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May 29, 2013

TO: Suwannee County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Meeting Announcement

The Suwannee County Transportation Disadvantaged Coordinating Board will meet Wednesday, June 5, 2013 at 10:30 a.m. in the **County Commission Meeting Room of the Suwannee County Judicial Annex Building, located at 218 Parshley Street SW, Live Oak, Florida 32064 (location map attached).**

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

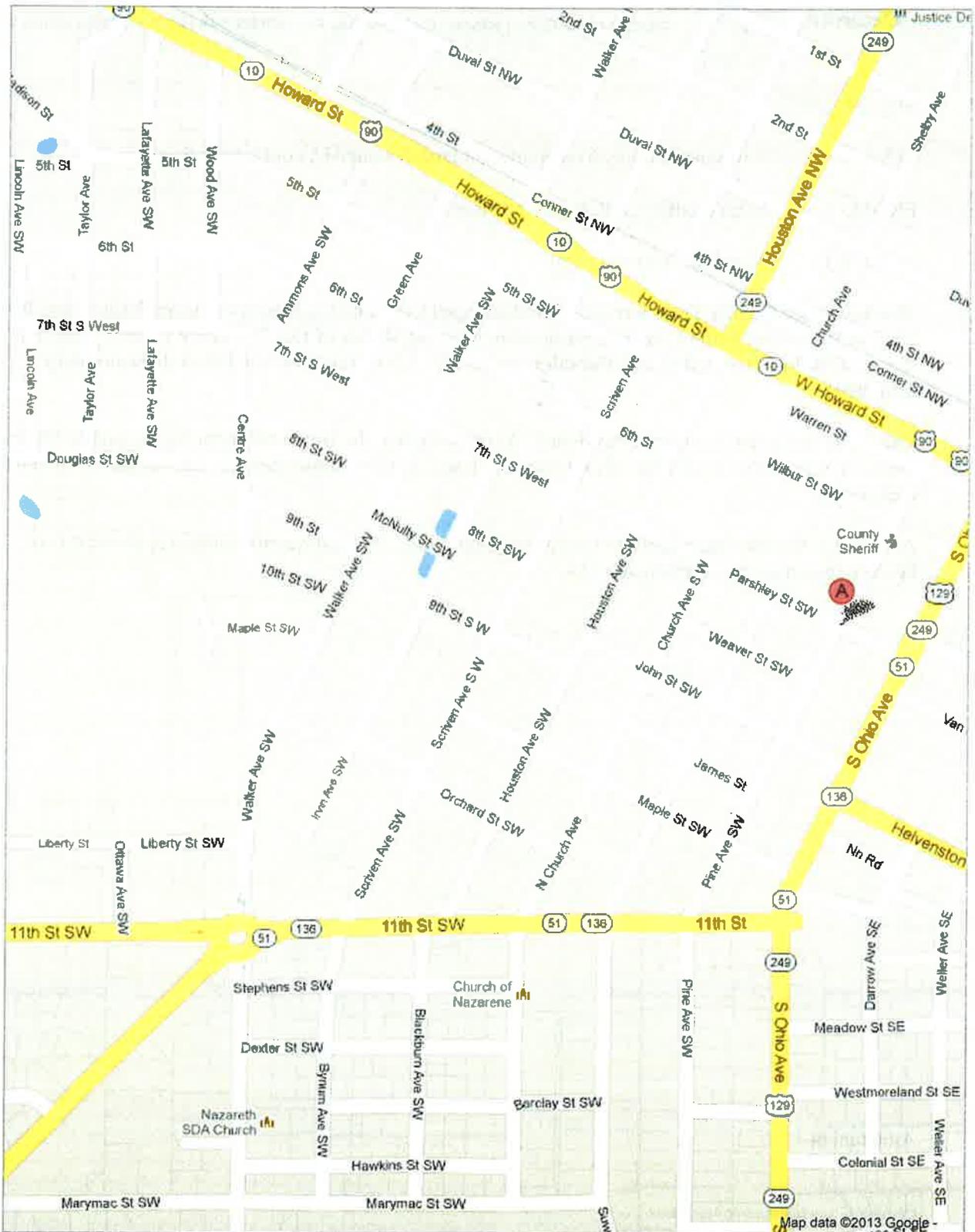
Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

Attachment

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Dedicated to improving the quality of life of the Region's citizens,  
by coordinating growth management, protecting regional resources,  
promoting economic development and providing technical services to local governments.

