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February 27, 2013

TO: Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Meeting Announcement

The Suwannee County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting Wednesday, March 6, 2013 at 10:30 a.m. **at Live Oak City Hall located at 101 S.E. White Avenue, in Live Oak, Florida**. This is an important meeting of the Board. At this meeting, the Board will review the Suwannee County Transportation Disadvantaged Service Plan. All Board members are encouraged to attend the public hearing and business 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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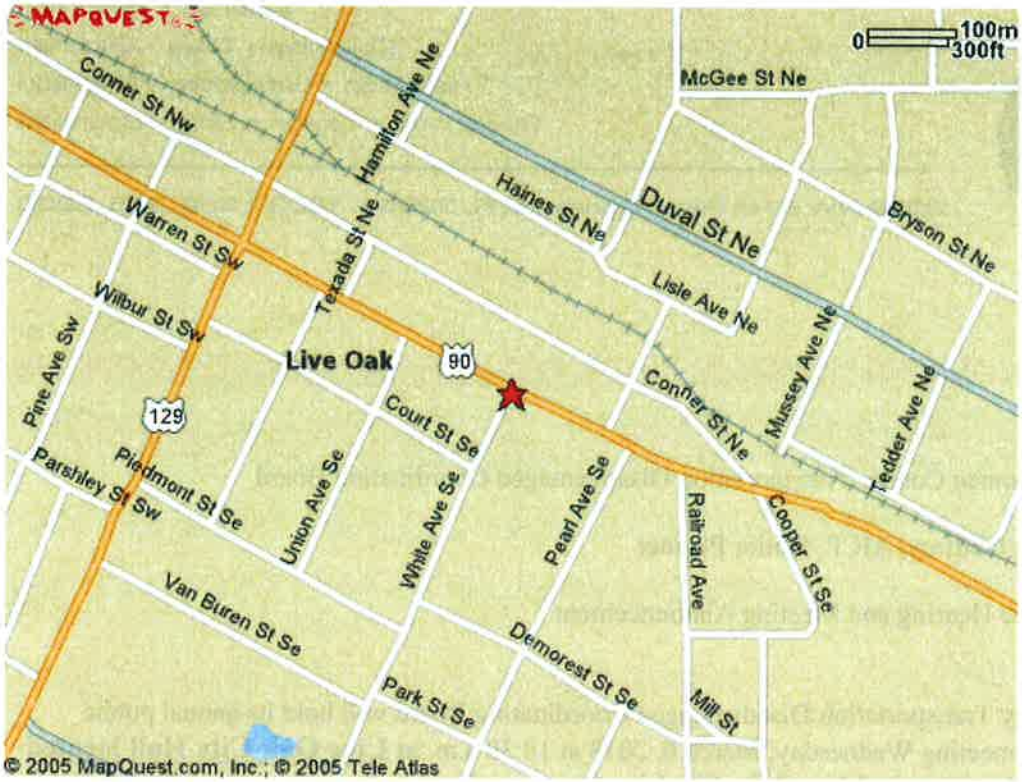
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SUWANNEE COUNTY

TRANSPORTATION DISADVANTAGED COORDINATING BOARD

PUBLIC HEARING
MEETING ANNOUNCEMENT AND AGENDA

Meeting Room
Live Oak City Hall
101 S.E. White Avenue
Live Oak, Florida

Wednesday
March 6, 2013
10:30 a.m.

I. PUBLIC HEARING – CALL TO ORDER

A. Introductions

B. Receive Public Testimony

C. Close Public Hearing

II. BUSINESS MEETING – CALL TO ORDER

A. Approval of the Meeting Agenda **ACTION REQUIRED**

B. Approval of the November 7, 2012 Minutes **ACTION REQUIRED**

III. UNFINISHED BUSINESS

A. Annual Performance Evaluation **NO ACTION REQUIRED**

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

B. Multi-County Board **NO ACTION REQUIRED**

The Board needs to discuss whether to recommend the creation of a multi-county Transportation Disadvantaged Coordinating Board with Columbia and Hamilton Counties

IV. NEW BUSINESS

A. Suwannee County Transportation Disadvantaged Service Plan **ACTION REQUIRED**

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

B. Operations Reports **NO ACTION REQUIRED**

V. OTHER BUSINESS

A. Comments

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

VI. FUTURE MEETING DATES

A. Wednesday, June 5, 2013 at 10:30 a.m.

B. Wednesday, September 4, 2013 at 10:30 a.m.

C. Wednesday, November 6, 2013 at 10:30 a.m.

** Please note that this is a tentative meeting schedule, all dates and times are subject to change.

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

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SUWANNEE COUNTY COORDINATING BOARD

Voting Members	Alternate Members
Chairperson **Commissioner Jason Bashaw**	
Department of Transportation **Sandra Collins - Grievance Committee Member**	*Department of Transportation* **Janell Damato**
Department of Children and Families **Kay Tice**	*Department of Children and Families* **(Vacant)**
Department of Education **(Vacant)**	*Department of Education* **(Vacant)**
Public Education **Scott Pfender**	*Public Education* **(Vacant)**
Citizen Advocate **(Vacant)**	*Citizen Advocate* **(Vacant)**
Citizen Advocate - User **(Vacant)**	*Citizen Advocate - User* **(Vacant)**
Elderly Representative **Charles Burke**	*Elderly Representative* **(Vacant)**
Veteran Representative **Ellis A. Gray, III**	*Veteran Representative* **(Vacant)**
Persons with Disabilities Representative **(Vacant)**	*Persons with Disabilities Representative* **(Vacant)**
Community Action Agency Representative **Matt Pearson - Vice Chair/Grievance Committee Member**	*Community Action Agency Representative* **Frances Terry**
Department of Elder Affairs **Bruce Evans**	*Department of Elder Affairs* **Janis Owen**
Children at Risk **Colleen Cody**	*Early Childhood Services* **(Vacant)**
Private Transit Representative **Robin Lumpkins**	*Private Transit Representative* **(Vacant)**
Agency for Health Care Administration - Medicaid **Alana McKay - Grievance Committee Member**	*Agency for Health Care Administration - Medicaid* **Andrew Singer**
North Florida Workforce Development Board **Sheryl Rehberg**	*North Florida Workforce Development Board* **Cindy Heffernan**
Local Medical Community **(Vacant)**	*Local Medical Community* **(Vacant)**

SUWANNEE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEETING MINUTES

Meeting Room
Suwannee County Extension Office
Live Oak, Florida

Wednesday
November 7, 2012
10:30 a.m.

VOTING MEMBERS PRESENT

Charles Burke, Elderly Representative
Sandra Collins, Florida Department of Transportation
Robin Lumpkins, Private Transportation Representative
Alana McKay, Agency for Health Care Administration - Medicaid
Scott Pfender, Public Education Representative
Kay Tice, Florida Department of Children and Families

VOTING MEMBERS ABSENT

Colleen Cody, Early Childhood Services
Ellis A Gray, III, Veterans Representative
Bruce Evans, Florida Department of Elder Affairs
Matthew Pearson, Community Action Agency Representative, Vice-Chair
Sheryl Rehberg, North Florida Workforce Development Board

OTHERS PRESENT

Angela Cavanaugh, Florida Commission for the Transportation Disadvantaged
Janelle D'Amato, Florida Department of Transportation
Karen Somerset, Florida Commission for the Transportation Disadvantaged
Bill Steele, Suwannee Valley Transit Authority

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Chair and Vice-Chair were not present. She asked the Board to nominate an Acting Chair.

The Board agreed to ask staff to conduct the meeting.

Ms. Godfrey called the meeting to order at 10:30 a.m.

A. Introductions

Ms. Godfrey asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: **Sandra Collins moved to approve the meeting agenda. Charles Burke seconded; motion passed unanimously.**

C. Approval of the September 5, 2012 Minutes

ACTION: **Charles Burke moved to approve the September 5, 2012 minutes. Robin Lumpkins seconded; motion passed unanimously.**

II. NEW BUSINESS

A. Annual Performance Evaluation

Ms. Godfrey stated that the Board needs to evaluate Suwannee Valley Transit Authority's performance as the Community Transportation Coordinator annually. She discussed the draft findings and recommendations included in the draft evaluation. She said that, once the evaluation is approved by the Board, it will be forwarded to the Florida Commission for the Transportation Disadvantaged.

The Board reviewed Suwannee Valley Transit Authority's annual performance evaluation.

ACTION: **Scott Pfender moved to approve Suwannee Valley Transit Authority's annual performance evaluation. Alana McKay seconded; motion passed unanimously.**

B. 2011/2012 Annual Operations Report

Ms. Godfrey stated that Suwannee Valley Transit Authority is required to submit an Annual Operations Report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. She said Suwannee Valley Transit Authority's 2011/12 Annual Operations Report for Suwannee County is included in the meeting packet for review.

The Board reviewed the Annual Operations Report.

Sandra Collins asked why the number of roadcalls increased from one to fifteen.

Mr. Bill Steele, Suwannee Valley Transit Authority Manager of Operations, stated that Suwannee Valley Transit Authority did not have 15 roadcalls. He said the report is inaccurate.

Ms. Karen Somerset, Florida Commission for the Transportation Disadvantaged Assistant Executive Director, stated that they are working with Suwannee Valley Transit Authority to make sure the information in the Annual Operations Report is correct.

C. Multi-County Board

Ms. Godfrey stated that the Board asked to discuss creating a multi-County Board with the Columbia and Hamilton County Boards at the last meeting. She said staff from the Florida Commission for the Transportation Disadvantaged are present to answer questions about forming a multi-County Board.

The Board discussed forming a multi-County Board.

Ms. Godfrey said the Columbia and Hamilton County Boards will be discussing this issue at their next meetings. She said she will let the Board know at its next meeting whether those Boards are interested in forming a multi-County Board.

D. Operations Reports

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

III. OTHER BUSINESS

A. Comments

1. Members

Sandra Collins introduced Ms. Janelle D'Amato. She said Ms. D'Amato will serve as her alternate on the Board.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Ms. Godfrey stated that the next meeting of the Board will be held Wednesday, March 6, 2013 at 10:30 a.m.

ADJOURNMENT

The meeting adjourned at 11:30 a.m.

Chairman

Date

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III.A.

North Central Florida Regional Planning Council

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February 27, 2013

TO: Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

No action required. For information only.

BACKGROUND

At its last meeting, the Board approved Suwannee Valley Transit Authority's annual performance evaluation. According to the Florida Commission for the Transportation Disadvantaged staff, once the evaluation is approved by the Board, Suwannee Valley Transit Authority is required to respond to the Board's findings and recommendations within thirty days.

Attached are the Board's findings and recommendations. Also, attached is a letter to Suwannee Valley Transit Authority requesting a status report concerning the Board's findings and recommendations. Staff has not received a response to this request.

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

Attachments

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November 8, 2012

Ms. Gwendolyn Pra, Administrator
Suwannee Valley Transit Authority
1907 Voyles Street
Live Oak, FL 32060

RE: Annual Performance Evaluations

Dear Ms. Pra:

As you know, the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Boards reviewed and approved Suwannee Valley Transit Authority's 2012/13 annual performance evaluations. Enclosed are the approved findings and recommendations included in the evaluations. Please provide us with a status report concerning these findings and recommendations by December 21, 2012.

Thank you for your assistance. If you have any questions concerning this matter, please do not hesitate to contact me at extension 110.

Sincerely,

Lynn Godfrey, AICP
Senior Planner

Enclosures

xc: Columbia County Transportation Disadvantaged Coordinating Board
Hamilton County Transportation Disadvantaged Coordinating Board
Suwannee County Transportation Disadvantaged Coordinating Board
Angela Cavanaugh, Florida Commission for the Transportation Disadvantaged Project Manager

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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 shoud 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. Suwanee Valley Transit Authority should provide the Board with the results of the competitive procurement process.

CTC Review

Suwannee Valley Transit Authority

County: Hamilton

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 $45,351.29 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 shoud 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. Suwanee Valley Transit Authority should provide the Board with the results of the competitive procurement process.

CTC Review

Suwannee Valley Transit Authority

County: Suwannee

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 $33,899.74 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 shoud 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. Suwanee Valley Transit Authority should provide the Board with the results of the competitive procurement process.

III.B.

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February 27, 2013

TO: Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Multi-County Transportation Disadvantaged Coordinating Board

STAFF RECOMMENDATION

Recommend to the North Central Florida Regional Planning Council whether to combine the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Boards.

BACKGROUND

Suwannee Valley Transit Authority asked that the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Boards create a multi-County Transportation Disadvantaged Coordinating Board. Attached is information concerning the creation of a multi-County Transportation Disadvantaged Coordinating Board.

Attachment

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Creating a Multi-County Transportation Disadvantaged Coordinating Board

- Resolution from each individual local Coordinating Board approving the multi-county Board.
- Resolution from Suwannee Valley Transit Authority approving the multi-county Board.
- Resolution from North Central Florida Regional Planning Council recommending the multi-county Board.
- Florida Commission for the Transportation Disadvantaged gives final approval.
- Terminate current Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee Valley Transit Authority. Replace current Memorandum of Agreement with new combined service area (Columbia, Hamilton and Suwannee Counties) Memorandum of Agreement. Maintain same contract period (1/1/2012 to 6/30/2016).
- Amend local Coordinating Board By-laws.
- One Transportation Disadvantaged Service Plan.
- Amend Planning contract.
- Amend Transportation Disadvantaged Trust Fund Grant.
- Rates developed for tri-county service area.
- Combined Annual Operations Report.
- Medicaid encounter data **will not** be combined.
- **Rule 41-2.012, Florida Administrative Code: Coordinating Board Structure and Duties:**

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official, to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. **For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.**

(3) In addition to the Chairperson, **except for multi-county Coordinating Boards which shall have as a representative an elected official from each county** . . .

- 1 voting representative
- 1 alternate representative
- Rotate meeting location
- Board of County Commissioners approval. This is not required, but, is an option.

IV.A.

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February 27, 2013

TO: Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Suwannee County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Suwannee County Transportation Disadvantaged Service Plan.

BACKGROUND

Chapter 427, Florida Statutes requires Suwannee Valley Transit Authority to prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the local Coordinating Board's approval. This plan provides information needed by the local Coordinating Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

Attached is the draft Suwannee County Transportation Disadvantaged Service Plan. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

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SUWANNEE COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Prepared by the

North Central Florida Regional Planning Council
2009 Northwest 67th Place, Suite A
Gainesville, Florida 32653-1603
352-955-2200

and

Suwannee Valley Transit Authority
1907 Voyles Street
Live Oak, Florida 32060
904-362-5332

March 2013

SUWANNEE COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN
LOCAL COORDINATING BOARD
VOTE

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner Jason Bashaw			
Elderly	Charles Burke			
Disabled	Vacant			
Citizen Advocate	Vacant			
Citizen Advocate/User	Vacant			
Children at Risk	Colleen Cody			
Community Action	Matthew Pearson			
Public Education	Scott Pfender			
FDOT	Sandra Collins			
FDCF	Kay Tice			
FDEA	Bruce Evans			
FDOE	Vacant			
FAHCA	Alana McKay			
Regional Workforce Development Board	Sheryl Rehberg			
Veteran Services	Ellis A. Gray, III			
Private Transit	Robin Lumpkins			
Local Medical Community	Vacant			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify thatthe rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on

_____ _____
Coordinating Board Chair Date

Approved by the Florida Commission for the Transportation Disadvantaged.

_____ _____
Executive Director Date

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I

DEVELOPMENT PLAN

INTRODUCTION TO THE SERVICE AREA

The purpose of this section is to provide information about the organization and development of the Transportation Disadvantaged Program in Suwannee County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU).

BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as:

> "those persons who because of physical or mental disability, income status, age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes."

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Chapter 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact Chapter 427, Florida Statutes with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code was adopted to implement the provisions of Chapter 427. In addition, Rule 41-2 of the Florida Administrative Code assigns the Florida Commission for the Transportation Disadvantaged for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The following sections discuss each of the major components of Florida's Transportation Disadvantaged Program.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

The Florida Commission for the Transportation Disadvantaged is independent and reports to the Governor and the Legislature. Chapter 427, Florida Statutes states that:

> "the purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged."

The Governor appoints seven members to the Florida Commission for the Transportation Disadvantaged. Five of the members must have significant experience in the operation of a business and two of the members must have a disability and use the transportation disadvantaged system. The Chairperson is appointed by the Governor and Vice-Chairperson is elected annually from the membership of the Florida Commission for the Transportation Disadvantaged.

DESIGNATED OFFICIAL PLANNING AGENCY

The designated official planning agency is responsible for transportation disadvantaged planning in a given area. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations. In the rural areas of the state, organizations which are eligible to be planning agencies are:

- county or city governments
- regional planning councils
- metropolitan planning organizations
- local planning organizations who are currently performing planning activities in the service area

The North Central Florida Regional Planning Council is the designated official planning agency for Suwannee County. A few of the Planning Council's tasks according to Rule 41-2 of the Florida Administrative Code include:

- Appointment of members to the local coordinating boards.
- Provision of staff support to the local coordinating boards.
- Recommendation to the Florida Commission for the Transportation Disadvantaged regarding the initial selection or redesignation of the Community Transportation Coordinator.

LOCAL COORDINATING BOARDS

The designated official planning agency is responsible for appointing a local Coordinating Board in each county. The purpose of the local Coordinating Board is to provide advice and direction to the Community Transportation Coordinator concerning the coordination of transportation services.

According to Rule 41-2 of the Florida Administrative Code, there are 16 members appointed to the local Coordinating Board. The designated official planning agency appoints an elected official, to serve as the official chairperson for all local coordinating board meetings. The Vice-Chairperson is elected annually by the voting members of the local Coordinating Board.

In addition to the Chairperson, the following agencies or other groups serve on the local Coordinating Boards as voting members:

- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Families.
- A representative of the Public Education Community.
- A representative of the Florida Department of Labor and Employment Security.
- A person who is recognized by the Florida Department of Veterans Affairs as representing veterans.
- A person who is recognized by the President of the Florida Association for Community Action as representing the economically disadvantaged.
- A person over sixty representing the elderly.
- A person with a disability representing the disabled.
- A general citizen advocate.
- A citizen advocate who is a user of transportation disadvantaged services.
- A representative of the State Coordinating Council for Early Childhood Services.
- The Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elder Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration Medicaid Program.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.

The following are some of the duties of the local Coordinating Board:

- Approving the Transportation Disadvantaged Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance.
- Reviewing all applications for local, state and federal transportation disadvantaged funds.

COMMUNITY TRANSPORTATION COORDINATOR

The Community Transportation Coordinator is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Suwannee Valley Transit Authority is the designated Community Transportation Coordinator for Suwannee County.

The Community Transportation Coordinator may provide all or a portion of transportation service in a designated service area. Community Transportation Coordinators may also subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of the Community Transportation Coordinator:

- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local Coordinating Board).
- Prepare an annual operating report.

DESIGNATION DATE/HISTORY

Suwannee Valley Transit Authority is a public governmental entity providing transportation services for the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. In 1972, Suwannee River Economic Council began the Suwannee Valley Transit System in Columbia, Hamilton, Suwannee and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created to serve Columbia, Hamilton and Suwannee Counties.

A Board of Directors manages the administrative operations of Suwannee Valley Transit Authority. Suwannee Valley Transit Authority's Board of Directors is composed of two County Commissioners from each County in the service area, a Florida Department of Transportation (FDOT) representative and an ex-officio member from Suwannee River Economic Council.

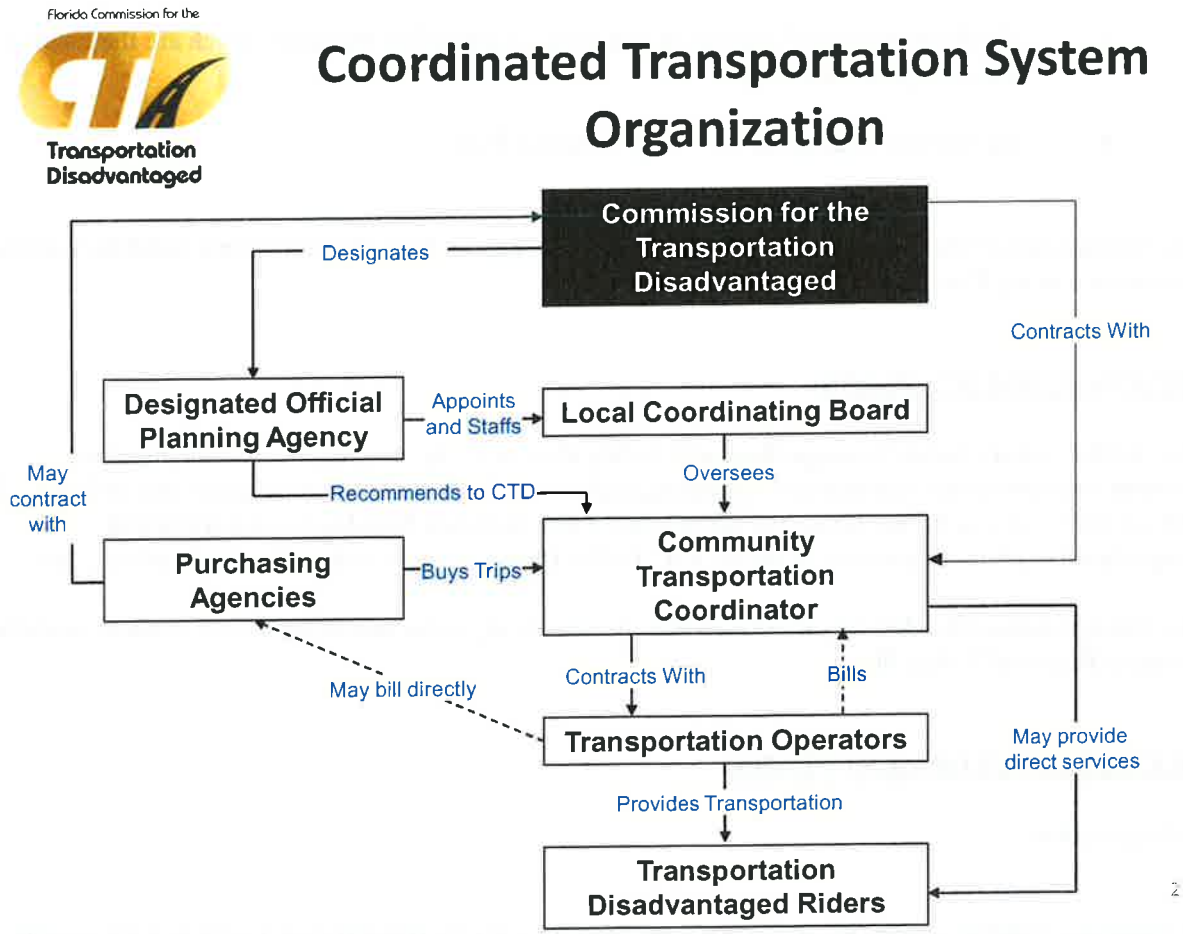
Suwannee Valley Transit Authority's Administrator directs the operation of the transit system. Suwannee Valley Transit Authority also employs maintenance, operational and fiscal personnel.

Suwannee Valley Transit Authority was designated the Community Transportation Coordinator for Suwannee County by the Florida Commission for the Transportation Disadvantaged in 1990. Suwannee Valley Transit Authority was selected as the Community Transportation Coordinator through a non-competitive selection process. The Florida Commission for the Transportation Disadvantaged re-designated Suwannee Valley Transit Authority as the Community Transportation Coordinator through a non-competitive selection process in October 2011.

The North Central Florida Regional Planning Council was designated the official planning agency for Suwannee County in April 1990. The Council was selected through a non-competitive selection process.

ORGANIZATION CHART

The following chart identifies all those involved Florida's Transportation Disadvantaged Program.



CONSISTENCY REVIEW OF OTHER PLANS

LOCAL GOVERNMENT COMPREHENSIVE PLANS

The local comprehensive planning process involves essentially four basic steps:

1. the collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;

2. the formulation of goals for future growth and development;

3. the development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan;

4. the implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Suwannee County Comprehensive Plan.

