed that I am NOT to call SVTA. Lastly, according to the Complainant, JD refused to give me any receipt. JD constantly refused to give me a receipt.
SVTA'S ACTION TAKEN	
RESOLUTION	

DATE OF COMPLAINT	5/1/2013
TIME OF COMPLAINT	18:12 hrs
COMPLAINANT'S NAME	[REDACTED]
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Observed SVTA Van 1020 driving at excessive speed & tailgating for about 4 miles. Complaint states that while travelling west on US Rt. 90, at about 1700 hrs, an SVTA come veh came upon him at a high rate of speed and tail gated him for several miles. The van then passed and continued on a high rate. Speed limit is 60, and complaint stated he was exceeding by about 5 when the SVTA Veh van passed him. At the Intersection of Houston Ave at 90, the veh ran the red light. Complaint could not ID the driver nor state if other persons were on the van. Complaint has not called in before.
SVTA'S ACTION TAKEN	SVTA did ID the van and driver (#139). Driver denies allegation and states that she was doing below the speed limit at all times. She did not recall passing any veh on US 90. DoFO verified that there were no passengers on the van at that time, thus no Independent confirmation can be made. This complaint is founded based on the reasonableness of the issue.
RESOLUTION	SVTA will counsel all drivers once again on the importance of safety and 'appearance of unprofessionalism' when driving in an aggressive manner.

COMPLAINT #	2013-05-09
DATE OF COMPLAINT	5/15/2013
TIME OF COMPLAINT	1844 hrs
COMPLAINANT'S NAME	[REDACTED] (Hamilton)
COMPLAINT'S POC	386 [REDACTED]
COMPLAINT'S ISSUE	Issue: Unsafe Illegal U-turn on an Interstate. This caused the rider to be late for her VA appointment. Complainant stated that on May 9, at about 0800 hrs., she was riding with JD Transport and travelling south on I-75. When just passing the scales and the Ag station, she heard the driver state "oh [REDACTED] I forgot someone". While in the center lane, the driver slowed down. He merged into the fast lane, slowed down even more and made a U-turn. Complainant stated that JD did turn slowly and then entered the north bound fast lane. Complainant stated that she felt in danger; so much so that she found another way home. The driver is JD. When asked if she knew whether or not JD had called the authority and requested to make a U-turn at their station, she stated that she did NOT hear JD call anyone and ask permission to make the U-turn. Complainant stated that she would have heard JD converse if he was on the phone with someone because she was sitting right behind him and clearly in hearing distance.
SVTA'S ACTION TAKEN	
RESOLUTION	

Medicaid Helpline Report (2/1/2013 - 2/28/2013)

Brevard

Medicaid-Quality of Service

File # 19379

Intake Date 14-Feb-13

Close Date 14-Feb-13

CUSTOMER

The customer stated the following:

Customer is upset, because she had a scheduled pickup today, but was not picked up. The customer therefore missed her doctor's appointment. Customer has been calling since 6 AM with no help. When she was able to get through, she was mistreated and talked down too. The customer even stated that she was hung up on. The customer is upset with her missed trip, and the rudeness of TMS staff.

OMBUDSMAN

The Ombudsman reported the following:

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

CTC/STP

The CTC/STP reported the following findings / actions:

Based on the information provided, TMS will provide the requested transportation to the customer until documentation is received from the doctor. Let me know when the transportation for the next appointment to this doctor is both scheduled and provided. I will follow-up with the customer to ensure the transportation is both scheduled and provided.

FOLLOW UP

The Ombudsman reported the following actions:

Columbia

Medicaid-Quality of Service

File # 19291

Intake Date 07-Feb-13

Close Date 13-Feb-13

CUSTOMER

The customer stated the following:

Client stated, SVT at times picks her up either too early or too late after her therapy. It's a bit of an inconvenience because after her pool therapy she is wet and the facility does not have a bathroom that is handicap accessible for her and her wheelchair. She appreciates all the hard work SVT staff and drives do for her and the community. She requests to speak to a supervisor to address her concerns.

OMBUDSMAN

The Ombudsman reported the following:

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

CTC/STP***The CTC/STP reported the following findings / actions:***

We resolved this problem, but I still need to call her and see how our plan worked yesterday....we made some changes to the manifest and have a driver going back to get her at 10:30, which will keep her from waiting in the wet.

It is not our responsibility to change the schedule because the Healthworks Center does not have adequate ADA accommodations, but we are the most concerned about getting her back home. You understand that we cannot do this for everyone, but this lady is exceptionally handicapped and I consider it something we should try to do if we can.

I will still follow up again with her to be sure our new plan worked.....