To see all the details that are visible on the screen, use the "Print" link next to the map.





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**SUWANNEE COUNTY**  
**TRANSPORTATION DISADVANTAGED COORDINATING BOARD**  
**MEETING ANNOUNCEMENT AND AGENDA**

County Commission Meeting Room  
 Suwannee County Judicial Annex  
 218 Parshley Street  
 Live Oak, Florida

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

**I. BUSINESS MEETING – CALL TO ORDER**

**A. Introductions**

**B. Approval of the Meeting Agenda**

**ACTION REQUIRED**

**C. Approval of the March 6, 2013 Meeting Minutes**

**ACTION REQUIRED**

**D. Approval of the May 3, 2013 Meeting Minutes**

**ACTION REQUIRED**

**II. UNFINISHED BUSINESS**

**A. Annual Performance Evaluation**

**NO ACTION REQUIRED**

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

**III. NEW BUSINESS**

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

**ACTION REQUIRED**

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

**B. Operations Reports**

**NO ACTION REQUIRED**

C. 2013 Florida Legislative Session

NO ACTION REQUIRED

IV. OTHER BUSINESS

A. Comments

1. Members
2. Citizens

V. FUTURE MEETING DATES

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

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

**SUWANNEE COUNTY  
COORDINATING BOARD**

**Voting Members**

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

**Alternate Members**

- Department of Transportation*  
**Janell Damato**
- Department of Children and Families*  
**(Vacant)**
- Department of Education*  
**(Vacant)**
- Public Education*  
**(Vacant)**
- Citizen Advocate*  
**(Vacant)**
- Citizen Advocate - User*  
**(Vacant)**
- Elderly Representative*  
**(Vacant)**
- Veteran Representative*  
**(Vacant)**
- Persons with Disabilities Representative*  
**(Vacant)**
- Community Action Agency Representative*  
**Frances Terry**
- Department of Elder Affairs*  
**Janis Owen**
- Early Childhood Services*  
**(Vacant)**
- Private Transit Representative*  
**(Vacant)**
- Agency for Health Care Administration - Medicaid*  
**Andrew Singer**
- North Florida Workforce Development Board*  
**(Vacant)**
- Local Medical Community*  
**(Vacant)**



**SUWANNEE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

Meeting Room  
Live Oak City Hall  
Live Oak, Florida

Friday  
March 29, 2013  
2:00 p.m.

**VOTING MEMBERS PRESENT**

Commissioner Jason Bashaw, Chair  
Charles Burke, Elderly Representative  
Colleen Cody, Early Childhood Services  
Janell Demato representing Sandra Collins, Florida Department of Transportation  
Ellis A Gray, III, Veterans Representative  
Alana McKay, Agency for Health Care Administration - Medicaid  
Matthew Pearson, Community Action Agency Representative, Vice-Chair  
Sheryl Rehberg, North Florida Workforce Development Board

**VOTING MEMBERS ABSENT**

Bruce Evans, Florida Department of Elder Affairs  
Robin Lumpkins, Private Transportation Representative  
Kay Tice, Florida Department of Children and Families

**OTHERS PRESENT**

Hal A. Airth, Suwannee Valley Transit Authority  
Teresa Fortner, Suwannee Valley Transit Authority  
Steve Holmes, Florida Commission for the Transportation Disadvantaged  
Siobhon Ketterer, Healthy Start Program  
Gwendolyn Pra, Suwannee Valley Transit Authority  
Felonzie Raggins, Suwannee Valley Transit Authority  
Bill Steele, Suwannee Valley Transit Authority

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. PUBLIC HEARING CALL TO ORDER**

Chair Bashaw called the public hearing to order at 2:00 p.m.

**A. Introductions**

Chair Bashaw asked everyone to introduce themselves.

**B. Receive Public Testimony**

There was no public testimony received.

**C. Close Public Hearing**

Chair Bashaw closed the public hearing at 2:01 p.m.

**II. BUSINESS MEETING CALL TO ORDER**

Chair Bashaw called the meeting to order at 2:01 p.m.