REGIONAL POLICY PLANS

The North Central Florida Strategic Regional Policy Plan is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Strategic Regional Policy Plan.

TRANSIT DEVELOPMENT PLANS

Not applicable.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED 5 YEAR/20 YEAR PLAN

The Florida Commission for the Transportation Disadvantaged 5 Year/20 Year Plan establishes goals, objectives and a plan of action for the Transportation Disadvantaged Program. The plan presents forecasts of demand for transportation disadvantaged services, the cost of meeting the forecasted demand, forecasts of future funding for transportation disadvantaged services and approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, demand for trips, number of trips supplied, unmet demand for trips and operating expenses.
The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the

Florida Commission for the Transportation Disadvantaged's 5 Year/20 Year Plan.

MPO LONG RANGE TRANSPORTATION PLANS

Not applicable.

TRANSPORTATION IMPROVEMENT PROGRAM

Not applicable.

PUBLIC PARTICIPATION

The Suwannee County Transportation Disadvantaged Board includes representatives of public, private and non-profit transportation and human services providers as well as the public to participate in the development and update of the Suwannee County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Suwannee County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

SUWANNEE COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: North Central Florida Regional Planning Council
Address: 2009 N.W. 67th Place
Gainesville, Florida 32653-1603

The Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and

2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: Lorene J. Thomas Date: 12/13/12
Lorene J. Thomas, Chair

REPRESENTATION	MEMBER'S NAME	TERM OF APPOINTMENT
Chairperson	Vacant	No Term
Elderly	Charles Burke	3 Years
Disabled	Vacant	2 Years
Citizen Advocate	Vacant	3 Years
Citizen Advocate - User	Vacant	2 Years
Veteran Services	Ellis A. Gray, III	No Term
Community Action	Matthew Pearson	No Term
Public Education	Scott Pfender	No Term
Florida Department of Transportation	Sandra Collins	No Term
Florida Department of Children and Families	Kay Tice	No Term
Florida Department of Education	Vacant	No Term
Florida Department of Elder Affairs	Bruce Evans	No Term
Florida Agency for Health Care Administration	Alana McKay	No Term
Children at Risk	Colleen Cody	No Term
Regional Workforce Development Board	Sheryl Rehberg	No Term
Private Transit Industry	Robin Lumpkin	No Term
Local Medical Community	Vacant	1 Year

SERVICE AREA PROFILE AND DEMOGRAPHICS

SERVICE AREA DESCRIPTION

Suwannee County has a land area of approximately 688 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Hamilton County, on the east by Columbia County, on the south by Gilchrist and Lafayette County and on the west by Madison County. The Suwannee River forms a boundary on the west side and the Ichetucknee and Santa Fe Rivers form a boundary on the south side.

DEMOGRAPHICS

LAND USE

The purpose of this section is to provide information concerning Suwannee County's existing land use. This information was obtained from Suwannee County's Comprehensive Plan.

The land use for approximately 96 percent of the acreage within the unincorporated area of the County has been designated as agricultural, forested lands and approximately 3 percent is residential.

Within the unincorporated areas of the County, four types of growth have occurred. The first type of land use pattern which is emerging is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although they do not have public facilities, their locations have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Santa Fe, Ichetucknee and Suwannee Rivers within the County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout the County.

POPULATION/COMPOSITION

According to table 1.25 of the 2011 Florida Statistical Abstract estimates Suwannee County's total population as 41,551. The 2011 Florida Statistical Abstract reported the population of the City of Live Oak as 6,850 the Town of Branford as 712 and the unincorporated area as 33,989.

TABLE 1

POPULATION COUNT
SUWANNEE COUNTY

AREA	POPULATION COUNT 2010
Live Oak	6,850
Suwannee County	41,551

Source: 2010 U.S. Bureau of the Census, State & County Quick Facts

POPULATION DENSITIES

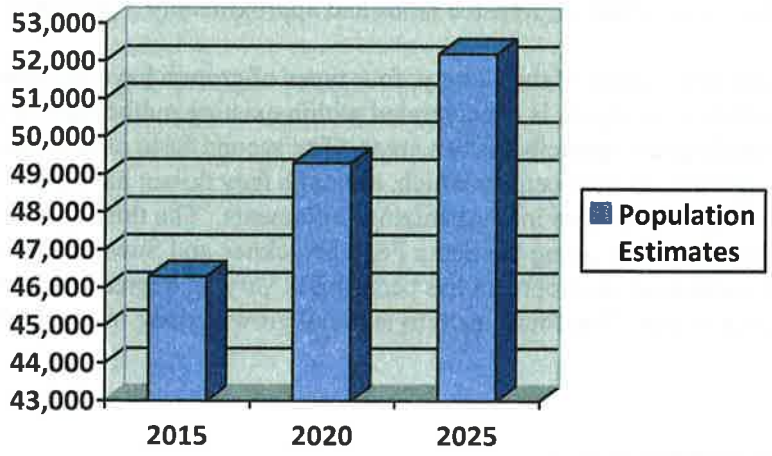
With approximately 688 square miles of land area, the County population density in 2010 was approximately 60.3 persons per square mile.

POPULATION PROJECTIONS

According to Table 1.41 of the 2011 Florida Statistical Abstract, Suwannee County will have a total population of 52,200 by the year 2025. Illustration I shows population projections for 2015, 2020 and 2025.

ILLUSTRATION I

POPULATION ESTIMATES
SUWANNEE COUNTY



Source: 2011 Florida Statistical Abstract, Table 1.41

POPULATION AGE DISTRIBUTION

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 35-54 year-old age group is the largest age group within the County. The 65-and-over population is the smallest age group within the County, comprising approximately 13 percent of the population.

TABLE 2

POPULATION DISTRIBUTION IN CENSUS DIVISIONS, CITIES AND TOWNS SUWANNEE COUNTY, 2010

2010 CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
41,551	688.55	60.3

Source: 2010 U.S. Bureau of the Census, State and County Quick Facts

TABLE 3

POPULATION ESTIMATES BY AGE GROUP SUWANNEE COUNTY, 2010

AGE GROUP	POPULATION
0-17	9,449
18-34	7,933
35-54	10,705
55-64	5,614
65-79	5,866
80 & Over	1,984
TOTAL	41,551

Source: 2011 Florida Statistical Abstract Table 1.34

WORK DISABILITY, MOBILITY AND SELF CARE LIMITATIONS

The 2000 Census reported that 14.5 percent of civilian residents of Suwannee County who are 16 to 64 years of age and who are not institutionalized have work disabilities. The work disability prevents 8.0 percent of these individuals from working. According to this information, 14.3 percent of these individuals have a mobility limitation (unable to move easily and quickly) and 4.2 percent have a self-care limitation (unable to care for themselves).

The 2000 Census also reported that 48.8 percent of civilian noninstitutionalized persons 65 years and over have a mobility limitation and 14.4 percent have a self care limitation. It should be noted that some of the 2000 Census information contained in this Chapter is based on samples and is subject to sampling variability.

EMPLOYMENT

Table 6.11 of the 2011 Florida Statistical Abstract estimates that Suwannee County's labor force (individuals who are able to work but may not be employed) in 2010 was 18,384 with 16,459 people employed and 1,925 unemployed. The unemployment rate for Suwannee County in 2010 was 10.5 percent.

INCOME

According to the 2010 Bureau of the Census, the per capita income for Suwannee County was $17,798. Table 4 characterizes the levels of household income in Suwannee County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4

HOUSHOLD INCOME
SUWANNEE COUNTY, 2010

SUWANNEE COUNTY	2010 U.S. CENSUS
Total Households	13,531
Median Household Income	$34,372

Source: 2010 U.S. Bureau of the Census, State and County Quick Facts

TABLE 5

POVERTY THRESHOLDS: POVERTY LEVEL BASED ON MONEY INCOME BY FAMILY SIZE IN THE UNITED STATES

FAMILY SIZE	2010 INCOME
1	$11,369
2	$14,634
3	$17,094
4	$22,541
5	$27,183
6	$31,266
7	$35,975
8	$40,235
9 or More	$48,400

Source: 2011 Florida Statistical Abstract, Table 5.47

Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use. Table 6 shows income and poverty status data for Suwannee County.

TABLE 6

INCOME AND POVERTY STATUS
SUWANNEE COUNTY, 2010

PER CAPITA INCOME	MEDIAN HOUSEHOLD INCOME	PERCENT OF PERSONS BELOW POVERTY LEVEL
$17,798	$34,372	19.7%

Source: 2010 U.S. Bureau of the Census, State & County Quick Facts

Table 7.18 of the 2011 Florida Statistical Abstract shows the average monthly cases of Aid to Families with Dependent Children (AFDC) in Fiscal Year 2010-2011- was 185. The total number of Medicaid recipients for Fiscal Year 2008-2009 in Suwannee County was 9,654. Table 7 shows individuals who received Supplemental Security Income.

TABLE 7

PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYP OF ASSISTANCE
SUWANNEE COUNTY, 2010

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	137
Aid to the Blind and Disabled	1,269
Total	1,406

Source: 2011 Florida Statistical Abstract, Table 7.19

HOUSING

Table 2.05 of the 2011 Florida Statistical Abstract estimates that in 2009, the average household size was 2.52.

According to the 2000 Census, 11.5 percent of Suwannee County's occupied housing units did not have a telephone. Lack of a telephone makes it difficult for an individual to arrange paratransit transportation, since people must telephone to arrange a trip through the transportation disadvantaged system.

TABLE 8

DISTRIBUTION OF HOUSING UNITS
SUWANNEE COUNTY, 2010

HOUSING UNITS	MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS	HOUSEHOLDS	PERSONS PER HOUSEHOLD
19,164	$112,700	13,531	2.84

Source: 2010 U.S. Bureau of the Census, State and County Quick Facts

HEALTH

Currently, there is one hospital located Suwannee County. According to Tables 20.33 and 20.37 of the 2011 Florida Statistical Abstract, there are 11 doctors of medicine and 680 registered and practical nurses.

TRANSPORTATION

According to the 2000 Census, there were 500 owner occupied housing units with no vehicle available. In addition, there were 514 renter occupied housing units with no vehicle available.

MAJOR TRIP GENERATORS/ATTRACTORS

Being a rural area, there are a limited number of trip generators in the County. Trips are distributed from the outlying areas to and from the county seat for business, shopping and recreational activities. Major trip generators/attractors include: Suwannee Health Care Center, Suwannee River Economic Council's meal site, Advent Christian Village, Gold Kist, Comprehensive Community Services, Florida Sheriff's Boys Ranch and PCS Phosphate.

SERVICE ANALYSIS

POTENTIAL TRANSPORTATION DISADVANTAGED POPULATION

The potential transportation disadvantaged population includes all persons who are elderly, disabled or low-income.

TRANSPORTATION DISADVANTAGED POPULATION

The transportation disadvantaged population includes only those persons who are transportation disadvantaged according to the eligibility guidelines in Chapter 427, Florida Statutes. Chapter 427, Florida Statutes defines transportation disadvantaged as ". . . those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202."

FORECASTING DEMAND

The Center for Urban Transportation Research's (CUTR) first step in forecasting the potential transportation disadvantaged population and transportation disadvantaged population was to forecast the number of persons who are elderly, disabled or low-income. Next, CUTR allocated each member of each of these groups to a particular market segment to avoid double and triple counting. Finally, to forecast demand, CUTR added the market segments together.

ELDERLY POPULATION

Forecasts of total population and of elderly population (i.e., persons age 60 and older) are based on county-level data from the Bureau of Economic and Business Research (BEBR) at the University of Florida, Gainesville.

BEBR provided estimates or forecasts of population by age for the years 1995, 2001, 2005 and 2010. CUTR developed population forecasts for intermediate years under the assumption that the rate of population growth would remain constant within the five-year periods.

DISABLED POPULATION

CUTR used county-level data from the 1990 Census and national data from Current Estimates from the National Health Interview Survey, 1990 (NHIS) to develop estimates of the percentage of the 1990 population who were disabled in the 0 to 59 and the 60 and older age groups. CUTR used these percentages to forecast the number of persons who are disabled in each year of the study period.

The 1990 Census provides data on the number of persons reporting a "mobility limitation" and/or a "self-care limitation." The 1990 Census defined "mobility limitation" as a health condition which had lasted for six or more months and which made it difficult to go outside the home alone. The 1990 Census defined "self-care limitation" as a health condition which had lasted for six or more months and which made it difficult to take care of personal needs, such as dressing, bathing, or getting around inside the house. For both definitions, "health condition" referred to both physical and mental conditions.

CUTR adjusted the county-level 1990 Census data using the national NHIS data as control totals. CUTR adjusted the 1990 Census data for each county so that the total number of persons in Florida who are disabled would match the national NHIS data.

LOW INCOME POPULATION

CUTR used county-level data from the 1990 Census to develop estimates of the percentage of the 1990 population who were low- income (i.e., who lived in families with an income below the federal poverty level) in the 0 to 59 and the 60 and older age groups. To estimate the number of low-income persons in each year of the study period, CUTR assumed that the percentage of low-income persons in each county would remain unchanged.

"HIGH RISK" AND "AT RISK" CHILDREN POPULATIONS

According to the Florida Department of Health and Rehabilitative Services (HRS), 28 percent of Florida's children under the age of 5 are "high-risk" or "at-risk." The Center for Urban and Transportation Research has stated that because most of these children are disabled and/or are members of low income families, they are already included in the population forecasts of disabled and low-income persons.

NEEDS ASSESSMENT

Once the potential transportation disadvantaged and transportation disadvantaged populations are estimated (see Tables 9 and 10 and Illustrations III and IV), anticipated demand and unmet demand for specialized transportation disadvantaged services can be estimated. Tables 11 and 12 and Illustrations V and VI show the estimated demand and unmet demand for total trips.

TABLE 9

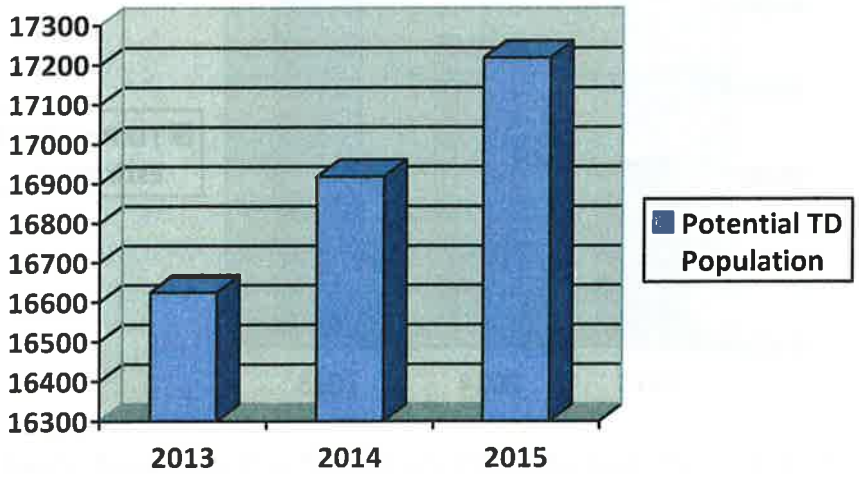
POTENTIAL TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES SUWANNEE COUNTY, 2013-2015

POTENTIAL TD POPULATION	2013	2014	2015
Disabled, Non-Elderly, Low Income	492	497	502
Disabled, Non-Elderly, Non-Low Income	2,059	2,079	2,100
Disabled, Elderly, Low Income	854	874	896
Disabled, Elderly, Non-Low Income	3,192	3,270	3,349
Non-Disabled, Elderly, Low Income	1,039	1,065	1,090
Non-Disabled, Elderly, Non-Low Income	3,886	3,980	4,078
Non-Disabled, Non-Elderly, Low Income	5,103	5,153	5,204
TOTAL	16,625	16,918	17,219

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

ILLUSTRATION II

POTENTIAL TD POPULATION SUWANNEE COUNTY, 2013 – 2015



Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

TABLE 10

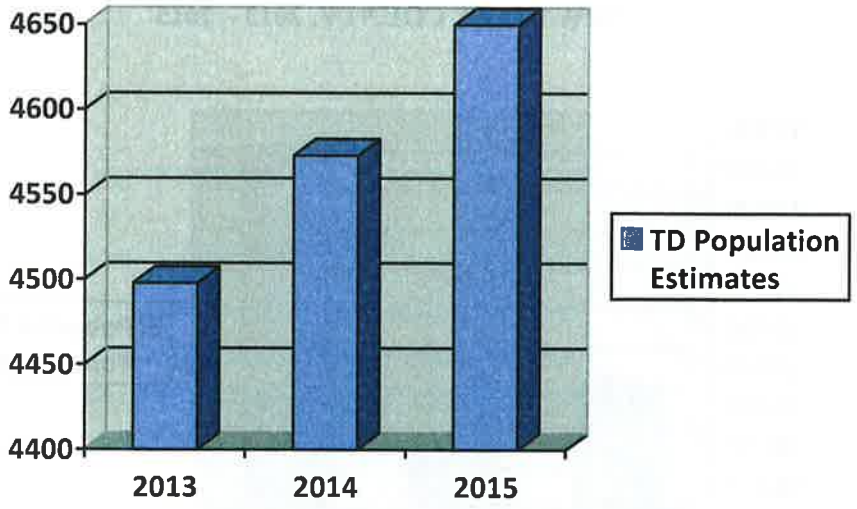
TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES SUWANNEE COUNTY 2013-2015

TD POPUATION ESTIMATES	2013	2014	2015
TD, Non-Elderly, Low Income	185	186	188
TD, Non-Elderly, Non-Low Income	772	780	788
TD, Elderly, Low Income	390	399	409
TD, Elderly, Non-Low Income	1,458	1,494	1,530
Non-TD, Low Income, No Auto	1,693	1,714	1,735
Total	4,498	4,573	4,650

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

ILLUSTRATION III

TD POPULATION ESTIMATES SUWANNEE COUNTY, 2013-2015



Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

TABLE 11

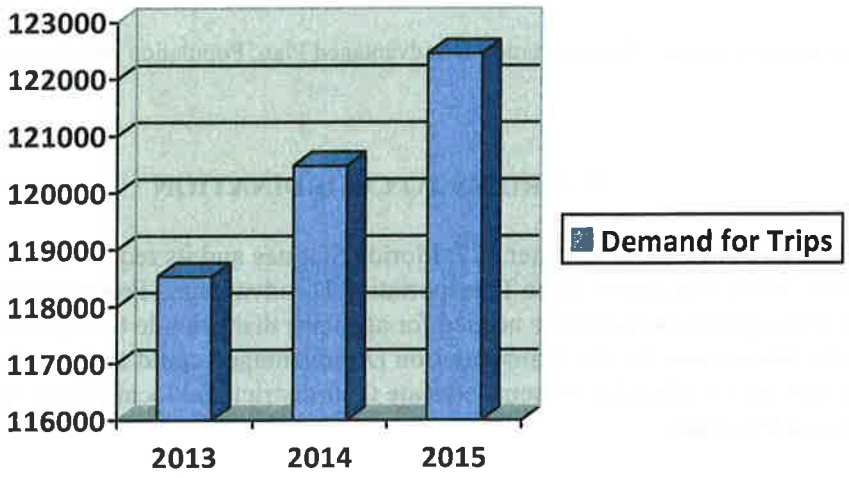
FORECASTED DEMAND FOR TRIPS
SUWANNEE COUNTY, 2013-2015

DEMAND FOR TRIPS	FORECAST
2013	118,535
2014	120,476
2015	122,458

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

ILLUSTRATION IV

DEMAND FOR TRIPS
SUWANNEE COUNTY, 2013-2015



Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

TABLE 12

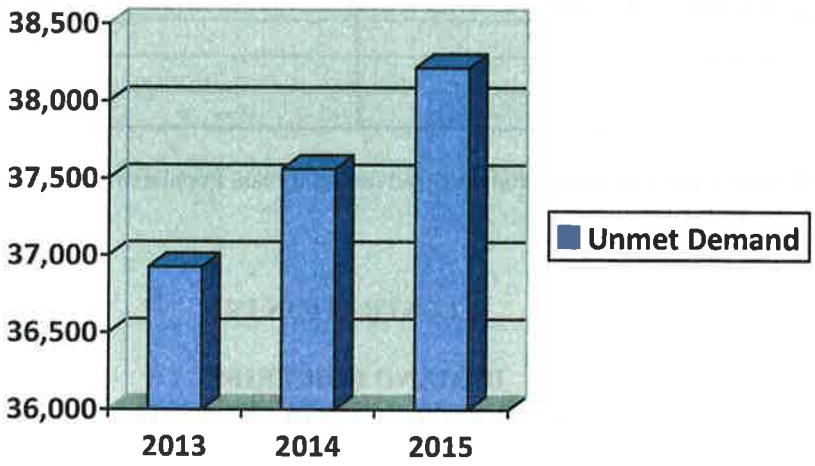
FORECASTED UNMET DEMAND
SUWANNEE COUNTY, 2013-2015

UNMET DEMAND FOR TRIPS	FORECAST
2013	36,927
2014	37,562
2015	38,218

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

ILLUSTRATION V

UNMET DEMAND FOR TRIPS
SUWANNEE COUNTY, 2013-2015



Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

BARRIERS TO COORDINATION

- Lack of agency knowledge of Chapter 427, Florida Statutes and its requirements is a barrier to coordination. More education of the Transportation Disadvantaged Program and benefits of the coordinated transportation system is needed for agencies that provide transportation to their clients. The Florida Commission for the Transportation Disadvantaged could assist in this effort by requesting that the member departments educate their district and local offices of the Transportation Disadvantaged Program.

NEEDS ASSESSMENT

U.S.C. Section 5310 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase a vehicle to provide transportation to individuals with intellectual and developmental disabilities residing in Hamilton and Suwannee Counties.	2013/14	Suwannee Hamilton Counties	$36,160 $4,520 $4,520	U.S.C. Section 5310 Florida Department of Transportation The ARC of North Florida, Inc.
Purchase one replacement vehicle, maintenance lifts, and security cameras.	2012/13	Columbia, Hamilton Suwannee Counties	$92,084 $11,511 $11,511	U.S.C. Section 5310 Florida Department of Transportation Suwannee Valley Transit Authority

U.S.C. Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Operational assistance.	2012/13	Columbia, Hamilton Suwannee Counties	$2,047,280 $2,047,280	U.S.C. Section 5311/FDOT Suwannee Valley Transit Authority

Rural Capital Equipment Support Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase replacement vehicles.	2012/13	Columbia, Hamilton Suwannee Counties	$72,000 $8,000	Rural Area Capital Equipment Support Grant Suwannee Valley Transit Authority

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2012/13	Suwannee County	$249,322 $27,703	Transportation Disadvantaged Trust Fund Suwannee Valley Transit Authority

Medicaid Non-Emergency Transportation Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to Medicaid Program beneficiaries.	2012/13	Suwannee County	$999,263 State	Medicaid Non-Emergency Transportation Program

Other Grant Funding

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Bring together broad-based regional partners from the transportation, employment and training, economic development, business sectors and others to solve a specific job access mobility challenge in their community.	2012/13	Columbia, Hamilton and Suwannee Counties	Not available	Job Access Mobility Institute

GOALS, OBJECTIVES AND STRATEGIES

GOAL I: **Coordinate all transportation disadvantaged services that are funded with local, state and federal government funds.**

OBJECTIVE: Suwannee Valley Transit Authority, shall identify agencies that receive local, state and federal government transportation funds that are not coordinated through the Community Transportation Coordinator. Suwannee Valley Transit Authority shall inform each non-coordinated agency about *Chapter 427, Florida Statutes.*

Strategy 1(a): Suwannee Valley Transit Authority shall identify agencies located in Suwannee County that are receiving local, state and/or federal funds to transport clients or to purchase vehicles.

Strategy 1(b): Suwannee Valley Transit Authority shall contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc. . .

Strategy 1(c): Suwannee Valley Transit Authority shall determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: **The local Coordinating Board shall encourage agencies to fund transportation for their clients.**

OBJECTIVE: The local Coordinating Board shall encourage agencies to include transportation expenses in their budgets to ensure client access to available services.