FOLLOW UP***The Ombudsman reported the following actions:***

Franklin**Medicaid-Quality of Service**

File # 19295

Intake Date 11-Feb-13

Close Date 12-Feb-13

CUSTOMER***The customer stated the following:***

Client stated, Croom's is transporting him tomorrow to Panama City too early in the morning. His appointment is at Noon and he is being picked up at 7:15am with a return trip arrival time around 5pm. The time span of being in the van and waiting to be picked up is too long because of his medical conditions. In addition, earlier in the month his wife was not allowed to ride as an escort to an out-of-county trip because the bus was full.

OMBUDSMAN***The Ombudsman reported the following:***

The Ombudsman forwarded the concern to the CT/STPr investigation, findings, and action taken.

CTC/STP***The CTC/STP reported the following findings / actions:***

Client was told that his pickup time was 7:45am not 7:15. Client was told that because his appointment was the latest everyone else should be ready to return home as soon as he was done, the estimated time being around 1pm or if not before. We do advise riders that escorts are permitted to ride along if there is available seating. However, in this instance client cited, his wife choose not to go because of the number of individual on the van. It is not unusual for him to want a driver to take his escort (wife) to a different destination other than where he is dropped off. He has been advised over and over that escorts are to be pickup and dropped off with the rider. He wants more personalized services (taxi services). Regretfully over the years, he has a record of filing complaints and grievances with the Area Medicaid Office as well as with the Local Coordinating Board. Client knows how the transportation system works.

FOLLOW UP***The Ombudsman reported the following actions:***

Medicaid Ombudsman Calls

Feb-13

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	9	0	0	0	9	0	9
Baker	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	0
Bradford	0	0	0	0	0	0	0
Brevard	7	1	0	0	8	0	8
Broward	9	0	0	0	9	0	9
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	0	0	0	0	0	0	0
Clay	3	0	0	0	3	0	3
Collier	0	0	0	0	0	0	0
Columbia	2	1	0	0	3	0	3
DeSoto	0	0	0	0	0	0	0
Dixie	5	0	0	0	5	0	5
Duval	9	0	0	0	9	0	9
Escambia	4	0	0	0	4	0	4
Flagler	3	0	0	0	3	0	3
Franklin	0	1	0	0	1	0	1
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	0
Hamilton	1	0	0	0	1	0	1
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	7	0	0	0	7	0	7
Highlands	7	0	0	0	7	0	7
Hillsborough	9	3	0	0	12	0	12
Holmes	0	0	0	0	0	0	0
Indian River	2	0	0	0	2	0	2
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	8	0	0	0	8	0	8
Lee	9	3	0	0	12	0	12
Leon	2	1	0	0	3	0	3
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	3	0	0	0	3	0	3
Marion	4	0	0	0	4	0	4
Martin	5	0	0	0	5	0	5
Miami-Dade	12	6	0	0	18	0	18
Monroe	1	0	0	0	1	0	1
Nassau	0	0	0	0	0	0	0
Okaloosa	1	1	0	0	2	0	2
Okeechobee	0	0	0	0	0	0	0
Orange	13	1	0	0	14	0	14
Osceola	0	0	0	0	0	0	0
Palm Beach	5	2	0	0	7	0	7
Pasco	0	0	0	0	0	0	0
Pinellas	10	3	0	0	13	0	13
Polk	4	0	0	0	4	0	4
Putnam	0	1	0	0	1	0	1
St. Johns	0	0	0	0	0	0	0
St. Lucie	12	6	0	0	18	0	18
Santa Rosa	0	0	0	0	0	0	0
Sarasota	6	0	0	0	6	0	6
Seminole	3	1	0	0	4	0	4
Sumter	1	0	0	0	1	0	1
Suwannee	10	1	0	0	11	0	11
Taylor	2	0	0	0	2	0	2
Union	0	0	0	0	0	0	0
Volusia	5	2	0	0	7	0	7
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
Totals	193	34	0	0	227	0	227