**A. Approval of the Meeting Agenda**

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

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

**ACTION: Matthew Pearson moved to approve the November 7, 2012 minutes. Alana McKay seconded; motion passed unanimously.**

**III. UNFINISHED BUSINESS**

**A. Annual Performance Evaluation**

Ms. Godfrey stated that the Board approved Suwannee Valley Transit Authority's annual performance evaluation as the Community Transportation Coordinator at its last meeting. She said that staff has not received a response from Suwannee Valley Transit Authority to the Board's findings and recommendations.

Ms. Gwendolyn Pra, Suwannee Valley Transit Authority Administrator, stated that they would like to meet with North Central Florida Planning Council staff either after this meeting or schedule a time to meet to discuss the evaluation findings and recommendations.

The Board asked staff to meet with Suwannee Valley Transit Authority and for Suwannee Valley Transit Authority to provide a response to the evaluation at the next meeting.

**B. Multi-County Transportation Disadvantaged Program Service Area**

Ms. Godfrey stated that the Board discussed recommending the formation of a multi-county Transportation Disadvantaged Program service area at its last meeting with Columbia and Hamilton Counties. She said the Columbia County Transportation Disadvantaged Coordinating Board asked staff to schedule concurrent meetings with the Columbia, Hamilton and Suwannee County Boards to discuss combining the counties into one service area. Ms. Godfrey said the Chairs of the Boards have agreed to meet concurrently on Friday, May 3, 2013 at 2:00 p.m.

Chair Bashaw stated that Mr. Hal Airth, Suwannee County and Suwannee Valley Transit Authority Attorney is present to provide his opinion to the Board whether the Boards of County Commissioners have the authority to create a multi-county Transportation Disadvantaged Program service area.

Mr. Airth stated that he has reviewed Rule 41-2 of the Florida Administrative Code and it is his opinion that the Boards of County Commissioners have the authority to combine the local Transportation Disadvantaged Coordinating Boards as long as all three Boards of County Commissioners agree in writing.

Chair Bashaw stated that the Columbia and Suwannee County Boards of County Commissioners adopted resolutions to combine the Boards. He said the Suwannee County Board of County Commissioners will adopt a resolution to combine the Boards at their April 2, 2013 meeting.

Mr. Steve Holmes, Florida Commission for the Transportation Disadvantaged Executive Director, explained the process used to create Transportation Disadvantaged Program service areas. He also explained that the Florida Commission for the Transportation Disadvantaged has the authority to create Transportation Disadvantaged Program service areas since they are the independent agency responsible for administering the Transportation Disadvantaged Program statewide.

Chair Bashaw requested a written legal opinion from the Florida Commission for the Transportation Disadvantaged concerning this issue.

**IV. NEW BUSINESS**

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

Ms. Godfrey stated that the Board is required to review and approve the Suwannee County Transportation Disadvantaged Service Plan annually. She reviewed the draft Service Plan with the Board.

Chair Bashaw asked if Suwannee Valley Transit Authority should charge more than the \$1.00 fare to passengers.

Ms. Pra stated that Suwannee Valley Transit Authority collects passenger fares from approximately 20 percent of the Transportation Disadvantaged Program sponsored passengers. She said that, since Medicaid Program sponsored passengers are not required to pay the \$1.00 passenger fare, they only collect fares from approximately 2 percent of Medicaid sponsored passengers.

Ms. Alana McKay suggested that Suwannee Valley Transit Authority increase the Transportation Disadvantaged Program passenger fare collections before increasing the passenger fare. She explained that Suwannee Valley Transit Authority can deny service to Transportation Disadvantaged Program sponsored passengers if they do not pay the fare.

Mr. Holmes suggested that the Board review passenger fare studies before making a recommendation to increase the passenger fare. He also suggested that the Suwannee Valley Transit Authority consider listing Transportation Disadvantaged Program trip purposes in the Operations Element of the Service Plan instead of limiting trips for medical purposes only. He said this will give Suwannee Valley Transit Authority flexibility when using the Transportation Disadvantaged Trust Funds.

**ACTION: Matthew Pearson moved to approve the Suwannee County Transportation Disadvantaged Service Plan update and to ask staff to include a discussion of the passenger fares and Transportation Disadvantaged Trust Fund trip priorities on the next meeting agenda. Colleen Cody seconded; motion passed unanimously.**

**B. Operations Reports**

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

**V. OTHER BUSINESS**

**A. Comments**

**1. Members**

There were no member comments.