Strategy 2(a): Suwannee Valley Transit Authority shall identify agencies that receive local, state and/or federal funds that do not include transportation services in their budgets.

Strategy 2(b): Suwannee Valley Transit Authority shall review applications for funding to encourage the inclusion of transportation services in agency budgets.

GOAL III: **The local Coordinating Board shall identify unmet transportation needs of Suwannee County residents.**

OBJECTIVE: The local Coordinating Board shall discuss unmet transportation needs at each local Coordinating Board meeting.

Strategy 3(a): Suwannee Valley Transit Authority shall report to the local Coordinating Board the number and types of trips that are being denied.

GOAL IV: **Suwannee Valley Transit Authority shall provide transportation services that are consumer oriented and effectively group riders.**

OBJECTIVE: Suwannee Valley Transit Authority shall provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

Strategy 4(a): Suwannee Valley Transit Authority shall report on a quarterly basis the number of single passenger trips.

Strategy 4(b): Suwannee Valley Transit Authority shall contact agencies purchasing transportation service to determine levels of service. Suwannee Valley Transit Authority shall develop options to provide service in the most cost effective manner.

Strategy 4(c): Suwannee Valley Transit Authority shall work with purchasing agencies, doctors' offices, hospitals, etc. . . . to arrange appointments to group trips.

Strategy 4(d): Suwannee Valley Transit Authority shall attempt to reduce the number of single passenger trips provided.

Strategy 4(e): The local Coordinating Board shall measure quarterly the average passenger trips per vehicles.

GOAL V: **Suwannee Valley Transit Authority shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.**

OBJECTIVE: Suwannee Valley Transit Authority shall comply with the requirements of the Americans with Disabilities Act (ADA) regarding access to and provision of transportation services.

Strategy 5(a): Suwannee Valley Transit Authority shall provide alternative methods for accessing transportation services for individuals with disabilities (i.e., include the Florida Relay Service 1-800 telephone number in all advertising, radio advertising, close captioned public service announcements, etc. . . .)

Strategy 5(b): Suwannee Valley Transit Authority shall make use of special equipment for, and the abilities of, persons with disabilities.

Strategy 5(c): Suwannee Valley Transit Authority shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.

Strategy 5(d): Suwannee Valley Transit Authority shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent service to individuals with disabilities.

Strategy 5(e): The local Coordinating Board shall encourage local governments to remove barriers which prohibit access to transportation services.

GOAL VI: **The local Coordinating Board shall evaluate Suwannee Valley Transit Authority's performance based on specific criteria.**

OBJECTIVE: The local Coordinating Board shall annually use the most recent Florida Commission for the Transportation Disadvantaged Evaluation Workbook to evaluate Suwannee Valley Transit Authority's performance.

GOAL VII: **Suwannee Valley Transit Authority shall provide accessible 24-hour, seven days a week transportation service.**

OBJECTIVE: Suwannee Valley Transit Authority shall provide or contract for the provision of transportation services after office hours as required in the designated service area by any federal, state or local government agency sponsoring such services.

Strategy 7(a): Suwannee Valley Transit Authority shall contract with an adequate number of transportation operators to provide after-hour and weekend transportation services.

Strategy 7(b): Suwannee Valley Transit Authority shall implement an accessible system for individuals to request service after hours and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.

GOAL VIII: **Suwannee Valley Transit Authority shall utilize the Transportation Disadvantaged Trust Fund allocation in the most efficient and cost effective manner.**

OBJECTIVE: Suwannee Valley Transit Authority shall adhere to a strict budget for utilization of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.

Strategy 8(a): Suwannee Valley Transit Authority, in cooperation with the local Coordinating Board, shall establish rider eligibility criteria for the use of Transportation Disadvantaged Trust Funds.

Strategy 8(b): Suwannee Valley Transit Authority shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.

Strategy 8(c): Suwannee Valley Transit Authority shall inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.

GOAL IX: **Suwannee Valley Transit Authority shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged for the Transportation Disadvantaged and the local Coordinating Board.**

OBJECTIVE: Suwannee Valley Transit Authority shall complete all reports which require local Coordinating Board review and/or approval.

Strategy 9(a): All final reports shall be completed and submitted to the planning agency staff a minimum of two weeks prior to meeting date to be reviewed and included in the local Coordinating Board's meeting packet.

Strategy 9(b): Suwannee Valley Transit Authority shall work with subcontractors to assist them in improving their data collection and reporting.

GOAL X: **The local Coordinating Board shall respond to grievances and service complaints as specified in the local Coordinating Board's Grievance Committee Procedures.**

OBJECTIVE: The local Coordinating Board shall address all written grievances in a timely manner according to the Grievance Committee Procedures.

Strategy 10(a): The Grievance Committee and Suwannee Valley Transit Authority shall document all grievances and the grievance process.

Strategy 10(b): Suwannee Valley Transit Authority shall report service complaints on a quarterly basis to the local Coordinating Board.

GOAL XI **Suwannee Valley Transit Authority shall improve the quality of service.**

OBJECTIVE: Suwannee Valley Transit Authority shall provide courteous and professional service.

Strategy 11(a): Reservationists and other office staff should receive sensitivity and courtesy training annually.

GOAL XII: **Suwannee Valley Transit Authority shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**

OBJECTIVE: The local Coordinating Board shall encourage Suwannee Valley Transit Authority to provide the greatest number of trips using the most cost effective methods possible.

Strategy 12(a): Suwannee Valley Transit Authority shall maintain a data base with pertinent information relative to clients needs and limitations.

Strategy 12(b): Suwannee Valley Transit Authority and the local Coordinating Board shall ensure that the coordination contractors are reviewed annually to determine cost effectiveness.

GOAL XIII: **Suwannee Valley Transit Authority shall insure the provision of safe transportation services.**

OBJECTIVE: Suwannee Valley Transit Authority shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.

Strategy 13(a): he System Safety Program Plan (SSPP) shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule and 14-90, Florida Administrative Code.*

Strategy 13(b): Suwannee Valley Transit Authority shall certify to the local Coordinating Board annually that is has complied with its SSPP and monitored its subcontractors to ensure their compliance with *Chapter 14-90, Florida Administrative Code.*

GOAL XIV **Suwannee Valley Transit Authority shall improve the efficiency and effectiveness of the coordinated transportation system.**

OBJECTIVE Suwannee Valley Transit Authority shall attempt to improve efficiency and effectiveness areas identified in the annual performance evaluation that did not improve.

IMPLEMENTATION SCHEDULE

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Suwannee County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services. (4) Execute written contracts with operators and coordination contractors.	(1) Annually (2) Annually (3) As necessary (4) As necessary
(1) Identify agencies that receive local, state and/or federal funds that do not include transportation services in their budgets. (2) Review applications for funding to encourage the inclusion of transportation services in agency budgets.	(1) Ongoing (2) As necessary
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests. (3) Ask for local funding to help meet the growing demand for transportation disadvantaged services in Suwannee County.	(1) Quarterly (2) Quarterly (3) Ongoing
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Report the number of single passenger trips provided. (3) Work with purchasing agencies and service providers to arrange appointments to group trips. (4) Attempt to reduce the number of single passenger trips. (5) Measure total passenger trips per vehicle.	(1) Ongoing (2) Quarterly (3) Ongoing (4) Annually (5) Quarterly

STRATEGIES	IMPLEMENTATION DATE
(1) Provide alternative methods for accessing transportation services for individuals with disabilities. (2) Make use of special equipment for, and the abilities of, persons with disabilities. (3) Ensure that the transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to persons without disabilities. (4) Encourage local governments to remove barriers which prohibit access to transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing
Evaluate the performance of Suwannee Valley Transit Authority in general and relative to CTD standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	Annually
(1) Provide or contract for the provision of transportation services after office hours as required in the designated service area by any federal, state or local government agency sponsoring such services... (2) Continue to contract with transportation operators to provide backup transportation services. (3) Continue to provide an accessible system for individuals to request service after hours and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that these funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Ongoing (2) Annually (3) Quarterly
(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting. (3) Work with subcontractors and coordinating contractors to improve their data collection and reporting.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Address all written grievances in a timely manner according to the Grievance Procedures. (2) Document all grievances and the grievance process. (3) Report service complaints on a quarterly basis.	(1) Ongoing (2) Ongoing (3) Quarterly
(1) Provide courteous and professional service. (2) Provide sensitivity and courtesy training. (3) Monitor the quality of service. (4) Make recommendations to improve the quality of service.	(1) Ongoing (2) Annually (3) Annually (4) Ongoing
(1) Encourage the provision of the greatest number of trips using the most cost effective methods possible. (2) Maintain a data base with pertinent information relative to clients needs and limitations. (3) Reduce costs where possible. (4)Suwannee Valley Transit Authority and local Coordinating Board shall ensure that the coordination contractors are reviewed annually to determine cost effectiveness.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Annually

STRATEGIES	IMPLEMENTATION DATE
(1) The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Chapter 14.90, Florida Administrative Code. (2) Certify that Community Transportation Coordinator complies with its System Safety Program Plan and that subcontractors have been monitored for their compliance with Chapter 14.90, Florida Administrative Code.	(1) Annually (2) Annually

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II

SERVICE PLAN

OPERATIONS ELEMENT

The operations element is a profile of the Suwannee County coordinated transportation system. This element is intended to provide basic information about the daily operations of Suwannee Valley Transit Authority and subcontracted transportation operators.

TYPES, HOURS AND DAYS OF SERVICE

TYPES OF SERVICE									
	Ambulatory	Wheelchair	Stretcher	Demand Response	Subscription	Modified Fixed Route	Door to Door	Curb to Curb	Door through door
Suwannee Valley Transit Authority	X	X	**No**	X	X	X	X	X	X

SERVICE PROVIDERS

OPERATOR
Name: **Nice and Clean Transport (A,W/C, Stretcher)** Role: **Subcontractor – (Contractor)** Hours of Operation:**24-hours per day, 7 days/ week**

OPERATOR
Name: **Alternative Transport (A,W/C, Stretcher)** Role: **Subcontractor** Hours of Operation: **24-hours per day, seven days per week**

OPERATOR
Name: **Advent Christian Village (Nursing Home@ Dowling Park) (A, W/C)** Role: **Subcontractor** Hours of Operation: **24-hours per day, 5 days per week**

OPERATOR
Name: **M-H Transport (A, W/C)** Role: **Subcontractor** Hours of Operation: Monday through Friday, **24-hours per day**

OPERATOR
Name: **Complete Care Transport (A,W/C,)** Role: **Subcontractor** Hours of Operation: **24-hours per day, Monday through Friday**

OPERATOR
Name: **LCW Transport (A, WC) (PePac)** Role: Subcontractor: Hours of Operation: Monday through Friday, 24-hours per day

OPERATOR
Name: **Collins Transport (A, WC)** Role: **Subcontractor** Hours of Operation: **Monday through Friday, 24-hours per day**

OPERATOR
Name: **Parrish Medivan (A, WC, Stretcher)** Role: **Subcontractor** Hours of Operation: **Monday through Friday, 24-hours per day**

OPERATOR
Name: **Peeler Medical Transport (A, WC, Stretcher)** Role: **Subcontractor** Hours of Operation: **Monday through Friday, 24-hours per day**

GROUP TRIPS

A group trip is defined as more than one individual traveling on a vehicle.

SUBSCRIPTION SERVICE

Subscription service is defined as a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner.

HOURS OF SERVICE

TD Program Sponsored Service Monday through Saturday, 6:00 a.m. to 6:00 p.m. excluding holidays (see below).

AHCA-Medicaid Service 24 hours per day, seven days per week excluding holidays (see below). After hours trips (i.e., hospital discharges) are scheduled according to standards outlined in the Medicaid Subcontracted Transportation Provider (STP) contract with the Florida Commission for the Transportation Disadvantaged (FCTD).

HOLIDAYS:

TD Program: TD Program service will not be provided on the following observed holidays, with the exception of urgent onset or dialysis

Veteran's Day
Thanksgiving Day
Christmas Day
New Year's Day
Martin Luther King, Jr.'s Birthday
Memorial Day
Independence Day
Labor Day

AHCA-Medicaid Program: Medicaid Program service will not be provided on the following observed holidays except for urgent onset service and dialysis:

Veteran's Day
Thanksgiving Day
Christmas Day
New Year's Day
Martin Luther King, Jr.'s Birthday
Memorial Day

Independence Day
Labor Day

Urgent care is an unscheduled episodic situation in which there is no threat to life of limb but the recipient must be seen on the day of the request under currently accepted standards of care, and qualified medical personnel have determined that treatment cannot be put off until the next day. Hospital discharges shall also be considered as urgent care. This requirement shall also apply to appointments established by medical care providers allowing for insufficient time for routine (3) day scheduling. Valid requests must be provided in writing by the physician's office, and transmitted to the CTC by emailing and/or calling 386-688-2122, 386-688-0457, or 386-688-1514 for urgent care transport. Hospital discharges shall be acknowledged for scheduling within three (3) hours of the time the request is made.

ACCESSING SERVICES

ADVANCE NOTIFICATION TIME

All Trips require a 3 workday notice for transportation, unless urgent onset care, confirmed by a physician by scanned reservation form.

Medicaid beneficiaries must request trip reservations three (3) workdays in advance of a medical appointment if they do not have good cause for requesting trips with less advance notification. "Good cause" is created by factors such as, but not limited to, any of the following:

- Urgent Care;
- Post-surgical and/or medical follow-up care specified by a health care provider to occur in fewer than three workdays;
- Imminent availability of an appointment with a specialist when the next available appointment would require a delay or two weeks or more; or
- The result of administrative or technical delay caused by the subcontracted transportation provider and required that an appointment be rescheduled.

TRIP CANCELLATION PROCESS

Trip cancellations must be made to Suwannee Valley Transit Authority 24 hours in advance of the pickup time.

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.

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 Transportation Disadvantaged Program sponsored service. All Riders whose trips are sponsored by the Trust fund, must have an eligibility form on file with the CTC. All Eligibility forms must be updated annually. Forms are available from the drivers of SVTA or Subcontractors' drivers.

TRANSPORTATION DISADVANTAGED TRUST FUND TRIP PRIORITIES

Due to the limited Transportation Disadvantaged Trust Funds available to Suwannee County, only trips for medical purposes will be provided. However, should funds be available from time to time, the CTC will use its discretion in providing additional categories of transportation for specified days or time periods, such as employment, or shopping trips. Riders whose trips are sponsored by the TDTF must pay the fare.

CONTRACTING PROCESS/CRITERIA

The competitive procurement process utilized by Suwannee Valley Transit Authority will focus on an annual invitation to bid and no trip provider shall provide trips for compensation without an executed contract. A sample of the contract is provided herein:

The following items are incorporated in the review and selection of subcontracted transportation providers for inclusion as operators in the coordinated system:

Compliance with:

Chapter 427,
Rule Chapter 41-2
Rule Chapter 60-A,
Procurement Policies of the CTC

PUBLIC TRANSIT UTILIZATION

The SVTA's deviated fixed route service is from Lake City to Gainesville, and riders are encouraged to utilize the service. Connections from Hamilton and Suwannee Counties are available upon request. The buses must be multiloaded for maximum benefit.

SCHOOL BUS UTILIZATION

Currently, there is no need to use school buses at this time. If Suwannee Valley Transit Authority determines a need to use school buses in the future, the Suwannee County School Board will be contacted for assistance.

VEHICLE INVENTORY

Vehicle inventories for Suwannee Valley Transit Authority and contracted transportation operators are attached.

SYSTEM SAFETY PROGRAM PLAN CERTIFICATION

Suwannee Valley Transit Authority's System Safety Program Plan Certification is attached.

INTERCOUNTY SERVICES

Suwannee Valley Transit Authority has a written agreement with Alachua County which allows Suwannee Valley Transit Authority to transport residents of Suwannee, Hamilton and Suwannee Counties to medical facilities located in Alachua County.

NATURAL DISASTER/EMERGENCY PREPAREDNESS

The transportation element of the Suwannee County Emergency Management Plan is shown as Exhibit IV. The Suwannee County Emergency Management Department does not have a formal agreement with Suwannee Valley Transit Authority, but the CTC will be pursuing that in 2012.

MARKETING

Currently, there are no efforts to market the availability of transportation services sponsored by Transportation Disadvantaged Trust Funds, but when funds are available to provide transportation other than medical, announcements will be posted on the buses, and where possible public service announcements will be utilized. The ridership should note that these funds are subject to frequent change in availability.

ACCEPTABLE ALTERNATIVES

There have been no acceptable alternatives for the provision of transportation service identified in Suwannee County.

Subcontractors

The standard contract used by Suwannee Valley Transit Authority to contract with transportation operators is available upon request, however, the Invitation to Bid is issued every August, and new eligible subcontractors will be contracted based on the capacity need of the CTC.

SERVICE STANDARDS

DRUG AND ALCOHOL POLICY

Rule 41-2.006 (4) (a), F.A.C.: Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, random, post-accident, return to duty, and reasonable suspicion, as required by the Federal Highway Administration and the Federal Transit Administration. The CTC is in full compliance with the FDOT Substance Abuse requirements.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with Suwannee Valley Transit Authority's Substance Abuse Policy.

TRANSPORT OF ESCORTS AND DEPENDENT CHILDREN

Rule 41-2.006 (4) (b), F.A.C.: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.

Local Policy: Children 16 and under will be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger in the event of need. Escorts will be transported at the regular rate.

USE, RESPONSIBILITY AND COST OF CHILD RESTRAINT DEVICES (Car Seats)

Rule 41-2.006 (4) (c), F.A.C.: Use of child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan.

Local Policy: All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device shall be provided by the passenger, and it must be no older than five (5) years, it must be clean and sanitized.

PASSENGER PROPERTY

Rule 41-2.006 (4) (d), F.A.C.: Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Local Policy: Passengers shall be allowed to have personal property which they can place in their lap or stow under the seat.

VEHICLE TRANSFER POINTS

Rule 41-2.006 (4) (e), F.A.C.: Vehicle transfer points shall provide shelter, security and safety of passengers.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

LOCAL TOLL FREE PHONE NUMBER

Rule 41-2.006 (4) (f), F.A.C.: A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local TDSP including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.

Local Policy: Suwannee Valley Transit Authority and all subcontracted operators shall comply with this standard.

OUT-OF-SERVICE AREA TRIPS

Rule 41-2.006 (4) (g), F.A.C.: Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips. The CTC or its' subcontractors shall ***not*** leave the state of Florida for the purpose of providing a trip.

Local Policy: Suwannee Valley Transit Authority may require medical provider certification for any out of county trip. The Medicaid area office staff will work with the Medicaid recipient and Suwannee Valley Transit Authority to identify appropriate in-county medical providers whenever possible. The CTC shall make every effort to assist the rider and/or his physician in securing appointments within the region.

VEHICLE CLEANLINESS

Rule 41-2.006 (4) (h), F.A.C.: Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

Local Policy: All vehicles operating in the coordinated transportation system shall be cleaned (interior and exterior) on a regular schedule (minimum once a week). Buses that do not meet this standard should be reported to the CTC's 800 number, to the attention of the Operations Manager or complaints should be called into the main number (386-362-5332).

BILLING REQUIREMENTS

Rule 41-2.006 (4) (I), F.A.C. Billing requirements of the Community Transportation Coordinator by subcontractors for trips made shall be managed according to the following sample schedule:

Trips shall be provided for the whole month; January 1 – 31 and submitted daily. Example: Monday's work should be submitted to the CTC by Tuesday at COB. Consequences for late billings are described in the contract. Assistance with billing or other administrative requirements will be provided to the subcontractor by the CTC as long as the request is made in a timely and courteous manner.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

PASSENGER/TRIP DATABASE

Rule 41-2.006 (4) (j), F.A.C.: Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system. All riders shall cooperate with the CTC's requirement for eligibility forms which are updated annually.

Local Policy: Suwannee Valley Transit Authority shall comply with this standard.

ADEQUATE SEATING

Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time. ***No more than 8 persons (7 plus driver) shall be transported in a fifteen (15) passenger vehicle at any one time. Infractions of this rule will be handled by removal of applicable bench seating.***

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

DRIVER IDENTIFICATION

Rule 41-2.006 (4) (l), F.A.C.: Drivers for paratransit services, including coordination and subcontractors, shall be required to announce and identify themselves by name and identity of the CTC in a manner that is conducive to communications with specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification worn on his or her person that is in view of the passenger. Each driver must have an ID badge with a recognizable likeness. The badge must be in good repair.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

PASSENGER ASSISTANCE

Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

SMOKING, EATING, AND DRINKING

Rule 41-2.006 (4) (n), F.A.C.: Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Service Plan.

Local Policy: Eating and drinking on board vehicles operating in the coordinated system will not be allowed unless medically necessary, for example, dialysis riders. Stops for food, smoke breaks, drinks, or errands are ***not*** permitted.

PASSENGER NO-SHOWS

Rule 41-2.006 (4) (o), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Service Plan.

No-Show Policy: First offense: Yellow Door Hanger; Second Offense: Warning Letter from CTC; Third Offense: Up to and including suspension of service for 30 days.

If a client fails to notify the appropriate entity, and an expense is incurred due to a vehicle being dispatched for that client, and that client is not available or has decided not to go, then the client is classified as a "no-show." 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."

On the first "no-show," the driver will leave a Yellow "no-show" door hanger notice on the client's door. On the second "no-show" occurrence, the driver will leave a Yellow "no-show" door hanger notice and the rider will receive a letter of warning from the CTC. If a third infraction occurs within 60 days, Suwannee Valley Transit Authority will send a letter notifying the client that they have been suspended from service for a 30 day period. When the client is again reinstated to the program, and if three (3) infractions occur within 60 days, the suspension period will be 45 days. When the client is again reinstated to the program and if three (3) infractions occur within 60 days, the suspension will be 90 days.

Clients may only be removed from suspension by the sponsoring agency (i.e., Medicaid). Riders or representatives must be counseled on the policies and responsibilities of using the coordinated system (i.e., canceling trips appropriately, shared ride, cost to Suwannee Valley Transit Authority, or its subcontractors, future loss of transportation).

If a client feels that he/she has been unfairly suspended, the client may appeal through the Grievance Procedure of the Local Coordinating Board. For sponsored clients, the sponsoring agency reserves the right to reinstate the client.

Local Policy: The CTC, and its subcontractors shall attempt to reduce the number of passenger no shows annually. Enforcement of the No Show policy will aid in this regard.

TWO-WAY COMMUNICATIONS

Rule 41-2.006 (4) (p), F.A.C.: All CTC and subcontractor vehicles providing service in the coordinated system, shall be equipped with two –way communications in good working order and audible to the driver at all times to the base.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard. All subcontractors must have an effective two-way communication system between their vehicle fleets and their base. Subcontractors must comply with SVTA SSPP, Florida Administrative Code, Chapter 14-90, and SVTA Policy 2012-12 regarding wireless communication devices.

AIR CONDITIONING/HEATING

Rule 41-2.006 (4) (q), F.A.C.: All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle.

Local Policy: Vehicles without a working air conditioner or heater will have the deficiency noted on the daily inspection form by the driver, and the bus must be scheduled for repair or replacement as soon as possible. This rule will be more narrowly construed in the extreme heat and humidity of the Summer and in the severe cold of the Winter.

FIRST AID

Rule 41-2.006 (4) (r), F.A.C.: First Aid policy shall be determined locally and provided in the local Service Plan.

Local Policy: All vehicles operating in the coordinated system will be equipped with first aid kits and with bio-hazard ("spill") kits, as required by state and federal regulations.

CPR

Rule 41-2.006 (4) (s), F.A.C.: CPR policy shall be determined locally and provided in the local Service Plan.

Local Policy: Suwannee Valley Transit Authority and subcontractors' drivers are required to be trained in CPR as of July 1, 2012. Flexibility will be granted so that the course can be scheduled for all SVTA and subcontracted drivers.

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.

ON-TIME PERFORMANCE

Rule 41-2.006(4)(w), F.A.C.: The Community Transportation Coordinator should establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to the contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as part of the Community Transportation Coordinator's evaluation of its contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Local Policy: Suwannee Valley Transit Authority and its subcontracted operators will have a 90 percent on-time performance rate for all completed trips. Trip lengths that are in excess of 40 miles will be granted a degree of flexibility.