TD Ombudsman Calls

Feb-13

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	6	0	0	0	6	0	6
Baker	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	0
Bradford	0	0	0	0	0	0	0
Brevard	5	0	0	0	5	0	5
Broward	9	0	0	0	9	0	9
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	0	0	0	0	0	0	0
Clay	0	0	0	0	0	0	0
Collier	1	0	0	0	1	0	1
Columbia	0	0	0	0	0	0	0
DeSoto	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	0
Duval	5	0	0	0	5	0	5
Escambia	2	0	0	0	2	0	2
Flagler	0	0	0	0	0	0	0
Franklin	0	0	0	0	0	0	0
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	0
Hamilton	0	0	0	0	0	0	0
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	3	0	0	0	3	0	3
Highlands	0	0	0	0	0	0	0
Hillsborough	6	0	0	0	6	0	6
Holmes	0	0	0	0	0	0	0
Indian River	0	0	0	0	0	0	0
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	12	0	0	0	12	0	12
Lee	8	0	0	0	8	0	8
Leon	3	0	0	0	3	0	3
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	0	0	0	0	0	0	0
Marion	0	0	0	0	0	0	0
Martin	4	0	0	0	4	0	4
Miami-Dade	12	0	0	0	12	0	12
Monroe	0	0	0	0	0	0	0
Nassau	0	0	0	0	0	0	0
Okaloosa	0	0	0	0	0	0	0
Okeechobee	0	0	0	0	0	0	0
Orange	9	0	0	0	9	0	9
Osceola	0	0	0	0	0	0	0
Palm Beach	8	1	0	0	9	0	9
Pasco	0	0	0	0	0	0	0
Pinellas	6	1	0	0	7	0	7
Polk	3	0	0	0	3	0	3
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	5	0	0	0	5	0	5
Santa Rosa	0	0	0	0	0	0	0
Sarasota	6	0	0	0	6	0	6
Seminole	1	0	0	0	1	0	1
Sumter	0	0	0	0	0	0	0
Suwannee	6	1	0	0	7	0	7
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	2	0	0	0	2	0	2
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
Totals	122	3	0	0	125	0	125

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that proper record-keeping is essential for transparency and accountability, particularly in financial matters. The text outlines various methods for organizing and storing data, including digital databases and physical filing systems. It also mentions the need for regular audits and reviews to ensure the integrity of the information.

2. The second part of the document focuses on the role of communication in achieving organizational goals. It highlights the importance of clear and concise communication, both internally and externally. The text provides guidelines for effective communication, such as using appropriate language, listening actively, and providing feedback. It also discusses the importance of maintaining open lines of communication and fostering a collaborative work environment.

3. The third part of the document addresses the issue of resource management. It discusses the importance of identifying and allocating resources effectively to ensure the successful completion of projects and tasks. The text outlines various strategies for resource management, including prioritization, delegation, and monitoring. It also mentions the need for regular communication and coordination among team members to ensure that resources are used efficiently.

4. The fourth part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that proper record-keeping is essential for transparency and accountability, particularly in financial matters. The text outlines various methods for organizing and storing data, including digital databases and physical filing systems. It also mentions the need for regular audits and reviews to ensure the integrity of the information.

5. The fifth part of the document focuses on the role of communication in achieving organizational goals. It highlights the importance of clear and concise communication, both internally and externally. The text provides guidelines for effective communication, such as using appropriate language, listening actively, and providing feedback. It also discusses the importance of maintaining open lines of communication and fostering a collaborative work environment.

6. The sixth part of the document addresses the issue of resource management. It discusses the importance of identifying and allocating resources effectively to ensure the successful completion of projects and tasks. The text outlines various strategies for resource management, including prioritization, delegation, and monitoring. It also mentions the need for regular communication and coordination among team members to ensure that resources are used efficiently.

ATTENDANCE RECORD

COLUMBIA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

POSITION	NAME	9/5/12	11/7/12	3/6/13	5/3/13
Chairperson	CommissionerBucky Nash	-	-	P	P
FDOT	Sandra Collins	A	P	P	P
Alternate Member	Janell Damato	-	P	A	A
FDCF	Jaime Sanchez-Bianchi	-	P	A	A
Alternate Member	(Vacant)				
FAHCA-Medicaid	Alana McKay	P	P	P	P
Alternate Member	Andrew Singer	A	A	A	P
FDOE	Rayford Riels	A	A	A	A
Alternate Member	(Vacant)				
Public Education Rep.	Keith Couey	A	A	A	A
Alternate Member	(Vacant)				
Citizen Advocate (CA)	(Vacant)				
Alternate Member	(Vacant)				
CA-User	LJ Johnson	-	-	P	P
Alternate Member	(Vacant)				
Elderly Rep.	Sandra Buck-Camp	-	-	P	P
Alternate Member	(Vacant)				
Veteran Rep.	James Thrasher	-	-	A	A
Alternate Member	(Vacant)				
Persons with Disabilities Rep	Ralph P. Kitchens Jr.	P	P	P	P
Alternate Member	(Vacant)				
CAA Rep.	Matthew Pearson	P	P	P	P
Alternate Member	Trish Garcia	-	-	A	A
FDEA	Deborah Freeman	A	A	A	A
Alternate Member	David Roundtree			P	P
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Private Transit Rep.	Chris Samson	P	A	A	A
Alternate Member	(Vacant)				
Workforce Dev. Board	Jeannie Carr	A	P	P	P
Alternate Member	(Vacant)				
Medical Community	Kathy Barrs	-	-	A	P

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."