**2. Citizens**

Mr. Holmes discussed changes in the Medicaid Non-Emergency Transportation Program that will occur next year. He encouraged the Board and Suwannee Valley Transit Authority to research federally funded programs that include transportation as part of the services that they provide in order to increase the number of agencies participating in the coordinated transportation system. He also mentioned that the Governor's proposed budget includes an increase to the Transportation Disadvantaged Trust Fund. He encouraged the Board to support this increase.

**ACTION: Sheryl Rehberg moved to ask staff to draft letters for the Chair's signature to the Suwannee County Legislative Delegation and Senate and House Appropriations Committees supporting the Governor's budget to increase the Transportation Disadvantaged Trust Fund. Matthew Pearson seconded; motion passed unanimously.**

Ms. Pra distributed Suwannee Valley Transit Authority's Rider's Guide.

**VI. FUTURE MEETING DATES**

Chair Bashaw stated that the next meeting of the Board will be held Wednesday, June 5, 2013 at 10:30 a.m.

**ADJOURNMENT**

The meeting adjourned at 11:30 a.m.

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Chair

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Date



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

**MEETING MINUTES**

Madison Meeting Room  
Florida Department of Transportation  
Lake City, Florida

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

**COLUMBIA COUNTY VOTING MEMBERS PRESENT**

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

**COLUMBIA COUNTY VOTING MEMBERS ABSENT**

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

**HAMILTON COUNTY VOTING MEMBERS PRESENT**

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

**HAMILTON COUNTY VOTING MEMBERS ABSENT**

Clay Lambert, Veterans Representative

**SUWANNEE COUNTY VOTING MEMBERS PRESENT**

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

**SUWANNEE COUNTY VOTING MEMBERS ABSENT**

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

**OTHERS PRESENT**

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

**STAFF PRESENT**

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

**I. CALL TO ORDER**

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

**A. Introductions**

Chairman Nash asked everyone to introduce themselves.

**B. Multi-County Transportation Disadvantaged Program Service Area**

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

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

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

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

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

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

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

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

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

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

**C. Adopt Resolutions**

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

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

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

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

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

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

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

**ADJOURNMENT**

The meeting adjourned at 4:20 p.m.

\_\_\_\_\_  
Commissioner Bucky Nash, Chair  
Columbia County Transportation Disadvantaged  
Coordinating Board

\_\_\_\_\_  
Date

\_\_\_\_\_  
Commissioner Beth Burnam, Chair  
Hamilton County Transportation Disadvantaged  
Coordinating Board

\_\_\_\_\_  
Date

\_\_\_\_\_  
Commissioner Jason Bashaw, Chair  
Suwannee County Transportation Disadvantaged  
Coordinating Board

\_\_\_\_\_  
Date

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May 29, 2013

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

RECOMMENDATION

No action required. For information only.

BACKGROUND

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

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

Attachments

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# 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 should provide the Board with their passenger assistance and securement policy.

### **E. Surveys (see attachment)**

**Area of Noncompliance:** None

**Recommendation:** None

### **F. Level of Competition**

**Area of Noncompliance:** None

#### **Recommendation:**

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

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

To: Scott Koons, Executive Director, NCFRPC

From: Gwendolyn Pra, Administrator, SVTA 

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

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

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

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

a) General Information:

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

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

b) Chapter 427, F.S.:

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

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

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

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

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

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

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

CTC Response to LCB recommendations:

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

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

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

d) Bus/Van Ride:

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

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

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

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

**CTC's response to LCB recommendations:**

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

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

**e) Level of Competition.**

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

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

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

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

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

Sincerely,



**Gwendolyn Pra  
Administrator, SVTA**

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



Serving  
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May 29, 2013

TO: Suwannee County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Suwannee County Transportation Disadvantaged Service Plan Amendment

STAFF RECOMMENDATION

**Approve the Suwannee County Transportation Disadvantaged Service Plan amendment.**

BACKGROUND

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

The Board also requested a discussion of the Transportation Disadvantaged Program passenger fares and trip priorities at the June 5, 2013 meeting. Mr. Steve Holmes, Florida Commission for the Transportation Disadvantaged Executive Director, suggested that Suwannee Valley Transit Authority consider listing Transportation Disadvantaged Program trip purposes in the Operations Element of the Service Plan instead of limiting trips for medical purposes only. He said this will give Suwannee Valley Transit Authority flexibility when using the Transportation Disadvantaged Trust Funds.