ADVANCE RESERVATION REQUIREMENT

Rule 41-2.006(4)(x), F.A.C.: The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum of 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy: Trips must be scheduled with the Suwannee Valley Transit Authority three (3) weekdays in advance of the day of appointments. After hours trips (i.e. hospital discharges) must be scheduled with the Suwannee Valley Transit Authority by calling the after hours numbers where applicable. Trips provided after hours will be pre-authorized where possible, but no later than 12 hours following the trip.

SAFETY

Rule 41-2.006(4)(y), F.A.C.: The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Local Policy: Suwannee Valley Transit Authority will perform a quarterly evaluation of subcontractors insuring compliance with the CTC's System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements. There shall be no more than one accident per 100,000 miles during the evaluation period. Incidents are defined as events happening when the bus is not moving, and should be recorded separately from accidents. All subcontractors will provide requested records on a quarterly basis to the CTC for contract compliance.

RELIABILITY

Rule 41-2.006(4)(z), F.A.C.: The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than two road calls during the evaluation period for either the CTC or its' subcontractors. Extenuating circumstances shall be explained fully in a report by the CTC Maintenance Supervisor.

ACCESSIBILITY

Rule 41-2.006(4)(aa), F.A.C.: This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator.

Local Policy: This standard is not applicable to this service area, but the CTC shall make every effort to monitor and maintain the shortest hold time possible.

QUALITY OF SERVICE

Rule 41-2.006(4)(aa), F.A.C.: The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 1 complaint per 750 trips during the evaluation period.

LOCAL GRIEVANCE PROCEDURE/PROCESS

The Transportation Disadvantaged Coordinating Board, serving to assist the Suwannee Valley Transit Authority, has established the following procedures for the Grievance Committee to address grievances or complaints from agencies, users, potential users, sub-contractors, and other interested parties.

PURPOSE OF GRIEVANCE COMMITTEE

According to Rule 41-2.012 of the Florida Administrative Code (FAC), one duty of the Board is to:

> "Appoint a Grievance Committee to serve as a mediator to process, and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board for the improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Members appointed to the committee shall be voting members of the Coordinating Board."

It should be noted that there is a distinct difference between "hearing" a grievance, and "hearing and determining" a grievance. Neither the Grievance Committee or the Board have the authority to "hear and determine" a grievance. They only have the authority to "hear" and advise.

When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance. Chapter 427, Florida Statutes (F.S.) grants no adjudicative powers to anyone.

Even though the Board does not have determinative powers, the recognition of problems by the various members of the Board is a very useful mechanism to resolve many issues. In addition, it should be noted that if the members of the Board are involved in the development and approval of the Transportation Disadvantaged Service Plan, and the annual evaluation of Suwannee Valley Transit Authority, and its subcontractors, the Board members opinion shall be held in high regard, as well as their ability to influence changes where needed.

DEFINITION OF SERVICE COMPLAINT

Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant.

All service complaints should be recorded and a summary of complaints should be provided by the Suwannee Valley Transit Authority on a quarterly basis, to the Board. If Suwannee Valley Transit Authority is also an operator, their statistics on service complaints should be included.

Service Complaints may include but are not limited to:

- Late trips (late pickup and or late drop-off)

- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., may not qualify, lack of Transportation Disadvantaged funds, etc. The CTC desires to have the opportunity to address these complaints, but recognizes the rider's right to complain directly to the state ombudsman. The CTC must make every effort to quickly and completely address every complaint, and include the complete details of resolution on the report.

DEFINITION OF FORMAL GRIEVANCE

A formal grievance is a written complaint to document any concerns regarding the operation or administration of Transportation Disadvantaged services by the transportation operator, Suwannee Valley Transit Authority, the Designated Official Planning Agency, or the Board. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days. Formal grievance processes by the Board or Suwannee Valley Transit Authority shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Formal Grievances may include but are not limited to:

- Chronic, recurring or unresolved Service Complaints. (Refer to description of service complaints above)
- Violations of specific laws governing the provision of Transportation Disadvantaged services, i.e., Chapter 427 Florida Statutes (F.S.), Rule 41-2 Florida Administrative Code and accompanying documents, Sunshine Law and the Americans with Disabilities Act.
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures
- Suspension of service

COMPOSITION OF GRIEVANCE COMMITTEE

The Board shall appoint at least three (3) of its voting members to a Grievance Committee. The Grievance Committee shall elect a Chair and Vice-Chair. Term limits on the Grievance Committee may coincide with term limits on the Board. A majority vote is required for actions by the Grievance Committee. A quorum shall consist of no less than a majority of the Grievance Committee membership. In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

GRIEVANCE COMMITTEE PROCEDURES

The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.

FILING A GRIEVANCE WITH THE LOCAL COORDINATING BOARD

Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing with the Grievance Committee within ninety (90) days after the occurrence of the event giving rise to the grievance. The complainant may use the attached Grievance Form to submit a grievance. The grievance shall be sent to:

Transportation Disadvantaged Program
Grievance Committee
2009 N.W. 67 Place, Suite A
Gainesville, Florida 32653-1603

When necessary, the North Central Florida Regional Planning Council staff will provide assistance to disabled individuals to prepare written grievances. The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.

The grievance shall include:

1. the name, address and telephone number of the Complainant;

2. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and

3. an explanation by the Complainant of the improvements needed to address the complaint.

If the Board receives a grievance pertaining to the operation of services under Suwannee Valley Transit Authority, that grievance should be passed on to Suwannee Valley Transit Authority by electronic mail for their response to be included in the Board's response.

GRIEVANCE COMMITTEE MEETING SCHEDULE

Within fifteen (15) working days following the date of receipt of the formal grievance, staff shall advise the Grievance Committee of the grievance, schedule a hearing on the grievance and inform the complainant of the hearing date.

The Grievance Committee shall meet to hear the grievance within forty-five (45) days from the date of receipt of the grievance.

When appropriate, the Grievance Committee may meet to hear filed grievances immediately following regularly scheduled Board meetings.

In addition, a regular business meeting of the Grievance Committee may be called when necessary.

NOTICE OF HEARING

Staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the complainant and other interested parties. Certified mailing is recommended.

The notice shall clearly state:

1. date, time, and location of the meeting; and

2. purpose of the discussion and a statement of the issues involved.

GRIEVANCE COMMITTEE HEARING PROCEDURES

All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence.
The Grievance Committee may at any time during the course of the hearing question the parties and their witnesses on any facts which it deems material to the alleged improper action.

The entire hearing shall be recorded electronically, on tape. Any party requesting a copy of the transcription shall pay all costs incurred in furnishing the copy of the transcription.
The Grievance Committee will follow a meeting agenda in accordance with the procedures herein set forth:

1. call to order;

2. presentation of grievance;

   a.presentation of grievance by Complainant, which will also include witnesses, if applicable, and

   b.response of concerned parties, which will include witnesses, if applicable.

3. discussion of grievance, which shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, staff, the complainant and other interested parties. Discussion shall focus solely on the grievance as filed by the complainant;

4. following discussion of the grievance, the Grievance Committee may submit a recommendation to the Board in response to the grievance; and

5. close hearing.

REPORT TO COORDINATING BOARD

A written report shall be provided to the Board and shall include the following information:

1. a statement that a meeting was held in which the involved parties, their representatives and witnesses were given an opportunity to present their grievance;

2. a statement that clearly defines the issues discussed; and

3. the recommendation or explanation of the Grievance Committee based on their investigation and assessment.

   A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Coordinating Board through the appeal process.

REPORT TO CTC GOVERNING BOARD

A written report shall also be provided to Suwannee Valley Transit Authority's governing board and shall include the following information:

1. a statement that a meeting was held in which the involved parties, their representatives and witnesses were given an opportunity to present their grievance;
2. a statement that clearly defines the issues discussed; and
3. the recommendation or explanation of the Grievance Committee based on their investigation and assessment.

APPEALS

APPEAL TO THE COORDINATING BOARD

Appeal of the recommendation by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:

Transportation Disadvantaged Program
Coordinating Board
2009 N.W. 67 Place, Suite A
Gainesville, Florida 32653-1603

The complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) days in advance of the meeting.

The Board will meet to hear the appeal and render its recommendation within thirty (30) days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) days of the date of the recommendation.

APPEAL TO THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Should a complainant remain dissatisfied with the Board or Suwannee Valley Transit Authority's recommendation, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Floida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

The Commission also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, F.S. does not expressly confer the power or authority for the Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two third parties. The Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."

Similarly, if the grievance showed that one of the parties with whom the Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.

Accordingly, the Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

FILING GRIEVANCES WITH THE COMMUNITY TRANSPORTATION COORDINATOR

Where appropriate, an interested party may also file a grievance with Suwannee Valley Transit Authority. Such grievance shall be an issue which can be addressed by Suwannee Valley Transit Authority and shall be executed in accordance with Suwannee Valley Transit Authority's grievance procedures. The SVTA administration shall communicate via report with the LCB Committee on any and all complaints filed by riders of the CTC or of the subcontractors. The communication shall provide complete details and include all action to resolve the complaint.

Suwannee Valley Transit Authority's service plan must be developed consistently with the Coordinated Transportation Contracting Instructions, incorporated by reference in Rule 41-2.002(27), F.A.C. Pursuant to these instructions, the Service Plan may contain the step-by-step process Suwannee Valley Transit Authority uses to address "Service Complaints" and "Formal Grievances". The "Formal Grievance" part of this is intended to be the step-by-step process which allows for "hearing and determination" activities within Suwannee Valley Transit Authority's organization. Therefore, it will provide steps by which a formal written grievance can be "heard" and a "determinative" action can be taken. No rider may file a formal or informal complaint "on behalf" of another rider without a permission document signed by the complaining rider.

All Community Transportation Coordinators and transportation subcontractors (including coordination contractors) must make a written copy of their grievance procedures and rider policies available to anyone, upon request. All Community Transportation Coordinators and transportation subcontractors (including coordination contractors) must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of riders. Suwannee Valley Transit Authority's toll-free phone number is 1-800-258-7267. All complaints for subcontractors must be reported to the CTC for attention and recording for the quarterly report to the LCB.

Suwannee Valley Transit Authority's grievance procedure should state that all grievances filed must be written and contain the following:

1. The name and address of the complainant;
2. A statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner;
3. An explanation of the relief desired by the complainant.

Suwannee Valley Transit Authority must respond within fifteen (15) working days to the Grievant in writing, noting the date of receipt and the date by which a decision will be made.

Suwannee Valley Transit Authority will render a decision in writing, giving the complainant an explanation of the facts that lead to Suwannee Valley Transit Authority's decision and provide a method or ways to bring about a resolution.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

The Board of Directors, Owners, or whoever is legally responsible must receive a copy of the grievance and response.

SUSPENSION RECONSIDERATION HEARING

If a rider has been issued a notice of suspension by Suwannee Valley Transit Authority, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Suwannee County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.

All requests for reconsideration must be in writing and delivered to:

Suwannee Valley Transit Authority
1907 Voyles Street, S.W.
Live Oak, FL 32064

and
Transportation Disadvantaged Program
Coordinating Board Grievance Committee
2009 N.W. 67 Place, Suite A
Gainesville, Florida 32653-1603

The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.

Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Suwannee County Transportation Disadvantaged Coordinating Board Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by Suwannee Valley Transit Authority to the person requesting the hearing.

PROHIBITION AGAINST RETALIATION

No individual shall be unlawfully denied Transportation Disadvantaged services because such individual has filed a grievance related to the Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to the Transportation Disadvantaged Program.

ALTERNATIVE RECOURSE

Apart from these grievance processes, aggrieved parties with proper standing, may also have recourse through the Chapter 120, F.S., administrative hearings process or the judicial court system.

GRIEVANCE FORM

1. Name of Complainant _____

2. Mailing Address _____
_____
_____
_____

3. Daytime Telephone Number _____

4. Grounds for Grievance

   Please describe the basis for the grievance. Provide the date(s) of the occurance(s) and any supporting documentation.

   _____
   _____
   _____
   _____
   _____

5. Improvements Needed

   Please provide an explanation of the improvements needed to address the grievance.

   _____
   _____
   _____

6. Signature of Complainant _____

PLEASE SUBMIT TO:

Transportation Disadvantaged Program
Coordinating Board Grievance Committee
2009 N.W. 67th Place, Suite A
Gainesville, Florida 32653-1603

MEDICAID NET GRIEVANCE SYSTEM

Definitions

a. Complaint Process – the complaint process is the Commission's and the STP's procedure for addressing Medicaid Beneficiary Complaints, which are expressions of dissatisfaction about any matter other than an Action that are resolved at the Point of Contact rather than through filing a formal Grievance.

b. Grievance Process – The Grievance process is the Commission's and the STP's procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any mater other than an Action.

c. Appeal Process – the Appeal process is the Commission's and the STP's procedure for addressing Medicaid Beneficiary Appeals, which are requests for review of an Action.

d. Medicaid Fair Hearing Process – The Medicaid Fair Hearing process is the administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the Commission or the STP.

General Requirements

As set forth herein, the following process constitutes Suwannee Valley Transit Authority's Medicaid Grievance/Complaint Process.

1. Suwannee Valley Transit Authority herein referred to as the STP, must obtain written approval of the Medicaid Grievance/Complaint Process prior to implementation.

2. The STP will refer all Medicaid Beneficiaries who are dissatisfied with the STP or its Actions to the STP's Grievance/Appeal Coordinator for processing and documentation in accordance with the Medicaid contract and established policies and procedures.

3. The STP shall provide reasonable assistance to Medicaid Beneficiaries in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability.

4. The STP shall acknowledge, in writing, the receipt of a Grievance or request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.

5. The STP shall not allow any of the decision makers on a Grievance or Appeal if they were involved in any of the previous levels of review or decision-making when deciding any of the following:

   a. An Appeal or denial that is based on lack of Medical Necessity; and,

   b. A Grievance regarding the denial of an expedited resolution of an Appeal.

6. The Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, shall be allowed an opportunity to examine the Medicaid Beneficiary's case file before and during the Grievance or Appeal process, including all Medical Records and any other documents and records held by the STP.

7. The Medicaid Beneficiary and/or the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate shall be considered as parties to the Grievance/Appeal.

8. The STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of the Medicaid contract in order to fulfill the requirements as set forth in this process.

9. The STP shall work with the Commission's Grievance/Appeals Coordinator to resolve all grievance related issues.

   a. The STP shall notify the Medicaid Beneficiary, in writing, using language at, or below the fourth (4th) grade reading level, of any action taken by the STP to deny a Transportation Service request, or limit transportation services in an amount, duration, or scope that is less than requested.

   b. The STP shall provide notice to the Medicaid Beneficiary as set forth below:

      (1) The Action the Recipient has taken or intends to take;

      (2) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;

      (3) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;

      (4) The procedures for filing an appeal;

(5) The circumstances under which expedited resolution is available and how to request it; and,

(6) The Medicaid Beneficiary's rights to request that transportation services continue pending the resolution of the appeal, how to request the continuation of transportation services, and the circumstances under which the Medicaid Beneficiary may be required to pay the costs of these services.

c. The STP must provide the notice of action within the following time frames:

(1) At least ten (10) calendar days before the date of the action or fifteen (15) calendar days if the notice is sent by surface mail (five [5] calendar days if the recipient suspects fraud on the part of the Medicaid Beneficiary).

(2) For denial of the trip request, at the time of any action affecting the trip request.

(3) For standard service authorization decision that deny or limit transportation services, as quickly as the Medicaid Beneficiary's health condition requires, but no later than fourteen (14) calendar days following receipt of the request for service.

d. If the STP extends the time frame for notification, it must:

(1) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid beneficiary of the right to file a grievance if the Medicaid Beneficiary disagrees with the recipient's decision to extend the time frame; and,

(2) Carry out its determination as quickly as the Medicaid beneficiary's health condition requires, but in no case later than the date upon which the fourteen (14) calendar day extension period expires.

e. If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a denial and, therefore, an action adverse to the Medicaid Beneficiary.

f. For expedited Service Authorization decisions, within three (3) business days (with the possibility of a fourteen (14) calendar day extension).

The Complaint Process

1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a complaint.

2. General Duties

a. The STP must:

(1) Resolve each complaint within fifteen (15) business days from the day the STP received the initial complaint, be it oral or in writing;

(a) The STP may extend the complaint resolution time frame by up to ten (10) business days if the Medicaid Beneficiary request an extension, or the Recipient/Subcontractor documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.

(b) If the STP requests the extension, the Recipient/Subcontractor must give the Medicaid Beneficiary written notice of the reason for the delay.

(2) Notify the Medicaid Beneficiary, in writing, within five (5) business days of the resolution of the complaint if the Medicaid Beneficiary is not satisfied with the STP's resolution. The notice of disposition shall include the results and date of the resolution of the complaint, and shall include:

(a) A notice of the right to request a grievance or appeal, whichever I the most appropriate to the nature of the objection; and,

(b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair Hearing System Section).

(3) The STP shall provide the Commission with a report detailing the total number of complaints received, pursuant to reporting requirements of the contract with the Commission.

(4) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files a complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's complaint.

b. Filing Requirements

(1) The Medicaid Beneficiary or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent must file a complaint within fifteen (15) calendar days after the date of occurrence that initiated the complaint.

(2) The Medicaid Beneficiary or his/her representative may file a complaint either orally or in writing. The Medicaid Beneficiary or his/her representative may follow up an oral request with a written request, however the timeframe for resolution begins the date the STP receives the oral request.

The Grievance Process

A Medicaid Beneficiary may file a grievance, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a grievance.

1. General Duties

a. The STP must:

(1) Resolve each grievance within ninety (90) calendar days from the day the STP received the initial grievance request, be it oral or in writing;

(2) Notify the Medicaid Beneficiary, in writing, within thirty (30) calendar days of the resolution of the grievance. The notice of disposition shall include the results and date of the resolution of the grievance, and for decisions not wholly in the Medicaid Beneficiary's favor, the notice of disposition shall include:

(a) Notice of the right to request a Medicaid Fair Hearing, if applicable; and,

(b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair hearing System Section below);

(3) Provide the Commission with a copy of the written notice of disposition upon request;

(4) The STP nor any Transportation Provider shall take an punitive action against a physician or other health care provider who files a grievance on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's grievance; and,

(5) Provide the Commission with a report detailing the total number of Grievances received, pursuant to the Reporting Requirements Section of these procedures.

b. The STP may extend the Grievance resolution time frame by up to fourteen (14) calendar days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.

(1) If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.

c. Filing Requirements

(1) The Medicaid Beneficiary or provider must file a grievance within one (1) year after the date of occurrence that initiated the grievance.

(2) The Medicaid Beneficiary or provider may file a grievance either orally or in writing. The Medicaid Beneficiary may follow up an oral request with a written request, however the timeframe for resolution begins the date the STP receives the oral request.

The Appeal Process

A Medicaid Beneficiary may file an appeal, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file an appeal.

1. General Duties

a. The STP shall:

(1) Confirm in writing all oral inquiries seeking an appeal, unless the Medicaid Beneficiary or provider request an expedited resolution.

(2) If the resolution is in favor of the Medicaid Beneficiary, provide the services as quickly as the Medicaid Beneficiary's health condition requires;

(3) Provide the Medicaid Beneficiary or provider with a reasonable opportunity to present evidence and allegations of fact or law, in person and/or in writing;

(4) Allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity, before and during the appeal process, to examine the Medicaid Beneficiary's case fine, including all documents and records;

(5) Consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the appeal;

(6) Continue the Medicaid Beneficiary's transportation services if:

(a) The Medicaid Beneficiary files the appeal in a timely manner, meaning on or before the later of the following:

(b) Within ten (10) business days of the date on the notice of action (add five [5] business days if the notice is sent via surface mail); or,

(c) The intended effective date of the STP's proposed action.

(d) The appeal involves the termination, suspension, or reduction of a previously authorized transportation service;

(e) The transportation was for a Medicaid compensable service ordered;

(f) The authorization period has not expired; and/or,

(g) The Medicaid Beneficiary requests extension of transportation services.

(7) Provide written notice of the resolution of the appeal, including the results and date of the resolution within two (2) business days after the resolution. For decision not wholly in the Medicaid Beneficiary's favor, the notice of resolution shall include:

(a) Notice of the right to request a Medicaid Fair Hearing;

(b) Information about how to request a Medicaid Fair Hearing, including the DCF address necessary for pursuing a Medicaid Fair Hearing, as set forth in Medicaid Fair Hearing System Section, below;

(c) Notice of the right to continue to receive transportation services pending a Medicaid Fair Hearing;

(d) Information about how to request the continuation of transportation services; and

(e) Notice that if the STP's action is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued transportation services.

(8) Provide the Commission with a copy of the written notice of disposition upon request;

(9) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files an appeal on behalf of a Medicaid Beneficiary or supports a Medicaid Beneficiary's appeal; and,

(10) Provide the Commission with a report detailing the total number of appeals received, pursuant to reporting requirements of this process.

b. If the STP continues or reinstates the Medicaid Beneficiary's transportation services while the appeal is pending, the STP must continue providing the transportation services until one (1) of the following occurs:

(1) The Medicaid Beneficiary withdraws the appeal;

(2) Ten (10) business days pass from the date of the STP's notice of resolution of the appeal if the resolution is adverse to the Medicaid Beneficiary and if the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of transportation services until a Medicaid Fair Hearing decision is reached;

(3) The Medicaid Fair Hearing panel's decision is adverse to the Medicaid Beneficiary; or,

(4) The authorization to provide services expires, or the Medicaid Beneficiary meets the authorized service limits.

c. If the final resolution of the appeal is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished from the Medicaid Beneficiary while the appeal was pending, to the extent that the STP furnished the services solely because of the requirements of this section.

d. If the STP did not furnish services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.

e. If the STP furnished services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.

3. Filing Requirements

a. The Medicaid Beneficiary or his/her representative must file an appeal within thirty (30) calendar days of receipt of the notice of the STP's action.

b. The Medicaid Beneficiary may file an appeal either orally or in writing. If the filing is oral, the Medicaid Beneficiary must also file a written, signed appeal within thirty (30) calendar days of the oral filing. The STP shall notify the requesting party that it must file the written request within ten (10) business days after receipt of the oral request. For oral filings, time frames for resolution of the appeal begin on the date the STP receives the oral filing.

c. The STP shall resolve each appeal within State-established time frames not to exceed forty-five (45) calendar days from the day the STP received the initial appeal request, whether oral or in writing.

d. If the resolution is in favor of the Medicaid Beneficiary, the STP shall provide the services as quickly as the Medicaid Beneficiary's health condition requires.

e. The STP may extend the resolution time frames by up to fourteen (14) calendar days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.

(1) If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.

(2) The STP must provide written notice of the extension to the Medicaid Beneficiary within five (5) business days of determining the need for an extension.

4. Expedited Process

a. The STP shall establish and maintain an expedited review process for appeals when the STP determines, the Medicaid Beneficiary requests or the provider indicates (in making the request on the Medicaid Beneficiary's behalf or supporting the Medicaid Beneficiary's request) that taking the time for a standard resolution could seriously jeopardize the Medicaid Beneficiary's life, health or ability to attain, maintain or regain maximum function.

b. The Medicaid Beneficiary may file an expedited appeal either orally or in writing. No additional written follow-up on the part of the Medicaid Beneficiary is required for an oral request for an expedited appeal.

c. The STP must:

(1) Inform the Medicaid Beneficiary of the limited time available for the Medicaid Beneficiary to present evidence and allegations of fact or law, in person and in writing;

(2) Resolve each expedited appeal and provide notice to the Medicaid Beneficiary, as quickly as the Medicaid Beneficiary's health condition requires, within State established time frames not to exceed seventy-two (72) hours after the Recipient/Subcontractor receives the appeal request, whether the appeal was made orally or in writing;

(3) Provide written notice of the resolution in accordance with the appeal process section, of the expedited appeal to the Medicaid Beneficiary;

(4) Make reasonable efforts to provide oral notice of disposition to the Medicaid Beneficiary immediately after the appeal panel renders a decision; and,

(5) The STP nor any transportation provider shall take any punitive action against a physician or other health care provider who requests an expedited resolution on the Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for expedited resolution of an appeal.

a. If the STP denies a request for an expedited resolution of an appeal, the STP must:

(1) Transfer the appeal to the standard time frame of no longer than forty-five (45) calendar days from the day the recipient/subcontractor received the request for appeal (with a possible fourteen [14] day extension);

(2) Make all reasonable efforts to provide immediate oral notification of the recipients/subcontractor's denial for expedited resolution of the appeal;

(3) Provide written notice of the denial of the expedited appeal within two (2) calendar days; and,

(4) Fulfill all requirements set forth in the appeal process section above.

Medicaid Fair Hearing Process

As set forth in Rule 65-2.042, FAC, the Recipient's/Subcontractor's grievance procedure and appeal and grievance processes shall state that the Medicaid Beneficiary has the right to request a Medicaid Fair Hearing, in addition to, and at the same time as, pursuing resolution through the Recipient's/Subcontractor's grievance and appeal processes.

a. A physician or other health care provider must have a Medicaid Beneficiary's written consent before requesting a Medicaid Fair Hearing on behalf of a Medicaid Beneficiary.

b. The parties to a Medicaid Fair Hearing include the STP, as well as the Medicaid Beneficiary, his/her representative or the representative of a deceased Medicaid Beneficiary's estate.

2. Filing Requirements

a. The Medicaid Beneficiary may request a Medicaid Fair hearing within ninety (90) days of the date of the notice of the STP's resolution of the Medicaid Beneficiary's grievance/appeal by contacting DCF at:

The Office of Appeal Hearings
1317 Winewood Boulevard, Building 5, Room 203
Tallahassee, FL 32399-0700

3. General Duties

a. The STP must:

(1) Continue the Medicaid Beneficiary's transportation services while the Medicaid Fair Hearing is pending if:

(a) The Medicaid Beneficiary filed for the Medicaid Fair Hearing in a timely manner, meaning on or before the later of the following:

(i) Within ten (10) business days of the date on the notice of action (add five [5] business days if the notice is sent via surface mail);

(ii) The intended effective date of the STP's proposed action.

(b) The Medicaid Fair Hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;

(c) The authorization period has not expired; and/or,

(d) The Medicaid Beneficiary requests extension of transportation services.

(2) The STP nor any Transportation Provider shall take any punitive action against a physician, Transportation Provider, or other health care provider who requests a Medicaid Fair Hearing on a Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for a Medicaid Fair Hearing.

a. If the STP continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the STP must continue said Transportation Services until one (1) of the following occurs:

(1) The Medicaid Beneficiary withdraws the request for a Medicaid Fair Hearing;

(2) Ten (10) Business Days pass from the date of the STP's notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached (add five [5] Business Days if the Recipient/Subcontractor sends the notice of Action by surface Mail);

(3) The Medicaid fair Hearing officer renders a decision that is adverse to the Medicaid Beneficiary; and/or,

(4) The Medicaid Beneficiary's authorization expires or the Medicaid Beneficiary reaches his/her authorized service limits.

4. If the final resolution of the Medicaid Fair Hearing is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished while the Medicaid Fair Hearing was pending, to the extent that the STP furnished said services solely because of the requirements of this Section.

5. If the STP did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP's decision to deny, limit or delay services, the STP must authorize or provide the disputed services as quickly as the Medicaid Beneficiary's health condition requires.

6. If the STP did furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP's decision to deny, limit or delay services, the STP must pay for the disputed services in accordance with State policy and regulations.

Type	Time Frame to File	Provide Transportation Services During Review	Time Frame to Resolve	Extension Time Frame	Time Frame to Send Notification of Resolution	Next Step (if any)
Complaint	Ninety (90) calendar days from the date of the incident that precipitated the complaint.	Yes	Fifteen (15) business days.	Ten (10) business days.	Five (5) business days from the date of the complaint.	File a grievance.
Grievance	Ninety (90) calendar days from the date of the action that precipitated.	Yes	Ninety (90) calendar days.	Fourteen (14) calendar days.	Thirty (30) calendar days from the date of the resolution of the grievance.	Medicaid Fair Hearing.

PASSENGER CODE OF CONDUCT

GENERAL

For everyone's safety, drivers and riders of the system are expected to act in an appropriate manner at all times and abide by the policies of Suwannee Valley Transit Authority

Riders shall be ready to board the vehicle within 5 minutes of its arrival.

Riders shall be prepared to share their ride with other passengers.

Eating and drinking on board vehicles operating in the coordinated system will not be allowed unless medically necessary. The driver, except in cases of emergency, shall not make stops outside the prescribed route on the STP's manifest. Emergency requests must be radioed to the Dispatcher for decision by the Operations Manager. Subcontractors shall follow this procedure; the Subcontractor's driver shall contact the STP for such requests.

No passenger may refuse to pay the approved fare, or issue insufficient funds checks to the CTC or to the subcontractor. Riders who issue checks for fares, and the check is returned by the rider's bank for insuffient funds, shall be contacted by the CTC for restitution. If the Rider does not make restitution plus costs within five (5) days, the check will be referred to the State for collection. The CTC's charge for penalty is $7.50, plus all charges from the CTC's bank.

No passenger may operate or tamper with any equipment on board any vehicle. No passenger may damage the bus in any way. No rider may defecate or urinate on the bus. Violation of this

rule will cause the rider to be expelled permanently from service by the CTC or the subcontractor.

Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS it is connected to a headset.

Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension or expulsion from transportation privileges.

VERBAL ABUSE

Verbal abuse or profanity by a rider against staff, drivers or other clients will not be tolerated, whether in person or on the telephone or electronic mail, fax, etc. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers of the CTC or its subcontractors, or other riders will face penalties up to and including expulsion from services. If verbal abuse escalates into a safety or security risk to the staff of the CTC or its subcontractors, the driver shall pull over safely and contact 911. As soon as possible the driver shall notify the dispatcher and the CTC.

PHYSICAL

Physical abuse of either a rider to another rider or rider to a driver will not be tolerated. Physical abuse includes but is not limited to grabbing, hitting or touching. Such abuse shall be deemed as assault. In such cases, the local police shall be notified, and the rider shall be issued a notice of suspension or expulsion from service.

SUBSTANCE

No Passenger who is under the influence of alcohol or illegal drugs will be transported. If a passenger is scheduled to be returned home and they are under the influence, they will be required to find alternative means of transportation. If a pattern of such behavior exists, a suspension of transportation privileges shall be revoked.

PENALTIES

VERBAL ABUSE

1. First offense – written warning

2. Second offense – one week suspension of services
3. Third offense – Expulsion from services

PHYSICAL ABUSE

1. First offense - Suwannee Valley Transit Authority will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Suwannee Valley Transit Authority intends to suspend his or her riding privileges and the reason for such action.
2. Second offense – Permanent expulsion from service

APPEALS

A rider has ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Suwannee County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.

All requests for reconsideration must be in writing and delivered to:

Suwannee Valley Transit Authority
1907 Voyles Street
Live Oak, FL 32060

and

Transportation Disadvantaged Program
Coordinating Board Grievance Committee
2009 N.W. 67 Place, Suite A
Gainesville, Florida 32653-1603

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue. Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Suwannee County Transportation Disadvantaged Coordinating Board Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing

within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by Suwannee Valley Transit Authority to the person requesting the hearing.

EVALUATION PROCESSES

COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS

Suwannee Valley Transit Authority will perform an annual evaluation of contracted operators ensuring compliance with the System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements.

COST REVENUE ALLOCATION/RATE STRUCTURE JUSTIFICATION

Suwannee Valley Transit Authority's rate structure is shown in the attached Commission for the Transportation Disadvantaged Rate Model Calculation worksheets.

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SUWANNEE VALLEY TRANSIT AUTHORITY
1907 Voyles Street
Live Oak, Florida 32060

SVTA POLICY MEMORANDUM # 2012-019 24 SEPT 2012

PURPOSE. The purpose of the policy memorandum is to set formal procedure for taking and processing complaints.

ADMINISTRATOR'S INTENT: To insure all citizens and customers of SVTA has the opportunity to express their opinions and concerns regarding SVTA and that their complaints will reviewed dealt with as appropriate.

AUTHORITY: Standard 'good business practice'

APPLICATION: This policy is mandatory for all SVTA personnel

POLICY: SVTA will accept, and process any calls of complaints against SVTA, its employees or service IAW the SVTA Complaint Procedures as dictated in this memorandum. Further, a notice showing the 'Complaint Line' will be posted on each SVTA transport vehicle.

PROCEDURE: Complaint calls will be processed IAW the follow procedures:

1) Any employee who takes a call from a person wishing to lodge a complaint against SVTA, will take the caller's name, contact number and forward that information to the Director of Operations. When taking the complaint, the employee will be professional and will not argue or dissuade the caller in any way. The employee will not engage the caller about the complaint.

2) Upon receiving the information from the employee, the Director of Operations will log in the complaint on the SVTA Complaint Log

3) The Director of Operations (or a supervisor that the Director assigns) will contact the complainant and review the issues of the compliant with the complainant.

4) Upon receiving all available information regarding the complaint, the Director of Operations will evaluate the complaint and determine if the complaint is valid, sustained, or unfounded. The Director of Operations will notate the determination on the SVTA Complaint Log.

5) If the complaint is found to be valid and/or sustained, the Director of Operations will formulate a plan of action to correct the deficiency and make the recommendation to the Administrator. Should the determination be made that an SVTA employee is at fault, all recommendations to the Administrator on what actions to take against the employee will be IAW the SVTA Personnel Rules, Regulations and Policy.

6) The Complaint log will be provided to the SVTA Board of Directors as part packet present at the quarterly Board meeting.

POC for this policy is the Director Of Operations

Gwendolyn Pra

GWENDOLYN PRA
ADMINISTRATOR, SUWANNEE VALLEY TRANSIT

VEHICLE and OTHER TRANPORTATION EQUIP INVENTORY REPORT

SUWANNEE VALLEY TRANSPORTATION AUTHORITY

As of 2/20/201311:24 AM

YEAR	MAKE	MODEL	Engine	VIN	TAG	W/C	Milage as of 12/31 2011	Passenger#	Max Fuel and fuel type	INSURANCE DATA	Source Funded By
2008	Ford	Truck	5.4	1FTNF20578EC08564	TA8373	No	73928	2	Gas 35	CAD085011711	CTD Conroy Cap
2006	Ford	Crown Vic	5.4	2FAFP71W46X128033	Z37756	No	139185	4	Gas 20	CAD085011711	State Conroy Cap
2001	Ford	Crown Vic	5.4	2FAFP71W01X190540	73217	No	261796	4	Gas20	CAD085011711	State Conroy Cap
2003	Thomas	Trolley	3126B	IT0Z30B2331130870	73231	Yes	46665	32	Diesel 100	CAD085011711	St.-FDOT Serv. De.
2003	Ford	E450	7.3	1FDXE45F03HA06502	222077	Yes	318417	16	Diesel 50	CAD085011711	State Conroy Cap
2002	Ford	E450	7.3	1FDXE45FX2HB23342	TC6322	yes	208204	20	Diesel 50	CAD085011711	Gift. Levy C. BOCC
2005	Ford	E350	5.4	1FDWE35L95HB01509	230205	Yes	226480	9	Gas 35	CAD085011711	State Conroy Cap
2005	Ford	E350	5.4	1FDWE35L15HA19418	230204	Yes	266478	9	Gas 35	CAD085011711	State Conroy Cap
2006	Ford	E350	5.4	1FDWE35L16HA89034	231957	Yes	228284	9	Gas 35	CAD085011711	St. CTD Conroy C.
2006	Ford	E350	5.4	1FDWE35L36HA89035	231958	Yes	231901	9	Gas 35	CAD085011711	St. CTD Conroy C.
2005	Ford	E350	5.4	1FDWE35L64HA37041	TB6058	Yes	267562	9	Gas 35	CAD085011711	Gift. Levy C. BOCC
2004	Ford	E350	5.4	1FDWE35L14HA13200	TB6059	Yes	295332	9	Gas 35	CAD085011711	Gift. Levy C. BOCC
2009	Chevy	Goshen	6	1GBJG31KX81232570	TB6062	Yes	108868	9	Gas 35	CAD085011711	St. CTD Conroy C
2001	Chevy	Van	5.7	1GAHG39R411241307	73232	No	332975	16	Gas 25	CAD085011711	St.CTD Conroy C.
2001	Chevy	Van	5.7	1GAHG39R911244431	73230	No	337791	16	Gas 25	CAD085011711	St. CTD Conroy C.
2001	Chevy	Van	5.7	1GAHG39R611244662	73229	No	353578	16	Gas 25	CAD085011711	St.CTD Conroy C.
2001	Chevy	Van	5.7	1GAHG39R911245028	73220	No	300342	16	Gas 25	CAD085011711	St.CTD Conroy C.
2010	Dodge	Mini-Van	3.3	2D4RN4DEXAR455096	TB7326	Yes	16762	4	Gas 20	CAD085011711	ARRA 5311 C
2008	Chevy	Uplander	3900	1GBDV13WX8D207559	TB6061	Yes	86632	4	Gas 20	CAD085011711	St. CTD Conroy C.
2011	Champ	Bus	ISB-6.7	4UZABODTOACAT2710	TC4288	Yes	12905	29	Diesel 100	CAD085011711	FTA-ARRA 5311 C
2011	Champ	Bus	ISB-6.7	4UZABODT2ACAT2711	TC4287	Yes	14156	29	Diesel 100	CAD085011711	FTA-ARRA 5311 C
2011	Champ	Bus	ISB-6.7	4UZABODT4ACAT2712	TC4289	Yes	7585	29	Diesel 100	CAD085011711	FTA-ARRA 5311 C
2002	Bl Bird	Bus	6.7	1BAGBCPA42F202651	73219	Yes	9906	24	Diesel 85	CAD085011711	FDOT
2002	Ford	E450	7.3	1FDXE45F52HA61364	197865	Yes	298389	14	Diesel 50	CAD085011711	St.CTD Conroy C.
2010	Eldorad	Bus	ISB-6.7	1N9MNAC65AC084275	TB7889	Yes	21601	31	Diesel 100	CAD085011711	FTA- ARRA 5311 C
2010	Eldorad	Bus	ISB-6.7	1N9MNAC67AC084276	TB7890	Yes	18328	31	Diesel 100	CAD085011711	FTA- ARRA 5311 C
2010	Eldorad	Bus	ISB-6.7	1N9MNAC69AC084277	TB7891	Yes	20679	31	Diesel 100	CAD085011711	FTA- ARRA 5311 C
2010	Eldorad	Bus	ISB-6.7	1N9MNAC60AC084278	TB7806	Yes	18515	31	Diesel 100	CAD085011711	FTA- ARRA 5311 C
2009	Ford	E150	4.6	1FMNE11WX9DA87861	X52320	No	67739	7	Gas 20	CAD0850117-11	

PREPARED BY:

APPROVED BY:

YEAR	MAKE	MODEL	Engine	VIN	TAG	W/C	Milage as of 12/31 2011	Passenger #	Max Fuel and fuel type	INSURANCE DATA	ESTIMATED VALUE	PROJECTED MILEAGE
Alternative Fleet												
1997	Chevy	Van	5.7	1GBFG15MOV1043251		YES	316403	8	35 gas	National Indemnity		
2003	Dodge	Van	5.4		A61 5XW	Yes	379795	8	35 gas			
	Ford	Van	5.4		A700TW	Yes	334444	8	35 gas			
	Ford	Van	5.4		H201ZZ	YES	249568	8	35 gas			
	Ford	Van	5.4		DA57202	Yes	259564	8	35 gas			
Collins												
2002	Dodge	Mini Van	2.5	1B8GP45362B685533	461 7GK	No	356742	7	25 gas	Progressive		
2008	Chevy	Uplander	2.8	1GNDV23118D142422	ASJ 1898	YES	83500	6	25GAS			
Complete Care												
2008	Chevy	Uplander	2.8	1FTF52427VHA03482	L62 8GL	YES	171131	6	25 GAS	National Indemnity		
2002	Ford	Van	5.4	1FTS534L92HA66320		YES	212114	8	35 GAS			
1996	Ford	E-250	5.4	1FTFS2427VHA03482	E04 35L	YES	115829	8	35 GAS			
JD Transit												
1993	Dodge	Caravan	2.5	1B4GH44R9PX69580	J98N1H	YES	97787	5	25GAS	National Indemnity		
1998	GMC	van	2.8	1GKDM19W9WB542976	4337IL	YES	150797	5	25 GAS			
1999	Chrysler	Car		1C4GP54L7XB642788	S23 1WR	NO	175099	5	25 GAS			
Nice and Clean												
2006	Dodge	Mini Van		1D4GP24R76B641399	207NCA	YES	185908	5	25 GAS	FL AUTO INSURANCE		
2007	FORD	E-250	5.4	1FTNS24W07DA21945	K27 8VG	YES	211368	8	35 GAS			
2006	FORD	E-350	5.4	1FBSS31LX6HA50206	AAQQ72	YES	182878	8	35 GAS			
2008	FORD	E-250	5.4	1FTNS24W68DA19795	K532VF	YES	205030	8	35 GAS			
Parrish												
	Ford	E-250	5.4		287VCH	YES	382796	8	35 GAS	National Indemnity		
	Pontiac	mini van			N69 1BS	YES	324867	7	25 GAS			
	FORD	VAN	5.4	1FBSS31L03HB47863	N24 4BS	YES	260613	8	35 GAS			
2008	FORD	VAN	5.4		M004L1	YES	184786	8	35GAS			
Peeler Transport												
2004	Ford	E-250	5.4	1FTNS24W54HA05972	6113HM	YES	395528	8	35 GAS	Progressive		
2003	Ford	E-250	5.4		6114HM	YES	214956	8	35GAS			
	CHRYSLER	mini van			6112HM	YES	214489	5	25Gas			
2007	Ford	E-250	5.4	1FTNS24W37DA47682	G485VP	YES	201378	8	35 GAS			
LCW												
2002	SATURN			1G8JU84F62Y590595	246NCA	NO	153225	5	25 GAS			
M & H TRANSPORT												
2004	FORD	MINI VAN	2.4	2FMZA57624BA61331	N025KN	YES	133359	5	25 GAS	FLA AUTO INSURANCE		
2000	CHEVY	IMPALA	3.6	2G1WF55E2Y9105174		NO	134159	5	20 GAS	ASCENDANT COMM. INS		
1999	BUICK			1G4HP52K4XH441387	707 ICD	NO	228145	5	20 GAS			
2001	CHRYSLER	MINI VAN		2C4GP54L11R210304		YES	255451	5	25 GAS			
2002	DODGE	CARAVAN		2B8GP44352R508247	C708ED	YES	155481	5	25 GAS			

TRANSPORTATION DISADVANTAGED TRUST FUND (TDTF)

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: Suwannee Valley Transit Authority

COUNTY: Suwannee

CONTRACT PERIOD: July 1, 2012 - June 30, 2013

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or PassengerTrip)
TDTF ambulatory	$1.57 /passenger mile
TDTF wheelchair	$2.69/passenger mile
TDTF stretcher	$5.61/passenger mile

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Preliminary Information Worksheet

Version 1.4

CTC Name: SVTA

County (Service Area):

Contact Person:

Phone #

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: SVTA
County: 0

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

	Prior Year's **ACTUALS** from July 1st of 2010 to June 30th of 2011	Current Year's **APPROVED** Budget, as amended from July 1st of 2011 to June 30th of 2012	Upcoming Year's **PROPOSED** Budget from July 1st of 2012 to June 30th of 2013	% 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		$ 25,353	$ 20,000		-21.1%	Other= private pay transp to community organizations. INITIAL PREMISE POINT: FOR THIS EXERCISE, SVTA CANNOT PROVIDE ANY ACCURATE DATA FOR COLUMN #2 AS THE PREVIOUS ADMININSTRATION DEPARTED SVTA LEAVING NO DISCERNABLE FINANCIAL RECORDS WITH WHICH TO BEGIN BUILDING A NEW BUDGET. COLUMN #3 IS BASED ON ALL EXPENSES SVTA CAN DOCUMENT AND VERIFY FROM 1 JUL 2011 TO 01 MAY 2012. SVTA'S CURRENT ADMININSTRATION
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other		$ 26,841	$ 29,525		10.0%	
Bus Pass Program Revenue						
Local Government						
District School Board						The contribution from the county governments of Columbia, Hamilton and Suwannee counties totals $58,353 each year (broken down in quarterly payments). SVTA receives no other funds from county or local governments. Local government does not match any state or federal grant for their counties.
Compl. ADA Services						
County Cash		$ 58,343	$ 58,343		0.0%	
County In-Kind, Contributed Services						
City Cash						LIST OTHER DCJ IN KIND
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program		$ 618,773	$ 678,438		9.6%	Other= Shirley Conroy, 2 cutaway buses.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)		$ 139,500			-100.0%	
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						5311 has 50% match and is drawn down on a system subsidy basis.
49 USC 5310						
49 USC 5311 (Operating)		$ 406,661	$ 420,000		3.3%	WHERE IS THE 420000 LOCAL MATCH FOR 5311
49 USC 5311(Capital)						
Block Grant						POINT # 1. In August, 2011, Trip vendors were owed $609,000. By April, 2012 that amount was paid down to approximately $300,000. This was in addition to other, larger debt comprised of unpaid and aged bills, but by April 10, 2012, the agency paid the trip vendors in full. As a result of this, SVTA was not able to utilize operating cash for operating expenses, and is now out of operating funds
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)		$ 329,577			-100.0%	
Bus Pass Program Revenue						
AHCA						
Medicaid		$ 2,486,139	$ 2,372,021		-4.6%	SVTA incurred a monthly cut of $11,237 in Sept., '11, and then an additional cut of $36,616 PER MONTH in January, 2012, which totaled to about $574,236 for the FY10-11 and FY11-12 year. The figure for FY12-13 is based on the current
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh, 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						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: SVTA
County: 0

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

	Prior Year's **ACTUALS** from July 1st of 2010 to June 30th of 2011	Current Year's **APPROVED** Budget, as **amended** from July 1st of 2011 to June 30th of 2012	Upcoming Year's **PROPOSED** Budget from July 1st of 2012 to June 30th of 2013	% 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						
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	$ 41,409		0.0%	CARC funds are "based on availibility" only. These funds usually expire on or before the 4th quarter (Federal FY). As with all government programs, budget predictions have risks, and the state's financial condition is shaky. Because of the special needs of the clients, SVTA cannot move forward or expand service
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						Boys Club, Private pay, service ceased.
Transportation Services Provided		$ 53,460			-100.0%	Prior to Jan 2012, SVTA provided services to many organizations, schools, community groups for a nominal co-pay and no operations charge. None of these routes had a sustaining revenue source. The
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						SVTA will, once it gets out of it current debt put available cash into an "emergency reserve" which will be used to pay for any catastrophic
Balancing Revenue is Short By =		None	None			
Total Revenues =	$0	$4,186,056	$3,619,736		-13.5%	

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

Operating Expenditures						
Labor		$ 484,736	$ 532,140		9.8%	LIST SUBCONTRACTED OPERATORS=
Fringe Benefits		$ 173,103	$ 199,413		10.0%	
Services		$ 69,670	$ 76,637		10.0%	ADDRESS IN-KING CONTRIBUTED SERVICES
Materials and Supplies		$ 81,105	$ 89,215		10.0%	
Utilities		$ 16,045	$ 21,000		30.9%	No indirect cost.
Casualty and Liability		$ 74,237	$ 81,000		9.1%	
Taxes						
Purchased Transportation:						POINT #1: SVTA will seek a wage & salary increase for all employees as SVTA has not had a recent pay raise and the employees have sustained a 3% pay reduction due to the change in structure of the FRS.
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services		$ 3,132,160	$ 2,449,331		-21.8%	POINT # 2: Services is defined as: copying services; professional (audits, lawyer, drug and alcohol tests, medical evaluations) services; non-professional services (Driver License checks - done quarterly, Crim. background checks; random drug screens; janitorial, lawn care, uniform cleaning & care (for mechanics only); training w/ travel & per diem; professional dues) as there is not place on this form for such expenses, thus are included in this line "services". The largest expected increase is to new software rentals (Microsoft Office and CTS)both which is new to SVTA plus SVTA needs to increase # of licenses needed for staff operating the programs. POINT #3: Materials & Supplies is defined as all garage & veh supplies (fuel, tires, parts, lubs & shop supplies) as well as building & grounds supplies & office supplies. POINT #4: Substantial increase is due to SVTA's new telephone system (which includes internet service & long distance service) that is standard issue for the designated state provider. POINT #5: Pursuant to the recommendation of the CTD, SVTA is moving forward to reduce the amount of transportation that is currently contracted out. SVTA has
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest			$ 180,000			
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	$ -	$ -	$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds		$ 139,500			-100.0%	
Equip. Purchases with Local Revenue		$ 15,500			-100.0%	
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	$0	$4,186,056	$3,619,736		-13.5%	

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: SVTA

County: 0

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 July 1st of 2012 to June 30th of 2013	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?	local match req.
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 20,000	$ 20,000	$ -		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ 29,525	$ 29,525	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 58,343	$ 55,382	$ 2,961		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					
Non-Spons. Trip Program	$ 678,438	$ 678,438	$ -	$ -	$ 75,382
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 420,000		$ 420,000		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ 2,372,021	$ 2,372,021	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, 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	$ -	$ -	$ -		

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.