Attached are the Transportation Disadvantaged Trust Fund trip priorities included in the Operations Element of the Suwannee County Transportation Disadvantaged Service Plan. Also, attached are the Transportation Disadvantaged Trust Fund trip priorities included in the Operations Element of the Alachua County Transportation Disadvantaged Service Plan to be used as an example of how the Alachua County Community Transportation Coordinator prioritizes Transportation Disadvantaged Program sponsored trips.

In addition, Suwannee Valley Transit Authority will conduct a survey of other Community Transportation Coordinators before making a recommendation whether to increase the passenger fares.

Attachments

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



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

**SERVICE RATES**

**COMMUNITY TRANSPORTATION COORDINATOR:** Suwannee Valley Transit Authority

**COUNTIES:** Columbia, Hamilton and Suwannee

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

**PURCHASING AGENCY:** Florida Commission for the Transportation Disadvantaged

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

# Preliminary Information Worksheet

Version 1.4

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

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

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

**Comprehensive Budget Worksheet**

Version 1.4

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

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

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

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

**Local Non-Govt**

Farebox	\$ 58,171	\$ 17,092	\$ 27,092	-70.6%	58.5%	11-12 data has not been audited yet. SVTA began good record keeping beginning Apr 2012. FROM THAT, SVTA can verify that SVTA did collect \$117,092 for TD transportation and \$9,692 for Medicaid. SVTA will have a goal to increase its delinquent Medicaid co-pays by 50% of Medicaid (\$20K increase) and to collect 100% of required TD copay of \$10K!
Medicaid Co-Pay Received	\$ 3,000	\$ 9,662	\$ 29,662	222.1%	207.0%	
Donations/ Contributions						
In-Kind, Contributed Services						
Other		\$ 20,000	\$ 20,000		0.0%	
<b>Bus Pass Program Revenue</b>						

**Local Government**

District School Board						COUNTY CASH: By Interlocal Agreement, the three counties together contribute \$58,343 to SVTA. This funding is used for 'capital match' and tie match. For the first time, SVTA will approach each county to obtain at least 50% its required 'local match' instead of taking match funds from SVTA Operational funds. For FY 14, that is \$40K total from the three counties.
Compl. ADA Services						
County Cash	\$ 58,343	\$ 58,343	\$ 58,343	0.0%	68.8%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						SVTA anticipates an increase from \$9K to \$13.5K of labor value through the Suwannee County and DOJJ Court's Community Services Program. Contributed Services = community service folks providing janitorial, bus washing and other
Other Cash						
Other In-Kind, Contributed Services		\$ 8,859	\$ 13,500		52.4%	
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Spons. Trip Program	\$ 618,773	\$ 678,372	\$ 708,162	9.6%	4.4%	in FY13, SVTA did NOT apply for a Conroy grant in 12-13. SVTA expects to apply the next cycle with REDI waiver of match.
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 129,816		\$ 129,816	-100.0%		
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**USDOT & FDOT**

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

**AHCA**

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

**DCF**

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

**DOH**

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

**DOE (state)**

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

**AWI**

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

**DOEA**

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

**DCA**

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

**Comprehensive Budget Worksheet**

Version 1.4

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

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

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

**APD**

Office of Disability Determination Developmental Services	\$ 500	\$ 900	\$ 990	80.0%	0.0%	SVTA does, on occasion, conduct trips for Ryan White, Vocation Rehab and Disabilities Determination.
Other APD (specify in explanation)						
Bus Pass Program Revenue						

**DJJ**

(specify in explanation)						
Bus Pass Program Revenue						

**Other Fed or State**

CARC	\$ 41,409	\$ 48,995	\$ 48,995	18.3%	0.0%	ARC of North Florida for Suwannee and Columbia Counties, provides funding to transport their mentally handicap patrons. This funding is provided to SVTA from "Med-Waver" out of Gainesville.
xxx						
xxx						
Bus Pass Program Revenue						

**Other Revenues**

Interest Earnings						
Bus Pass Program Revenue						

**Balancing Revenue to Prevent Deficit**

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$3,883,812	\$3,773,412	\$4,017,237	-2.8%	6.5%	