Budgeted Rate Base Worksheet

Version 1.4

CTC: SVTA

County: 0

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*

1	Upcoming Year's BUDGETED Revenues from July 1st of 2012 to June 30th of 2013 (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? (3)	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base (4)	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? (5)
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ -	$ -	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
CARC	$ 41,409	$ 41,409	$ -	
xxxx	$ -		$ -	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
Transportation Services Provided	$ -		$ -	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -	
Total Revenues =	$ 3,619,736	$ 3,196,775	$ 422,961	$ -

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures	
Labor	$ 532,140
Fringe Benefits	$ 190,413
Services	$ 76,637
Materials and Supplies	$ 69,215
Utilities	$ 21,000
Casualty and Liability	$ 61,000
Taxes	$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ 2,449,331
Other	$ -
Miscellaneous	$ -
Operating Debt Service - Principal & Interest	$ 180,000
Leases and Rentals	$ -
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ -
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ -
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	**$ 3,619,736**
minus EXCLUDED Subsidy Revenue =	$ 422,961
Budgeted Total Expenditures INCLUDED in Rate Base =	$ 3,196,775
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	**$ 3,196,775**

$ 422,961

Amount of Budgeted Operating Rate Subsidy Revenue

$

[1] Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective exlanation area of the Comprehensive Budget tab.

[1] The Difference between Expenses and Revenues for Fiscal Year: **2010 - 2011**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: SVTA
County: 0

Version 1.4

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 = 1,700,000

Rate Per Passenger Mile = $ 1.88

Total Projected Passenger Trips = 100,000

Rate Per Passenger Trip = $ 31.97

Fiscal Year

2012 - 2013

Avg. Passenger Trip Length = 17.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = $ 2.13

Rate Per Passenger Trip = $ 36.20

*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

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 skip or go to certain questions and sections based on previous answers

CTC: SVTA
County: 0
Version 1.4

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(•) Yes ( ) No	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) 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

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No
	Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Skip # 2, 3 & 4 and Go to Section III 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?....	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No
	Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
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?				
Effective Rate for **Contracted Services:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per **Passenger Trip** =				
	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 =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	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: SVTA
County: 0
Version 1.4

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 skip or go to certain 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 Mulitple 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: 2012 - 2013

		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,700,000 =	1,275,000 +	408,000 +	17,000 +	0	
Rate per Passenger Mile =		$1.57	$2.69	$5.61	$0.00 per passenger	$0.00 per group
		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	100,000 =	75,000 +	24,000 +	1,000 +		
Rate per Passenger Trip =		$26.70	$45.78	$95.37	$0.00 per passenger	$0.00 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 (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$1.57	$2.69	$5.61	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$1.78	$3.05	$6.35	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$30.24	$51.83	$107.99	$0.00 per passenger	$0.00 per group

Program These Rates Into Your Medicaid Encounter Data

-123-

Worksheet for Multiple Service Rates

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 skip or go to certain questions and sections based on previous answers

CTC: SVTA
County: 0

Version 1.4

III

QUALITY ASSURANCE

This section contains the steps the local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Community Transportation Coordinator, based on the Florida Commission for the Transportation Disadvantaged standards and the locally established service standards.

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS

The Local Coordinating Board will evaluate the Community Transportation Coordinator's performance on an annual basis using the Commission for the Transportation Disadvantaged *QAPE/LCB CTC Evaluation Workbook.* This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators). The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

The Arc
North Florida

Achieve with us.
www.arcnfl.com

February 20, 2013

Florida Department of Transportation
Philip G. Worth
2198 Edison Avenue, MS 2813
Jacksonville, Florida 32204

Re: 5310 Funding Request for 2013

Dear Mr. Worth,

I have included two originals and seven copies of our 5310 Grant request for 2013 related to our Coordination Agreement with Suwannee Valley Transit Authority. This request is for funding which will allow us to purchase a wheel chair accessible mini-van to replace one of the high mileage vehicles in our fleet.

Please note that our organization, in operation since 1981, changed our name this past year from Comprehensive Community Services, Inc. to The Arc North Florida, Inc. In 2010 and 2011 we were awarded 5310 Grants under our former name. In 2012 we were awarded a vehicle under our name, The Arc North Florida Inc.

Thank you for your assistance. Please contact me or our Operations Director, Bobby Cason, if you have any questions.

Sincerely,

Bobbie Lake
Executive Director
Office 386-362-7143 Ext 1
Cell 386-688-1440

Jasper Center
PO Box 1672
Jasper, Florida 32052-1672
(386) 792-3454 Phone/ Fax

The Arc North Florida, Inc.
511 Goldkist Blvd SW
Live Oak, Florida 32064-0708
(386) 362-7143 (386) 362-7058 Fax

Macclenny Center
PO Box 765
Macclenny, Florida 32063-0765
(904) 259-2509 (904) 259-2824 Fax

 For people with intellectual and developmental disabilities

COVER LETTER

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION GRANT APPLICATION

The Arc North Florida Inc. submits this Application for the Section 5310 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

The Arc North Florida, Inc. further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless the Department and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense arising out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

This Application is submitted on this 20th day of February, 2013 with two (2) original resolutions or certified copies of the original resolution authorizing Bobbie Lake, Executive Director of The Arc North Florida, Inc. to sign this Application.

The Arc North Florida, Inc.

Bobbie Lake _____ **February 20, 2013**

Executive Director

RESOLUTION NUMBER: *112612*

THIS RESOLUTION of the ***Board of Directors of The Arc North Florida, Inc.*** (hereinafter the "Applicant") authorizes the below named designee on behalf of the Applicant, to sign and submit grant application(s) required supporting documents, certifications and assurances to the Florida Department of Transportation, to accept grant award(s) from and to execute and administer related joint participation agreement(s) with the Florida Department of Transportation, and to purchase vehicles and/or equipment and/or expend grant funds pursuant to grant award(s).

WHEREAS, the Applicant desires to and has the fiscal and managerial capability, matching funds and legal authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended, including but not limited to 49 U.S.C Sections 5310 and 5311, where applicable.

NOW, THEREFORE BE IT RESOLVED BY THE APPLICANT:

1. The above recitals are true and correct and are incorporated herein as if fully set forth in the body of this Resolution.

2. This resolution applies to Federal Program(s) under 49 U.S.C. Section(s) ***5310 Enhanced Mobility of Seniors and Individuals with Disabilities***.

3. The submission of grant application(s) required supporting documents, certifications and assurances to the Florida Department of Transportation is approved.

4. ***Mr. Bobbie Lake, Executive Director of The Arc North Florida, Inc.*** or his/her duly appointed successor in title is hereby designated and authorized to on behalf of the Applicant, sign and submit application(s) and all required supporting documents, give all required certifications and assurances, accept grant award(s) from and execute and administer related joint participation agreement(s) with the Florida Department of Transportation, purchase vehicles/equipment and/or expend grant funds pursuant to a grant award, unless and until this authorization is specifically rescinded and written notice thereof is sent by certified mail, return receipt requested, to and received by the Florida Department of Transportation at the following address: **Attention: Phil Worth, District Modal Development Administrator, 2198 Edison Avenue, MS 2813, Jacksonville, FL 32204.**

5. ***Mr. Bobby Cason Operations Director of The Arc North Florida, Inc.*** is also hereby designated and authorized to sign requests for Joint Participation Agreement Time Extensions as my be required.

The foregoing resolution was **DULY PASSED, ADOPTED AND** became **EFFECTIVE** at a duly called and convened meeting of the Applicant held on the ***26th*** day of ***November***, 20***12***

By: _____
(Original Signature, Chairman of the Board)

Cliff Adams, President of the Board

ATTEST:

_____ (Stamp corporate seal here :)
(Original Signature, Clerk/Secretary)

Jeannette Clark, Secretary of the Board

EXHIBIT A-1 -- FACT SHEET

	CURRENTLY	IF GRANT IS AWARDED (Estimates are acceptable.)
1. Number of total one-way trips served by the agency **PER YEAR** (for all purposes)*	**10,211**	**10,211**
2. Number of one-way trips provided to elderly and persons with disabilities (including New Freedom Trips) **PER YEAR***	**10,211**	**10,211**
3. Number of individual Elderly and Disabled and New Freedom unduplicated riders (first ride per rider per fiscal year) **PER YEAR**	**50**	**50**
4. Number of vehicles used to provide Elderly and Disabled and New Freedom service **ACTUAL**	**12**	**12**
5. Number of vehicles used to provide Elderly and Disabled and New Freedom service eligible for replacement **ACTUAL**	**5**	**5**
6. Vehicle miles traveled to provide Elderly and Disabled and New Freedom service **PER YEAR**	**163,418**	**163,418**
7. Normal number of days that vehicles are in operation to provide Elderly and Disabled and New Freedom service **PER WEEK**	**7**	**7**
8. Posted hours of normal operation to provide Elderly and Disabled and New Freedom service **PER WEEK**	M – F: 6 am - 8 pm Saturday: 8 am - 8 pm Sunday: 8 am – 8 pm Total (WEEK): 94	M – F: 6 am – 8 pm Saturday: 8 am – 8 pm Sunday: 8 am – 8 pm Total (WEEK): 94

* One way passenger trip is the unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip.

Form 424

Item:	Entry:	Item:	Entry:
1.	Select Type of Submission. Capital Assistance	11.	Provide Transportation to individuals with developmental and intellectual disabilities residing in Suwannee, Hamilton, Lafayette, and Columbia Counties of Florida
2.	February 20, 2013	12.	Suwannee, Hamilton, Lafayette, Columbia counties
3.	State use only (if applicable).	13	October 1, 2013 to December 31, 2022
4.	Enter Date Received by Federal Agency Federal identifier number: If this application is a continuation or revision to an existing award, enter the present Federal Identifier number. If for a new project, leave blank.	14.	3rd Congressional District
5.	The Arc North Florida, Inc. DUNS 138777933 511 Goldkist Boulevard SW Live Oak, Florida 32064 United States Bobbie Lake, Executive Director Office 386-362-7143 Extension 1 blake@arcnfl.com Fax 386-362-7058	15	The total Grant request is for $45,200 -the Grant is an 80/10/10 sharing. The Arc North Florida, Inc. will contribute a total of up to $4,520 (10% of the approved price of the vehicle). The State will contribute $4,520 (10%) as well. This combined total is reflected on the Application for Federal Assistance under item 15 d. Local total of $9,040.
6.	EIN 59-2064304	16.	Applicants should contact the State Single Point of Contact (SPOC) for Federal Executive Order 12372 to determine whether the application is subject to the State intergovernmental review process.
7.	Select the appropriate letter in the space provided. O. Not for Profit Organization	17.	This question applies to the applicant organization, not the person who signs as the authorized representative. Categories of debt include delinquent audit disallowances, loans and taxes. There are no delinquent audit disallowances There are no loan debts. There are no taxes - the agency is a 501 (c)(3) non-profit organization.
8.	Select the type from the following list: New	18	To be signed by the authorized representative of the applicant. A copy of the governing body's authorization for you to sign this application as official representative must be on file in the applicant's office. (Certain Federal agencies may require that this authorization be submitted as part of the application.) Two signed original Resolutions are attached. Bobbie Lake, Executive Director

9. Florida Department of Transportation	Name of Federal agency from which assistance is being requested with this application.
10. 20.513 Enhanced Mobility of Seniors and Individuals with Disabilities Program	Use the Catalog of Federal Domestic Assistance number and title of the program under which assistance is requested.

Version 7/03

APPLICATION FOR FEDERAL ASSISTANCE

1. TYPE OF SUBMISSION:	
Application – *place an x in the box* [ ] construction x] non-construction	Pre-application – *place an x in the box* [ ] construction [ ] non-construction
2. DATE SUBMITTED February 20, 2013	Applicant Identifier
3. DATE RECEIVED BY STATE	State Application Identifier
4. DATE RECEIVED BY FEDERAL AGENCY	Federal Identifier
5. APPLICANT INFORMATION	
Legal Name: The Arc North Florida, Inc.	Organizational Unit:
	Department:
Organizational DUNS: 138777933	Division:
Address:	Name and telephone number of person to be contacted on matters involving this application (give area code)
Street: 511 Goldkist Blvd SW	Prefix: Mr. First Name: Bobbie
City: Live Oak	Middle Name: Michael
County: Suwannee	Last Name: Lake
State: Florida Zip Code 32064	Suffix: Jr.
Country: United States of America	Email: blake@arcnfl.com
6. EMPLOYER IDENTIFICATION NUMBER *(EIN):* *(Replace these boxes with numerals)* 59- 2064304	Phone Number (give area code) 386-362-7143 Exension 1
	Fax Number (give area code) 386-362-7058
8. TYPE OF APPLICATION: x New ☐ Continuation ☐Revision If Revision, enter appropriate letter(s) in box(es) ☐ ☐ (See back of form for description of letters.) Other (specify)	7. TYPE OF APPLICANT: (See back of form for Application Types) Not For Profit Organization Other (specify)
10. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: *(Replace these boxes with numerals)* 20-513 TITLE (Name of Program): Enhanced Mobility of Seniors and Individuals with Disabilities	9. NAME OF FEDERAL AGENCY: Federal Transit Authority
12. AREAS AFFECTED BY PROJECT *(Cities, Counties, States, etc.): Suwannee and Hamilton Counties in Florida*	11. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: For purchase of a vehicle to provide transportation to individuals with intellectuals and developmental disabilities residing in Suwannee and Hamilton County.
13. PROPOSED PROJECT	14. CONGRESSIONAL DISTRICTS OF:
Start Date: October 1, 2013 — Ending Date: 9/30/2014	a. Applicant 3 — b. Project 3

15. ESTIMATED FUNDING:			16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?
a. Federal	$ 36,160	.00	a. Yes. X THIS PREAPPLICATION /APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON:
b. Applicant	$ 4,520	.00	DATE: February 20, 2013
c. State	$ 4,520	.00	b. No. ☐ PROGRAM IS NOT COVERED BY E. O. 12372.
d. Local	$	.00	☐ PROGRAM HAS NOT BEEN SELECTED BY STATE FOR REVIEW
e. Other	$	.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? NO
f. Program Income	$	.00	☐ Yes. If "Yes" attach an explanation. x No
g. TOTAL	$ 45,200	.00	

18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT. THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.

a. Authorized Representative		
Prefix: Mr.	First Name: Bobbie	Middle Name: Michael
Last Name: Lake		Suffix: Jr.
b. Title: Executive Director		c. Telephone Number (give area code) 386-362-7143 Ex 1
d. Signature of Authorized Representative:		e. Date Signed: February 20, 2013

APPLIES TO ALL APPLICANTS FOR CAPITAL ASSISTANCE

FORM C-1
TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE EXPENSES

Name of Applicant: The Arc North Florida, Inc.
State Fiscal period from 2013 to 2014

EXPENSE CATEGORY	EXPENSE $
Labor (501)	$ 31,594
Fringe and Benefits (502)	9,389
Services (503)	8,339
Materials and Supplies (504)	10,389
Vehicle Maintenance (504.01)	5,215
Utilities (505)	246
Insurance (506)	4,750
Licenses and Taxes (507)	48
Purchased Transit Service (508)	
Miscellaneous (509)	
Leases and Rentals (512)	
Depreciation (513)	11,048
TOTAL EXPENSE	$ 81,018

FORM C-2
OPERATING and ADMINISTRATIVE REVENUES

OPERATING REVENUE CATEGORY	REVENUE $
Passenger Fares for Transit Service (401)	
Special Transit Fares (402)	81,018
Other (403 – 407) (identify by appropriate code)	
TOTAL OPERATING REVENUE	$ 81,018
OTHER REVENUE CATEGORY	
Taxes Levied Directly by the Transit System (408)	
Local Cash Grants and Reimbursements (409)	
Local Special Fare Assistance (410)	
State Cash Grants and Reimbursements (411)	
State Special Fare Assistance (412)	
Federal Cash Grants & Reimbursements (413)	
Interest Income (414)	
Contributed Services (430)	
Contributed Cash (431)	
Subsidy from Other Sectors of Operations (440)	
TOTAL OF OTHER REVENUE	$ 0
GRAND TOTAL ALL REVENUE	$ 81,018

CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a)

Name of Applicant: The Arc North Florida, Inc. **Date of Inventc** 2/13/13

Model Yr. (b)	Make/size/type (C)	FDOT control # or VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/Yr.	Current Mileage	Expected retirement date	Other equipment (e)	Funding source (f)
1998	FORD	1FBSS31L6WHB67992	N/A	12	13324	173212	2014		Local
2001	DODGE	2B6LB31Z51K520933	RICON	12+2	11538	115380	When Replaced		Local
2001	DODGE	2B6LB31Z31K520932	RICON	12+2	12661	126631	When Replaced		Local
1997	CHEVY	1G1ND52M3VY134641	N/A	4	5067	76008	When Replaced		Local
2005	DODGE	1D4GP24R25B278220	Ramp	3+2	14186	85116	When Replaced		Local
2006	FORD	1FTSW20P76EC49245	N/A	4	12000	60000	When Replaced		Local
2012	DODGE	2C4RDGBG0CR166947 FDOT 90298	Ramp	3+2	9656	9656	2020		5310
**2003	CHEVY **	1G1JC52F637106256	N/A	4	20333	183000	2014		Local
2002	CHRYSLER	2C4GP44H88B181345	N/A	8	14209	127883	When Replaced		Local
2008	CHEVY	1GCCS149888138257	N/A	2	13623	40781	When Replaced		Local
2008	FORD	1FTNE14WX8DB23675	N/A	2	21333	64000	When Replaced		Local
2008	DODGE	1D8HN44H88B181345	N/A	6	18484	55451	When Replaced		Local
2004	FORD	1FBNE31L74HA46583	N/A	12	18201	127412	When Replaced		Local
2004	FORD	1FBNE31L34HA46581	N/A	12	23014	161103	When Replaced		Local
1999	DODGE	2B4FP2534XR152154	N/A	6	2000	26007	When Replaced		Local
2003	DODGE	1D4GP24R43B287935	N/A	8	10388	83140	When Replaced		Local
2010	DODGE	2D4RN4DE2AR455092 FDOT 90286	RAMP	3+2	6074	6074	2018		5310
2001	FORD	1FTYR10E11TA81486	N/A	2	4858	48584	When Replaced		Local
*1999	DODGE *	2B4GP44G7XR129276	N/A	8	21207	233282	2014		Local
2012	DODGE	2C4RDGBG4CR398483 FDOT 91212	RAMP	3+2	361	361	2021		5310

(c) For example, Ford 22' bus; Dodge converted van.

(d) Show FDOT control number and VIN if bought with grant through FDOT. If bought through other funding, list the complete VIN.

(e) Include computer hardware and software, copiers, printers, mobile radios, communication systems, etc.

(f) Identify the grant or other funding source used for purchasing the vehicle/equipment.

NOTE: Those requesting replacement vehicles, please identify the year the vehicle(s) were purchased.

Vehicle noted above with * to be replaced by a Van being requested through a separate 5310 Grant for use in Suwannee and Hamilton Counties

Vehicle noted above with ** to be replaced by a vehicle to be donated by Suwannee Valley Transit Authority and restored for use as a back-up vehicle for Suwannee County (less than 10% of fleet designated for back-up).

CAPITAL REQUEST FORM

VEHICLE REQUEST

GMIS Code (This column for FDOT use ONLY)	R or E (a)	Number requested	Description (b) (c) www.tripsflorida.org	Estimated Cost
11.__.__	R	1	Chrysler Dodge Grand Caravan 19', gasoline 6,050# GVWR with extended low floor and mobility ramp intended for use as a paratransit or a supervisor vehicle, providing public transportation for a maximum capacity of six (6) ambulatory passengers or a maximum of two (2) wheelchair passengers and three (3) ambulatory passengers. Either choice of FVPP-08-MV-FTS or FVPP-08-MV-GM.	$42,400
11.__.__				
11.__.__				
11.__.__				
11.__.__				
Sub-total				$ 42,400

EQUIPMENT REQUEST (c)

11.__.__	R		Restore/Paint for donated vehicle from SVTA. Will replace vehicle (see vehicle list **203,000 miles). Will be used as backup vehicle. Less than 10% of fleet designated for backup vehicle status)	$2,800
Sub-total				$ 45,200

(a) Replacement (R) or Expansion (E).

(b) Provide a brief description including the length and type vehicle, type of fuel, lift or ramp, number of seats and wheelchair positions. Do not show the Make. For example, 22' gasoline bus with lift, 12 amb. seats, 2 w/c positions (due to the higher cost of diesel vehicles the applicant shall be required to pay the difference in cost over that of a gasoline vehicle).

(c) Show mobile radios and identify the type of radio (i.e. two way radio or stereo radio), computer hardware/software, etc. under "Equipment Request."

VEHICLE SUBTOTAL $42,400 + EQUIPMENT SUBTOTAL $2,800 = $45,200 X 80% = $ 36,160

Exhibit A
Current System Description

The mission of **The Arc North Florida, Inc.** states that we are committed to providing advocacy and quality services to people with disabilities based on individual choice. Our programs are tailored to meet the needs of people with intellectual, physical and developmental disabilities and their families in order to promote successful fulfilling lives in the community. Our mission is accomplished through a variety of training and support services, including:

Adult Day Training Services: Live Oak, Jasper and Macclenny
Provides daily living and pre-employment training, socialization skills for personal growth, and training and therapy at our three locations.

Residential Services: Live Oak and Macclenny
Includes residential placement, training and support for individuals living in group home settings, family homes and in their own homes or apartments which allow them to live as independently as possible.

Respite Care: Suwannee, Hamilton, Lafayette and Baker counties
Provides emergency and planned short-term care with staff support within and outside the family home.

Transportation Services: Suwannee, Hamilton, Lafayette and Baker counties
We provide essential transportation and support services for individuals living in the rural communities of our service area. The vital public transportation necessary for people to attend the services we provide is limited and our program allows them to participate.

Organizational Structure: The agency was established in 1981 and currently employs 51 staff members, 43 of whom play vital roles in providing transportation services to people with disabilities. CDL licenses are not required by the drivers of any of our vehicles. Round-trip transportation is offered to individuals who attend our programs in Suwannee, Hamilton and Baker counties living in group homes or their personal residence. Community-based transportation is also provided throughout the entire service area.

The duties of the organization are divided between several staff members:

- **Bobbie Lake,** Executive Director, is responsible for overall agency operations
- **Tricia Williams**, Administrative Director, assists with procurement of vehicle and property and casualty insurance (with Brown & Brown of Tallahassee)
- **Bobby Cason,** Operations Director, oversees all vehicle operations, including maintenance, and assists with vehicle safety training.