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

	2011	2012	2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	
<b>Operating Expenditures</b>						
Labor	\$ 484,736	\$ 909,828	\$ 954,365	87.7%	4.9%	LABOR & FRINGE: SVTA will ask for a 5% merit raise for employees of SVTA as last year's request was denied. For FY14, SVTA estimates 3.2% increase expected in fringe costs. SVTA is including predicted increase in the cost of auto fuels & oil, auto parts and materials. SVTA is included predicted increase in base utilities, plus, SVTA has installed security lighting for bus lot and building. Predicted increase in base utilities plus additional electric for lighting is 21.1%. SVTA predicts a 5.3% increase in administrative expenses. SVTA has a liability in the Wood Legal case which settled for \$115K over next 2 years. SVTA anticipates an increase from \$9K to \$13.5K of labor value through the Suwannee County and DOJJ Court's Community Services Program
Fringe Benefits	\$ 173,103	\$ 677,404	\$ 699,404	291.3%	3.2%	
Services	\$ 69,670	\$ 135,647	\$ 144,647	94.7%	6.6%	
Materials and Supplies	\$ 81,105	\$ 377,446	\$ 397,446	365.4%	5.3%	
Utilities	\$ 16,045	\$ 37,892	\$ 45,892	136.2%	21.1%	
Casualty and Liability	\$ 74,237	\$ 82,825	\$ 93,825	11.6%	13.3%	
Taxes		\$ 177	\$ 177		0.0%	
<b>Purchased Transportation:</b>						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 3,132,160	\$ 1,166,560	\$ 1,023,402	-62.8%	-12.3%	subs= Alternative, JD Health, Collins, Peeler, and Parrish Transp.
Other						
Miscellaneous		\$ 176,018	\$ 220,087		25.0%	MISC- postage, late fees & fines, repairs to facility parking lot lighting; building roof replacement, bus camera equipment, building security (re-keying locks) over the next two years.
Operating Debt Service - Principal & Interest						
Leases and Rentals		\$ 41,953	\$ 41,953		0.0%	LEASES & RENTALS: CTS Computer software; radio tower, Microsoft Office 365; equipment rentals;
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ 8,859	\$ 13,500		52.4%	
Allocated Indirect						
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds	\$ 139,500	\$ 142,925	\$ 387,928	2.5%	157.4%	5310 and Shirley Conroy Match will be waived for Shirley Conroy grant.
Equip. Purchases with Local Revenue	\$ 15,500	\$ 15,880	\$ 14,611	2.5%	-8.0%	
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
<b>ACTUAL YEAR LOSS</b>						
Total Expenditures =	\$4,188,096	\$3,773,412	\$4,017,237	-9.9%	6.5%	

See NOTES Below.

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

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





# Worksheet for Program-wide Rates

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

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

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,400,000
<b>Rate Per Passenger Mile = \$</b>	<b>2.31</b>
Total <u>Projected</u> Passenger Trips =	86,000
<b>Rate Per Passenger Trip = \$</b>	<b>37.54</b>

Fiscal Year  
2013 - 2014

<b>Avg. Passenger Trip Length =</b>	<b>16.3 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>2.87</b>
<b>Rate Per Passenger Trip = \$</b>	<b>46.71</b>

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

### Worksheet for Multiple Service Rates

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

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directed to you by clicking on the **GO** questions and sections based on previous answers.

#### 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
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?....	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: 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) Rate per Passenger Mile for Balance	Combination Trip and Mile Rate			
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

**Worksheet for Multiple Service Rates**

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

1. Answer the questions by completing the GREEN cells starting in Section I for all services.
2. Follow the DARK RED prompts directing you to skip or skip 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 .....  **Leave Blank**   
 per passenger mile? .....
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 This Section IV**
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate** 0.00 to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

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

		RATES FOR FY: 2013 - 2014			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,400,000	1,137,912	251,468	10,620	0 <b>Leave Blank</b>
Rate per Passenger Mile =		\$2.01	\$3.44	\$7.18	\$0.00 <b>Leave Blank</b>
		per passenger per group			

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	86,000	69,067	16,417	516	0 <b>Leave Blank</b>
Rate per Passenger Trip =		\$32.60	\$55.88	\$116.41	\$0.00 <b>Leave Blank</b>
		per passenger per group			

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					0 <b>Leave Blank</b>
Rate per Passenger Mile for Balance =		\$2.01	\$3.44	\$7.18	\$0.00 <b>Leave Blank</b>
		per passenger per group			

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.50	\$4.29	\$9.93	\$0.00 <b>Leave Blank</b>
		per passenger per group			
Rate per Passenger Trip =		\$40.56	\$69.52	\$144.84	\$0.00 <b>Leave Blank</b>
		per passenger per group			

Program These Rates Into Your Medicaid Encounter Data

### Worksheet for Multiple Service Rates

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

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

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

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

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

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

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

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

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

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

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

**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.

ADA: Section 37.165(b) of the USDOT regulations requires transit providers 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 do not have to be transported.