The Arc North Florida maintains a high level of vehicle utilization. Approximately 63 individuals are transported by The Arc North Florida on a weekly basis, either on fixed routes throughout a four county area to our program offices (Monday through Friday between 7 am and 5 pm.) or over flexible routes in the community (Monday through Sunday between 8 am and 8 pm.). Due to limited public transportation, along with the great distances between our customer's residences and our program offices, our customers must be picked up for them to receive services. Our community-based transportation program offers services to approximately 20 individuals living in agency operated residential homes or their own home or apartment seven days a week. In 2012, The Arc North Florida provided almost 10,225 individual trips, logging over 194,113 miles.

Fixed route transportation provides morning and afternoon portal trips utilizing 2-twelve passenger wheelchair lift vans, 2-twelve passenger vans, 4- seven passenger mini-vans, 2- 4+2 modified wheelchair minivan with ramp, 2-passenger cars, 1- fifteen (reduced to twelve) passenger van. Routes originate from different locations within each county to provide coverage to our entire service area. The majority of the vehicles are used to transport individuals from their family homes, apartments or group homes to the three Adult Day Training Programs. As part of our Day Training activities, individuals are provided transportation to part-time employment opportunities in the community.

Community-based transportation provides for the individually tailored needs of clients based on their respective service plans or requests. These trips provide service to a large area and include the services offered by the community for activities such as employment, housing, shopping, medical, volunteering, and utilization of community resources including libraries, parks, recreation centers, churches, etc. Community-based trips are provided with vehicles dedicated for this purpose, as well as fixed route vehicles when available. These trips are provided for individuals requiring "one on one" ratio set by Medwaiver, with various pick-ups and drop-offs along the way during the course of the day. The Agency for Persons with Disabilities has placed more emphasis on this type of trip with the expectation that it will help individuals with varying disabilities assimilate into natural settings within the community.

Current Transportation Challenges for The Arc North Florida can be summarized in four areas:

Too few vehicles to meet current needs: Our service areas are large and very rural resulting in too few vehicles to cover the territory.

Difficulty in meeting customer needs: Many of The Arc's vehicles are older, have high mileage and need frequent repairs due to being operated on graded roads. The "down-time" caused by frequent repairs creates challenges for both the agency and the families we serve in providing the level of quality care that they have come to expect. Vehicle repairs often take longer than normal due to the limited availability of replacement parts resulting in a potential loss of services for our customers. Many of our riders have special needs which can often only be met by using specific vehicles.

Aging vehicles: Our fleet currently includes 18 total vehicles, 15 of which are used to transport our clients. Two of the vehicles are previously released 5310 vans with high mileage, one exceeding 134,000. The released 5310 vehicles have been kept in service due to a lack of funding to purchase newer models. The vehicle reliability and maintenance costs are a concern for the long range success of the programs where they are being used.

Med-Waiver Requirement Change: Due to a budget shortfall at the Agency for Persons with Disabilities, many of the clients have had their cost plans reduced, in many cases causing them to lose transportation funding. Our agency receives less money from the APD for transporting our riders to their programs. The funding reduction continues to result in fewer dollars being allocated to meet the vehicle maintenance requirements.

Safety/Maintenance

The Arc North Florida currently offers programs and instruction to adults with intellectual and developmental disabilities living in four north Florida rural counties. All vehicles used to transport customers have normal maintenance and repairs completed by ASE Master Certified Technicians at local garages noted in Exhibit B attached.

EXHIBIT B

The Arc North Florida, Inc.

Proposed Project Description

A. The Arc North Florida, Inc. is a private non-profit agency, serving adults with developmental and intellectual disabilities including minorities. Our project is to replace a 1999 Dodge Van with mileage in excess of 233,000 which has surpassed its sustainable vehicle life. This vehicle will be replaced with an Extended, low floor, Minivan with mobility ramp with seating capacity (excluding driver) for a maximum of six (6) ambulatory passengers or a maximum of two (2) wheelchair passengers and three (3) ambulatory passengers.

This replacement vehicle will be used to provide transportation services to both ambulatory and non-ambulatory individuals with developmental and intellectual disabilities residing in Suwannee and Hamilton County. The vehicle will provide local and extended trips as noted in Exhibit A

The use of the new vehicle will:

1. allow us to transport riders to health care facilities in larger geographic areas (i.e. Gainesville and Jacksonville, Florida) since it is safer to drive on interstate highways
2. be more economical to operate and less expensive to maintain
3. be a safer and more comfortable means of transportation for the individuals we serve
4. attract new first time riders who have shared concerns about traveling in the 1999 van.
5. increase opportunities for our clients to be involved in social events in the community

All of the individuals transported have physical, intellectual and developmental disabilities, and none have driver's licenses. The need for wheelchair accessible transportation within the service area is critical for many of them.

The new vehicle will receive routine daily and monthly inspections by our drivers and all maintenance will be provided by ASE Master Technicians at one of the businesses noted below. Since both of the repair facilities noted below are located within a short distance of our office, service can be performed during times of non-use to avoid service interruptions.

Sunbelt Chrysler Dodge Highway 90 Live Oak, Florida	American Auto Body Highway 90W Live Oak, Florida

B. Local Transportation Opportunity

Our agency has the opportunity to benefit from a donation to be made by Suwannee Valley Transit Authority of a 2001 Chevrolet 3500 15 Passenger Van. The van will designated for use as a back-up vehicle to transport people with intellectual and developmental disabilities living in the local area to social and educational activities. The current mileage on the vehicle proposed for donation is 354,231 and all required service has been provided by SVTA. At this time, the vehicle is in good mechanical

condition but the exterior needs to be restored. The Arc will have the van repainted and the front bumper replaced (see attached picture). This will be the only vehicle in our fleet that is used for backup.

TRANSPORTATION PROGRAM

The Arc North Florida, Inc. is a 501 (c) (3) non-profit agency which has been in operation continuously since 1981. Our name was changed from Comprehensive Community Services, Inc. in June 2011 to provide increased brand recognition with The Arc US and The Arc of Florida where we are associate members. In making the name change, there were no changes in our organization's Board of Directors or agency staff members. We provide transportation for adults with physical, intellectual and developmental disabilities who participate in our programs of service. We are reimbursed for providing transportation by the Agency for Persons with Disabilities at a contracted rate. Our clients participate in a variety of programs including Adult Day Training, Residential Services, Respite Services, Personal Care Assistance, Employment Services, Supported Employment and Community Inclusion activities. A description of our programs and vehicle use is noted below:

1. All staff working for The Arc North Florida must be approved to be employed based on guidelines established by the Agency for Health Care Administration and the Agency for Persons with Disabilities.
2. All staff must pass Level 2 background checks including local law and FDLE and all staff driving a company vehicle must have a valid Florida Drivers License.
3. All staff is provided initial training on the use and operation of all vehicle equipment (wheelchair lifts, ramps, wheelchair tie downs) in their operating area by The Arc North Florida management staff.
4. Annual refresher courses are offered as needed on vehicle operation and equipment.
5. Each vehicle contains a trip log and staff is required to record all driving activity per the Agency for Persons with Disabilities. This is for reimbursement purposes.
6. The Arc North Florida Policy requires each driver to perform a safety inspection of their vehicle before each operation and any deficiencies are reported to Bobby Cason (386-362-7143), The Arc North Florida Operations Director, for corrections to be made.
7. The Operations Director maintains centralized Vehicle Maintenance records for each vehicle. All reported repair needs are recorded in the Vehicle Maintenance log book and any vehicle in need of repair is dispatched to a local garage for diagnosis and corrections to be made. Currently all work is completed at one of two locations in Live Oak and one location in Macclenny.
8. All repairs are performed by ASE Master Technicians.
9. No CDL licenses are required for any of the vehicles in The Arc North Florida fleet.
10. The Arc North Florida staff carries cell phones with them for use in the event that they need roadside assistance.
11. Normal program services are as follows
    a. Adult Day Training – M-F, 7 AM to approximately 5 PM, The Arc North Florida staff provide roundtrip transportation for clients attending this program. Clients are picked up at their family home, their apartment or personal home or a group home operated by The Arc North Florida In addition, during the day, clients participate in community inclusion activities which require them to be driven by The Arc North Florida staff to various businesses or places of recreation in the community. No clients in this program can

operate a motor vehicle. These transportation routes are defined and approved for funding by the Agency for Persons with Disabilities.

b. Residential Services – M-Sunday, operate 24 hours per day, The Arc North Florida staff provide training and support to residents which include community inclusion activities such are shopping, attending events, going to restaurants, visiting a healthcare provider. Activities are planned and are a normal daily event. The Arc North Florida staff provides the transportation services for residents. No clients operate a vehicle.

c. Respite Services – this service is provided to adults who want temporary respite from living with their families. The service can be offered in the family home or in one of the group homes operated by The Arc North Florida. Client transportation normally will include a variety of community inclusion activities for recreation or personal enjoyment.

d. Personal Care Assistance – like Respite Services, this program provides assistance as needed to families who need staff support to help them with their child. Transportation is provided for the individual if it is called for in their support plan and may be requested to be provided at various hours of the day.

e. Employment Services and Supported Employment – while separate in nature, both programs are in operation during any hours of a normal day. Transportation is offered to provide one-way or roundtrip services for individuals that are employed.

f. Community Inclusion –this service can be offered as an adjunct of any of the above noted programs at anytime during the normal work week. Clients receiving this service need staff assistance to participate in the chosen activity. This service is often offered in a one to one basis although it may be offered to small groups at times.

g. In the event of a natural disaster or declared emergency, any or all vehicles will be placed in service to respond to the needs of the individuals we serve as well as others in the local community if warranted.

SUWANNEE VALLEY TRANSIT
18

North Central Florida Regional Planning Council

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

2009 NW 67th Place, Gainesville, FL 32653-1603 • 352.955.2200

IV.B.

February 27, 2013

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

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

Attachments

t:\lynn\td13\suwannee\memos\statmarch.docx

QUARTERLY OPERATING REPORT
SUWANNEE COUNTY
OCTOBER - DECEMBER 2012

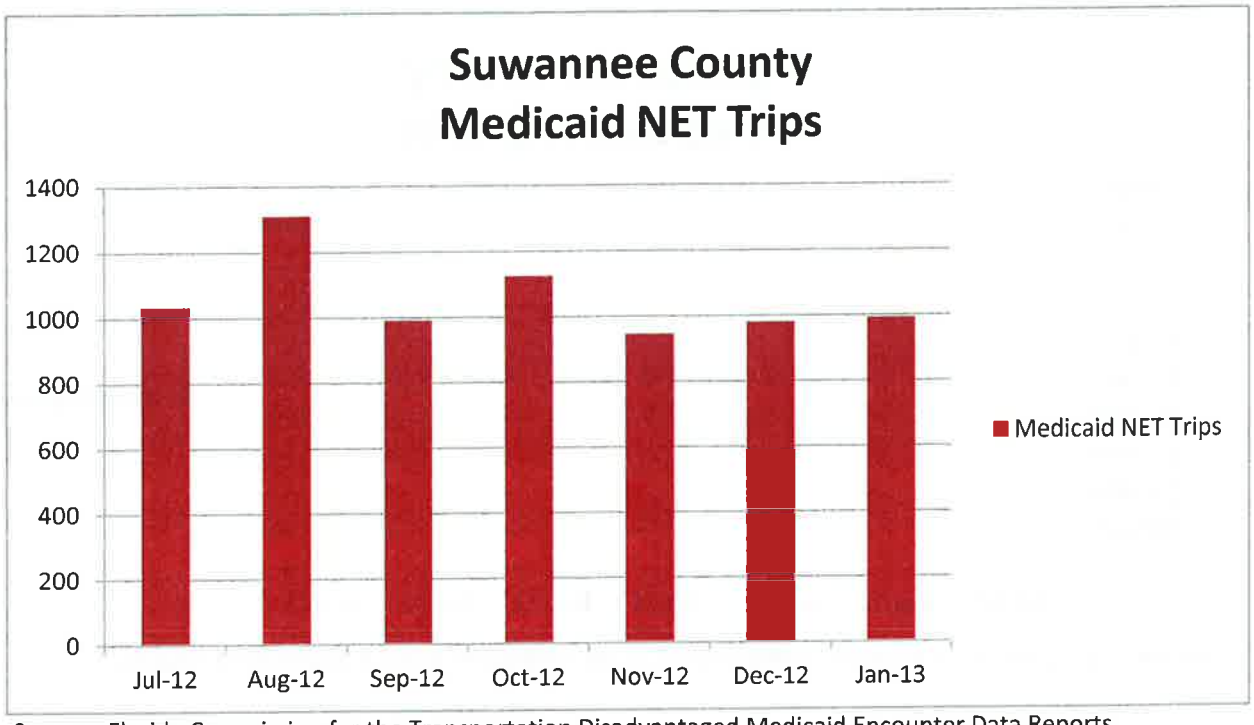
OPERATING DATA	OPERATOR										
	SVTA	ACV	Adoptive	Alternative	Collins	JD Trans	M & H	N & C	Parrish	Peeler	TOTAL
TOTAL TRIPS	3,664	60	98	970	43	55	0	59	548	156	5,653
Arc of N FL	922	0	0	0	0	0	0	0	0	0	922
Medicaid	1,340	60	98	796	41	55	0	59	544	152	3,145
TD Trust Fund	1,387	0	0	174	2	0	0	0	4	4	1,571
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
Disability Determination	0	0	0	0	0	0	0	0	0	0	0
Ryan White	15	0	0	0	0	0	0	0	0	0	15
Other	0	0	0	0	0	0	0	0	0	0	0
TOTAL DOLLARS INVOICED	$315,073.27	$0.00	$0.00		$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$315,073.27
Arc of N FL	$6,169.27	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,169.27
Medicaid	$249,813.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$249,813.00
TD Trust Fund	$59,091.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$59,091.00
Vocational Rehabilitation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Disability Determination	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Ryan White	$0.00	$0.00	$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	$0.00	$0.00
TOTAL VEHICLE MILES(PASSENGER)	51,773	1,974	2,322	26,043	1,462	1,485	0	1,749	12,753	5,645	105,206
TOTAL VEHICLE HOURS (")	2,292	62	107	970	52	63	0	57	688	168	4,459
AVERAGE COST PER TRIP	$85.99	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!	$0.00	$0.00	$0.00	$55.74
Arc of N FL	$6.69	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	$6.69
Medicaid	$186.43	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!	$0.00	$0.00	$0.00	$79.43
TD Trust Fund	$42.60	#DIV/0!	#DIV/0!	$0.00	$0.00	#DIV/0!	#DIV/0!	#DIV/0!	$0.00	$0.00	$37.61
Vocational Rehabilitation	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Disability Determination	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Ryan White	$0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	$0.00
Other	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
AVERAGE COST PER MILE	$6.09	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!	$0.00	$0.00	$0.00	$2.99
AVERAGE COST PER HOUR	$137.47	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!	$0.00	$0.00	$0.00	$70.66
TRIP PURPOSE	-	-		-					-		-
Medical	2,742	60	98	970	43	55	0	59	548	156	4,731
Employment	0	0	0	0	0	0	0	0	0	0	0
Education/Training	0	0	0	0	0	0	0	0	0	0	0
Shopping	922	0	0	0	0	0	0	0	0	0	922
Meal Site	0	0	0	0	0	0	0	0	0	0	0
Recreation	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
NUMBER OF TRIPS DENIED	0	0	0	0	0	0	0	0	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS		36	98	0	0	0	0	0	0	0	134
PERCENT OF SINGLE PASSENGER TRIPS											
NUMBER OF ACCIDENTS	0	0	0	0	0	0	0	0	0	0	0
NUMBER OF VEHICLES	29	3	1	5	2	3	5	3	4	4	59
NUMBER OF TRIPS PER VEHICLE	126	20	98	194	22	18	0	20	137	39	96
TOTAL ROADCALLS	1	0	0	0	0	0	0	0	0	0	1

Medi Dollar Invoiced $188,592.00 / Actual Trip Cost $243,481.10

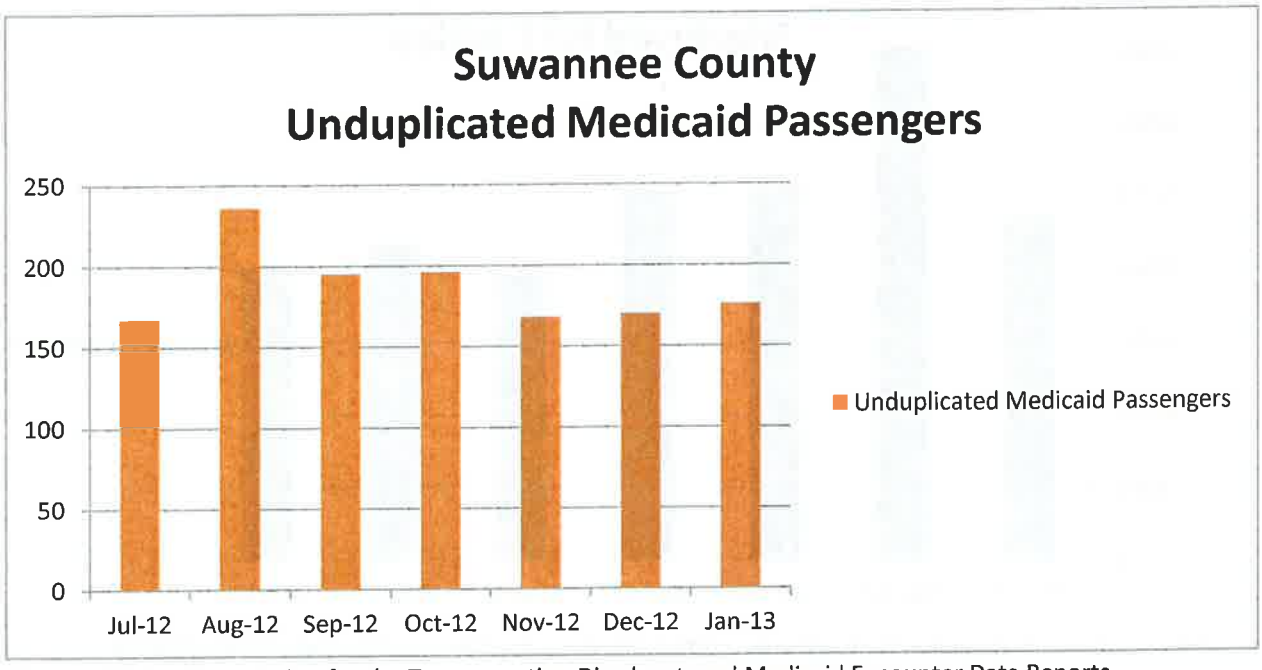
Rates Charged for TD Service:
$1.57 per passenger mile (ambulatory)
$2.69 per passenger mile (wheelchair)
$5.61 per passenger mile (stretcher)

2012-2013 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
SUWANNEE COUNTY

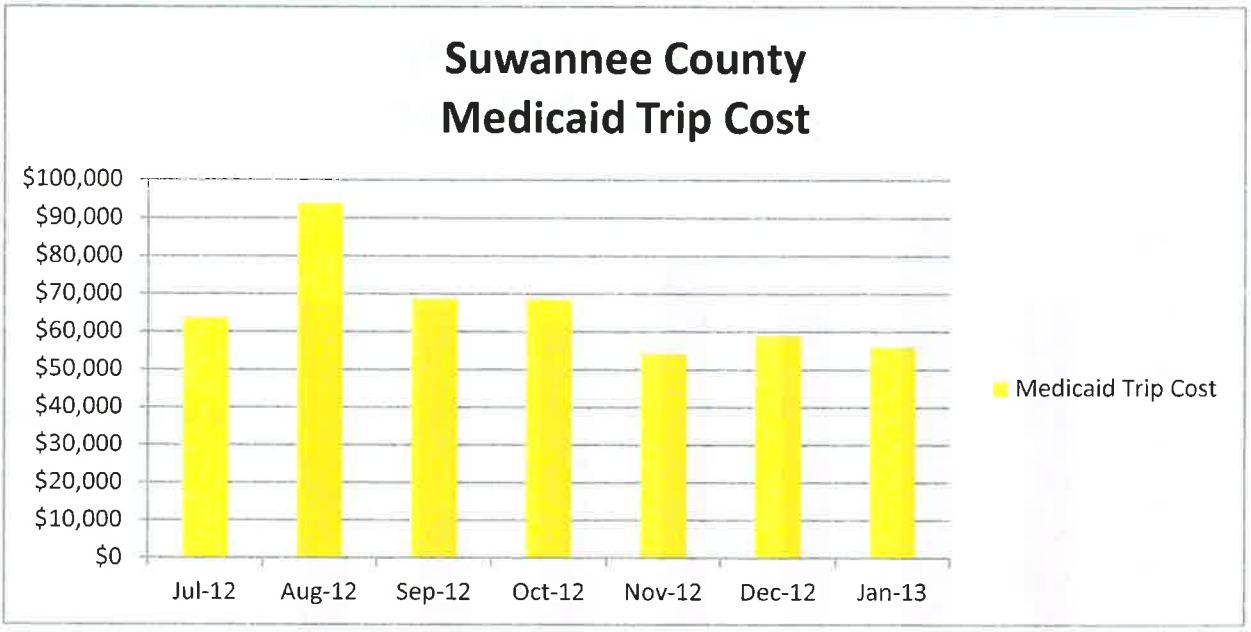
MONTH/YEAR	GRANT AMOUNT	TOTAL DOLLARS INVOICED	NUMBER OF TRIPS PROVIDED	AVERAGE COST PER TRIP
12-Jul	$19,742.00	$18,845.46	575	$32.77
12-Aug	$19,697.00	$22,958.73	555	$41.37
12-Sep	$19,697.00	$21,904.97	525	$41.72
12-Oct	$19,697.00	$21,897.91	549	$39.89
12-Nov	$19,697.00	$21,887.81	498	$43.95
12-Dec	$19,697.00	$21,891.61	524	$41.78
13-Jan	-			#DIV/0!
13-Feb	-			#DIV/0!
13-Mar	-			#DIV/0!
13-Apr	-			#DIV/0!
13-May	-			#DIV/0!
13-Jun	-			#DIV/0!
Total				



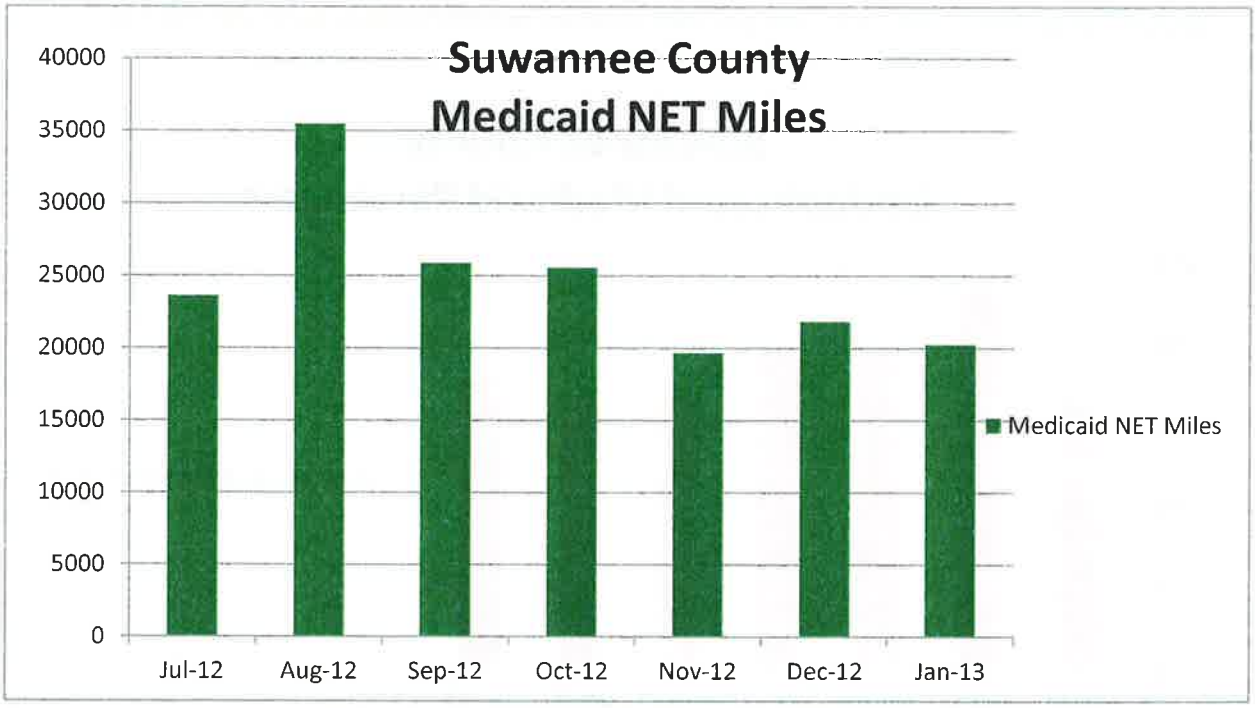
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



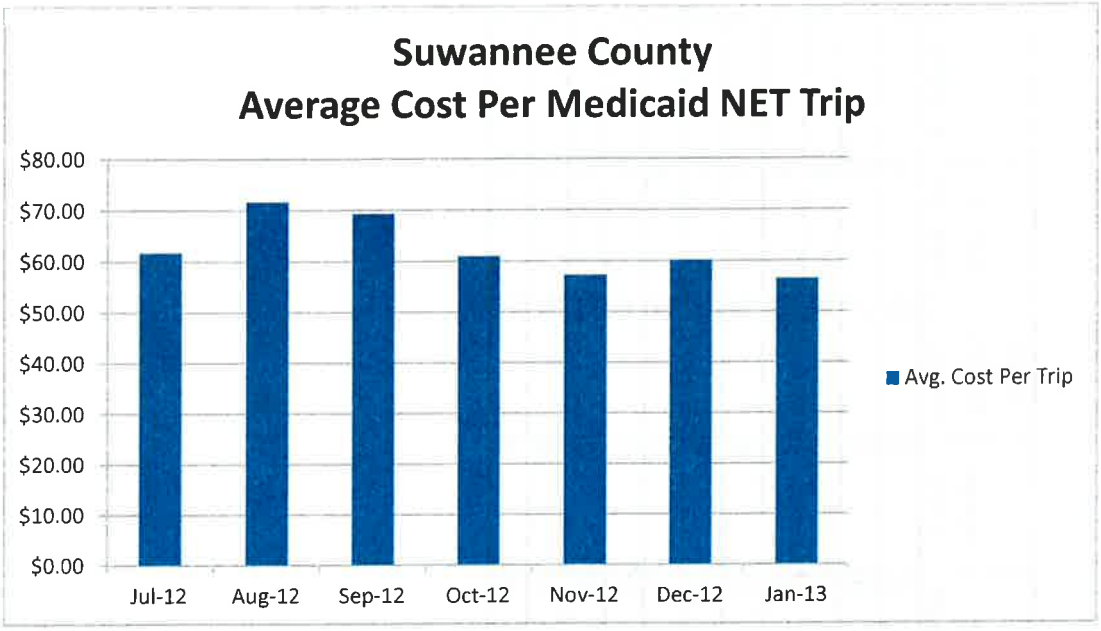
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



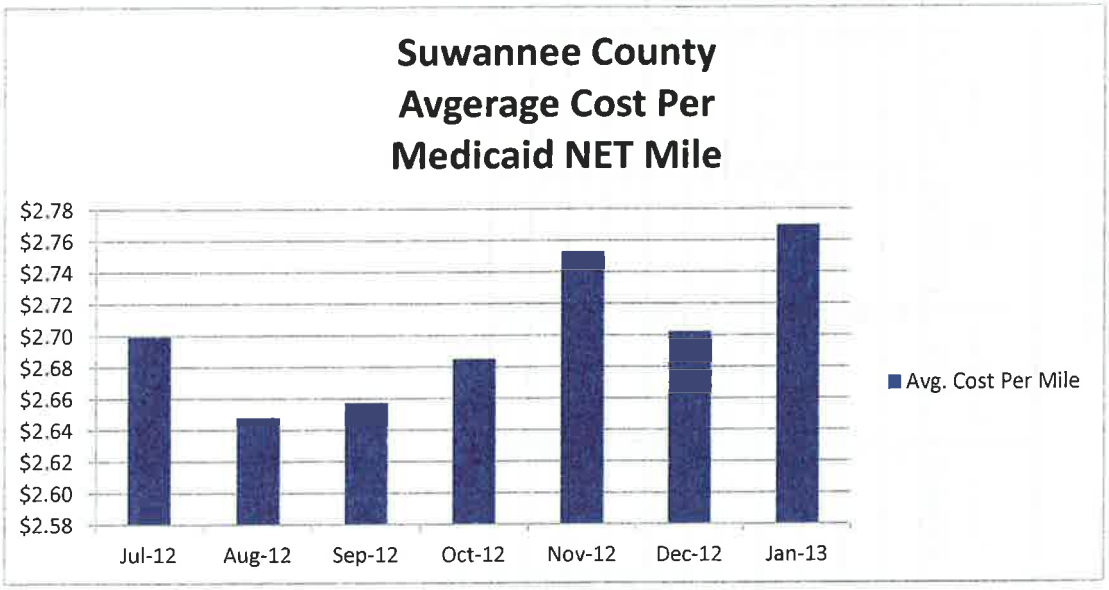
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



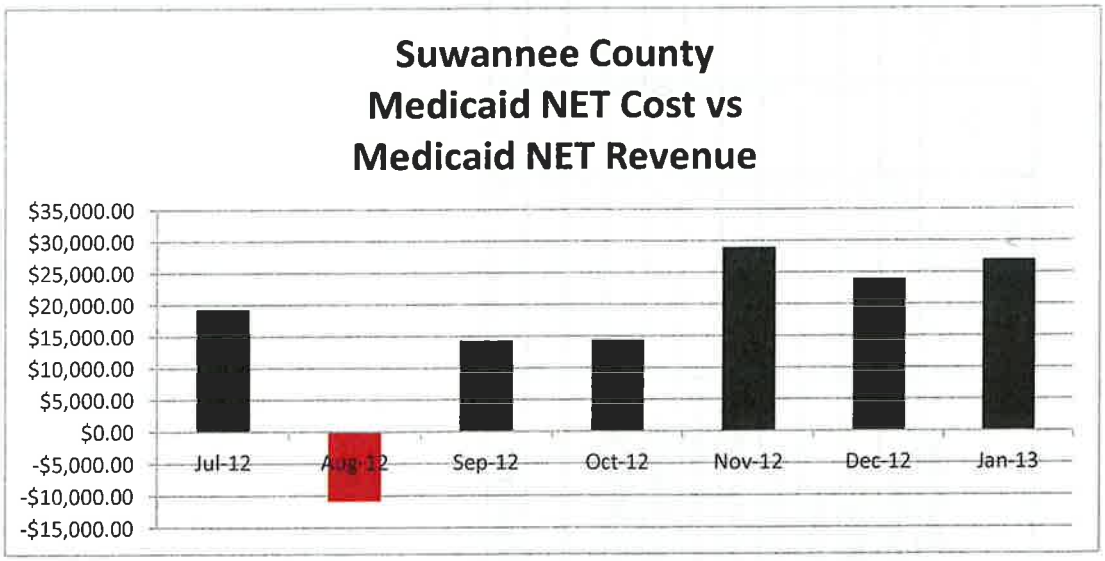
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



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

SUWANNEE COUNTY
SERVICE COMPLAINTS AND COMMENDATIONS
OCTOBER-DECEMBER 2012

TYPE OF COMPLAINT	Suwannee Valley Transit Authority	ACV	Alternative Transport	Collins Transport	Complete Care	D's Healthcare	LCW Transport	M&H Transport	Nice and Clean	Peeler Medical Transport	Parrish Medivan	Resolved
Vehicle Condition	0	0	0	0	0	0	0	0	0	0	0	-
Driver's Behavior	0	0	0	0	0	0	0	0	0	0	0	-
Client Behavior	0	0	0	0	0	0	0	0	0	0	0	-
No Show by Client	0	0	0	0	0	0	0	0	0	0	0	-
Tardiness - Late pickup	1	0	1	0	0	0	0	0	0	0	0	-
Tardiness - Late dropoff	0	0	0	0	0	0	0	0	0	0	0	-
No Show by Operator	0	0	0	0	0	0	0	0	0	0	0	-
Dispatch/Scheduling	0	0	0	0	0	0	0	0	0	0	0	-
Other	4	0	1	0	0	0	0	0	0	0	0	-
TOTALS	5	0	2	0	0	0	0	0	0	0	0	7
COMMENDATIONS	0	0	0	0	0	0	0	0	0	0	0	-

Medicaid Ombudsman Calls

Dec-12

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	5	0	0	0	5	0	5
Baker	0	0	0	0	0	0	0
Bay	0	1	0	0	1	0	1
Bradford	0	0	0	0	0	0	0
Brevard	8	1	0	0	9	0	9
Broward	9	1	0	0	10	0	10
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	4	0	0	0	4	0	4
Clay	0	0	0	0	0	0	0
Collier	10	2	0	0	12	0	12
Columbia	3	1	0	0	4	0	4
DeSoto	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	0
Duval	7	0	0	0	7	0	7
Escambia	4	0	0	0	4	0	4
Flagler	0	0	0	0	0	0	0
Franklin	0	0	0	0	0	0	0
Gadsden	0	1	0	0	1	0	1
Gilchrist	0	0	0	0	0	0	0
Glades	1	0	0	0	1	0	1
Gulf	0	0	0	0	0	0	0
Hamilton	4	0	0	0	4	0	4
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	6	0	0	0	6	0	6
Hillsborough	10	0	0	0	10	0	10
Holmes	0	0	0	0	0	0	0
Indian River	5	0	0	0	5	0	5
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	7	0	0	0	7	0	7
Lee	6	1	0	0	7	0	7
Leon	4	0	0	0	4	0	4
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	2	0	0	0	2	0	2
Marion	3	0	0	0	3	0	3
Martin	7	2	0	0	9	0	9
Miami-Dade	8	0	0	0	8	0	8
Monroe	0	0	0	0	0	0	0
Nassau	1	0	0	0	1	0	1
Okaloosa	1	0	0	0	1	0	1
Okeechobee	1	0	0	0	1	0	1
Orange	5	0	0	0	5	0	5
Osceola	1	0	0	0	1	0	1
Palm Beach	7	2	0	0	9	0	9
Pasco	2	0	0	0	2	0	2
Pinellas	10	1	0	0	11	0	11
Polk	5	1	0	0	6	0	6
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	7	1	0	0	8	0	8
Santa Rosa	1	0	0	0	1	0	1
Sarasota	5	0	0	0	5	0	5
Seminole	0	0	0	0	0	0	0
Sumter	3	0	0	0	3	0	3
Suwannee	11	0	0	0	11	0	11
Taylor	2	0	0	0	2	0	2
Union	0	0	0	0	0	0	0
Volusia	2	0	0	0	2	0	2
Wakulla	1	0	0	0	1	0	1
Walton	1	0	0	0	1	0	1
Washington	0	0	0	0	0	0	0
Totals	**182**	**15**	**0**	**0**	**197**	**0**	**197**

Medicaid Ombudsman Calls

Jan-13

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	7	1	0	0	8	0	8
Baker	0	0	0	0	0	0	0
Bay	2	0	0	0	2	0	2
Bradford	0	0	0	0	0	0	0
Brevard	8		0	0	8	0	8
Broward	12	0	0	0	12	0	12
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	2	1	0	0	3	0	3
Clay	2	0	0	0	2	0	2
Collier	0	2	0	0	2	0	2
Columbia	1	0	0	0	1	0	1
DeSoto	0	1	0	0	1	0	1
Dixie	2	0	0	0	2	0	2
Duval	7	0	0	0	7	0	7
Escambia	3	0	0	0	3	0	3
Flagler	1	0	0	0	1	0	1
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	5	0	0	0	5	0	5
Highlands	5	0	0	0	5	0	5
Hillsborough	10	5	0	0	15	0	15
Holmes	0	0	0	0	0	0	0
Indian River	4	0	0	0	4	0	4
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	7	0	0	0	7	0	7
Lee	12	7	0	0	19	0	19
Leon	4	0	0	0	4	0	4
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	4	1	0	0	5	0	5
Marion	3	1	0	0	4	0	4
Martin	6	0	0	0	6	0	6
Miami-Dade	7	1	0	0	8	0	8
Monroe	2	0	0	0	2	0	2
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	11	0	0	0	11	0	11
Osceola	0	0	0	0	0	0	0
Palm Beach	7	4	0	0	11	0	11
Pasco	0	0	0	0	0	0	0
Pinellas	14	1	0	0	15	0	15
Polk	7	0	0	0	7	0	7
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	8	8	0	0	16	0	16
Santa Rosa	0	1	0	0	1	0	1
Sarasota	5	0	0	0	5	0	5
Seminole	0	0	0	0	0	0	0
Sumter	0		0	0	0	0	0
Suwannee	15	2	0	0	17	0	17
Taylor	0	0	0	0	0	0	0
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	**188**	**38**	**0**	**0**	**226**	**0**	**226**

St. Lucie

Medicaid-Quality of Service

File # 19281

Intake Date	28-Jan-13
Close Date	28-Jan-13

CUSTOMER

The customer stated the following:

Customer was left waiting and was not picked up today for her appointment. Customer stated, that is the second straight time it has happened to her. The customer is very upset with her situation. She desperately needs to see her doctor.

OMBUDSMAN

The Ombudsman reported the following:

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

CTC

The CTC reported the following findings / actions:

The first trip missed was on Friday 1/25/13 due to client not confirming her trip the day before. And for today the driver was having problems finding her house so I tried calling the phone number we have listed in the system and I never got an answer or return call back. I will try calling client and getting a corrected address and phone number. And I will try and get her trips rescheduled

FOLLOW UP

The Ombudsman reported the following actions:

The CTD contacted the customer and insured that the situation was handled.

Suwannee

Medicaid-Quality of Service

File # 19216

Intake Date	11-Jan-13
Close Date	15-Jan-13

CUSTOMER

The customer stated the following:

CTD received a complaint by email from the Govonor's Office from a beneficiary. Client stated, do to her medical conditions she cannot ride big buses. She has missed medical appointments because SVT will not provide her transportation services in a vehicle that meets her needs.

OMBUDSMAN

The Ombudsman reported the following:

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

CTC

The CTC reported the following findings / actions:

Client is a lady who under the Swisher Administration was allowed to call the subcontractor directly and ride with them without going through the state designated transportation agency. She had shorter headways and of course, she liked it best. When the board directed us to get the agency out of the nearly $2M debt, we changed the service to a more structured pattern and some riders who had previously ridden with subcontractors were directed to ride on our agency's public buses. Of course there were a lot of objections as they had something akin to taxi or limousine service and we were still paying the bill, and in fact, the previous administration was purchasing 4 times the amount of trips that they were funded for. No gatekeeping was occurring and there was no eligibility program in place so that we knew what restrictions for riders existed. That is how this agency fell into financial emergency status, and was faced

with closure on August 15, 2011. With funding cuts and AHCA's directives to CTCs to multi-load to save funds, we moved several people from private taxi-type transportation to our agency's public bus service. This caused a lot of complaints because folks had ridden on a taxi-style basis and paid nothing. No fares were collected, nor reported. As we began to turn the operations here back into a compliant status, those Medicaid and other riders began to rebel and complain. We had more than 50 complaints a week, the number of complaints at public meetings soared and folks did not want to pay the fares as they had never been required to in all these years. We have reduced the complaints now substantially, and the fares are coming along, but we still have riders who choose to have their way and utilize the political process to attempt to restore what they formerly enjoyed, without regard to our efforts to maintain the service at no cost to them.

Client's daughter says her Mother is a fall risk and has vertigo and must use a walker to prevent falls. She also said her mother is critically ill and cannot ride a "big bus". This was her documentation for needing to go with my subcontractor (Parrish) with whom she always ridden.

This gave us a problem because the information we had did not support the statements of the client's ability to serve as an escort.

In researching the trips this client takes, we noticed she has also ridden with Parrish as an escort with still another daughter who is one of our regular stretcher riders of necessity. Since we know the purpose of an escort is to provide assistance directly to and for the Medicaid rider in case of need should anything untoward occur on the vehicle, the escort is there to help get that rider off the bus to safety as quickly as possible. We do not believe we can assume the risk for this client to be an escort for her daughter with all the medical problems, fall risks, etc. that she has and it could result in an onboard accident for her.

We have advised AHCA that we will transport the client in a sedan or small van, and we will be attempting to multi-load her with other riders when possible. My conversation with AHCA was to let them know we can try to help this client with a smaller vehicle, but that we cannot allow her to serve as an escort for any other rider.

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

Suwannee

Medicaid-Quality of Service

File # **19221**

Intake Date	*14-Jan-13*
Close Date	*25-Jan-13*

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

Client stated he cannot make it to his appointments because SVT scheduled his pickup times for 5:00 am for his 11 O'clock appointment. For him to be ready at 5:00 am he has to get up at 3:00 am and that is too difficult for him to do. In addition, in the past month he has called SVT to schedule a trip and has been told the bus is full. He requests a supervisor to contact him.

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

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

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

We contacted client and explained the flex route service. He was angry and does not understand why he cannot have his own ride. He does not like riding the connectors that connect the rural pickups to the hub and we tried explaining why we had to do this (multi-loading), but he was angry.

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

Volusia

Medicaid-Quality of Service

File # **19215**

Intake Date	*16-Jan-13*
Close Date	*16-Jan-13*

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

Client stated, the drive for the past couple of times has been texting on his phone while he is driving. This makes her feel very unsafe. She called Logisticare and asked not to have this driver anymore, but he is the one who picked her up this morning and once again he was texting.

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

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

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

We contacted the member and addressed her concerns; she was pleased to receive the call and the contact info for our Quality Assurance Rep. We relayed the information that was submitted by the provider's management team. See Below:

"Med-One Shuttle has strict policies against personal use of cell phones while on duty. Please find attached the policies this driver has signed acknowledging that he understands these policies. I have spoken with this driver and he denies texting while driving. The only cell phone he carries is the company provided Nextel that does not allow texting. He said that sometimes he is pressing numbers on the phone to call the office and that may be where the confusion is. He has been advised not to do this while the vehicle is in gear and was reminded to use direct connect feature on the Nextel phone for communication with the office."

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

Volusia

Medicaid-Quality of Service

File # **19303**

Intake Date	*22-Jan-13*
Close Date	*19-Feb-13*

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

Customer Concern: Customer is upset that Logisticare is refusing to transport one of our patients because the driver says she hurt her back and can't move heavy patients. This is ridiculous as I'm sure you will agree. If she's hurt, she shouldn't be working. I have another transportation company (SafeNet) I pay for privately for non-Medicaid patients

TD Ombudsman Calls

Dec-12

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	3	0	0	0	3	0	3
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	0	0	0	7	0	7
Broward	9	0	0	0	9	0	9
Calhoun	0	0	0	0	0	0	0
Charlotte	1	0	0	0	1	0	1
Citrus	1	0	0	0	1	0	1
Clay	0	0	0	0	0	0	0
Collier	0	0	0	0	0	0	0
Columbia	0	0	0	0	0	0	0
DeSoto	0	0	0	0	0	0	0
Dixie	2	0	0	0	2	0	2
Duval	8	0	0	0	8	0	8
Escambia	6	0	0	0	6	0	6
Flagler	0	0	0	0	0	0	0
Franklin	1	0	0	0	1	0	1
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	1	0	0	0	1	0	1
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	7	0	0	0	7	0	7
Holmes	0	0	0	0	0	0	0
Indian River	1	0	0	0	1	0	1
Jackson	3	0	0	0	3	0	3
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	4	0	0	0	4	0	4
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	3	0	0	0	3	0	3
Martin	4	0	0	0	4	0	4
Miami-Dade	8	1	0	0	9	0	9
Monroe	0	0	0	0	0	0	0
Nassau	0	0	0	0	0	0	0
Okaloosa	1	0	0	0	1	0	1
Okeechobee	0	0	0	0	0	0	0
Orange	10	0	0	0	10	0	10
Osceola	3	0	0	0	3	0	3
Palm Beach	7	0	0	0	7	0	7
Pasco	0	0	0	0	0	0	0
Pinellas	9	1	0	0	10	0	10
Polk	4	0	0	0	4	0	4
Putnam	0	0	0	0	0	0	0
St. Johns	2	0	0	0	2	0	2
St. Lucie	5	0	0	0	5	0	5
Santa Rosa	3	0	0	0	3	0	3
Sarasota	6	0	0	0	6	0	6
Seminole	3	0	0	0	3	0	3
Sumter	0	0	0	0	0	0	0
Suwannee	7	0	0	0	7	0	7
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	5	0	0	0	5	0	5
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	**148**	**2**	**0**	**0**	**150**	**0**	**150**

TD Ombudsman Calls

Jan-13

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	5	0	0	0	5	0	5
Baker	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	0
Bradford	0	1	0	0	1	0	1
Brevard	4	0	0	0	4	0	4
Broward	7	0	0	0	7	0	7
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	0	0	0	0	0	0	0
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	7	0	0	0	7	0	7
Escambia	4	0	0	0	4	0	4
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	1	0	0	0	1	0	1
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	2	0	0	0	2	0	2
Highlands	0	0	0	0	0	0	0
Hillsborough	8	0	0	0	8	0	8
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	10	1	0	0	11	0	11
Lee	7	0	0	0	7	0	7
Leon	4	0	0	0	4	0	4
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	1	0	0	0	1	0	1
Martin	3	1	0	0	4	0	4
Miami-Dade	10	0	0	0	10	0	10
Monroe	0	1	0	0	1	0	1
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	12	0	0	0	12	0	12
Osceola	1	0	0	0	1	0	1
Palm Beach	5	0	0	0	5	0	5
Pasco	3	1	0	0	4	0	4
Pinellas	7	0	0	0	7	0	7
Polk	2	0	0	0	2	0	2
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	7	0	0	0	7	0	7
Santa Rosa	2	0	0	0	2	0	2
Sarasota	4	0	0	0	4	0	4
Seminole	2	0	0	0	2	0	2
Sumter	0	0	0	0	0	0	0
Suwannee	9	0	0	0	9	0	9
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	3	0	0	0	3	0	3
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	**131**	**5**	**0**	**0**	**136**	**0**	**136**

ATTENDANCE RECORD

SUWANNEE COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

POSITION	NAME	6/6/12	6/25/12	9/5/12	11/7/12
Chairperson	Commissioner Jason Bashaw	-	-	-	-
FDOT	Sandra Collins	A	A	A	P
Alternate Member	Janell Damato				
FDCF	Kay Tice	P	P	P	P
Alternate Member	(Vacant)				
FAHCA-Medicaid	Alana McKay	A	P	P	P
Alternate Member	Andrew Singer	P	P	A	A
FDOE	(Vacant)				
Alternate Member	(Vacant)				
Public Education	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate (CA)	(Vacant)				
Alternate Member	(Vacant)				
CA-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly Rep.	Charles Burke	P	A	P	P
Alternate Member	(Vacant)				
Veterans Rep.	Ellis A. Gray, III	P	A	P	A
Alternate Member	(Vacant)				
Person with Disabilities Rep	(Vacant)				
Alternate Member	(Vacant)				
CAA Rep.	Matt Pearson	A	P	P	A
Alternate Member	Frances Terry	A	A	A	A
FDEA	Bruce Evans	P	P	A	A
Alternate Member	Janis Owen	A	A	A	A
Children at Risk	Colleen Cody	P	P	P	A
Alternate Member	(Vacant)				
Private Transit Rep.	Robin Lumpkins	P	P	P	P
Alternate Member	(Vacant)				
North Florida Workforce Dev. Board	Sheryl Rehberg	A	A	A	A
Alternate Member	Cindy Heffernan	P	P	A	A
Local Medical Community	(Vacant)				
Alternate Member	(Vacant)				

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."