## TRANSPORTATION DISADVANTAGED TRUST FUND PROGRAM ELIGIBILITY

MV Transportation shall use the following criteria when determining Transportation Disadvantaged Program eligibility:

**Unable to transport themselves:** Individual is not sponsored by any agency for their transportation and is unable to use the fixed route bus system due to a physical or mental disability defined by the ADA (*Medical Verification Form required*); or

**Unable to purchase transportation:** Individual applicant income meets maximum of 150% of the current Federal Poverty Guidelines (*Proof of Income required*).

**Unable to obtain transportation:** Individual does not have an operational vehicle in the household; or the ability to operate a vehicle; or the ability to find transportation from other sources.

MV Transportation will use the above criteria for new applicants and when current Transportation Disadvantaged Program participants reapply for certification. MV Transportation should provide all Transportation Disadvantaged Program applicants with written notification of eligibility approval or denial within 10 working days after receipt of application. Appeals may be filed with the Alachua County Transportation Disadvantaged Board Grievance Committee.

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Eligibility shall be for one year. MV Transportation shall notify individuals 30 days in advance of their eligibility expiration date and need for renewal.

*Alachua County*

## TRANSPORTATION DISADVANTAGED TRUST FUND TRIP PRIORITIES

In ranking order:

- 1) Vital Care - Medical (Dialysis, Cancer Care and Physical Therapy for Mobility)
- 2) Other Medical
- 3) Employment
- 4) Grocery shopping
- 5) Educational

- 6) Social service agency trips
- 7) Shopping
- 8) Recreation and other

MV Transportation shall notify Transportation Disadvantaged Program eligible individuals and other interested persons/agencies of the implementation of the Transportation Disadvantaged trip priorities due to Transportation Disadvantaged Trust Fund availability. MV Transportation shall notify eligible individuals of the types of trips that are available for sponsorship under the Transportation Disadvantaged Program.

#### **CONTRACTING PROCESS/CRITERIA**

MV Transportation will provide all of the transportation services directly.

#### **FIXED ROUTE UTILIZATION**

Any TD and Medicaid sponsored rider may participate in the Bus Pass Program if they can use the fixed route transit service. Medicaid sponsored riders must show proof of two medical appointments during the month. A \$ 1.00 passenger payment is required for each Medicaid sponsored bus pass. A \$3.00 passenger payment is required for each TD sponsored bus pass. Bus passes are issued at the MV Transportation office. A maximum of 150 TD bus passes will be sold per month.

#### **VEHICLE INVENTORY**

MV's vehicle inventory is shown as Exhibit II.

#### **SYSTEM SAFETY PROGRAM PLAN CERTIFICATION**

MV Transportation's System Safety Program Plan is available upon request.

#### **INTERCOUNTY SERVICES**

MV Transportation does not currently have any formal agreements with Community Transportation Coordinators in other counties.



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III.B.

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May 29, 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 January - March 2013;
2. Fiscal Year 2012/13 Transportation Disadvantaged Trust Fund Status Report;
3. Medicaid Non-Emergency Transportation Program Encounter Data Report July 2012-April 2013;
4. Suwannee Valley Transit Authority Complaint/Commendation Log; and
5. Florida Commission for the Transportation Disadvantaged Medicaid and Transportation Disadvantaged Program Helpline Reports for February 2013.

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

Attachments

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



QUARTERLY OPERATING REPORT  
 SUWANNEE COUNTY  
 JANUARY-MARCH 2013

OPERATING DATA	OPERATOR								
	SVTA	ACV	Adoptive	Alternative	Collins	JD Trans	Parrish	Peeler	TOTAL
<b>TOTAL TRIPS</b>	4,141	98	70	1,372	4	19	522	105	6,331
Arc of N FL	1,090	0	0	0	0	0	0	0	1,090
Medicaid	1,627	98	70	1,099	4	17	516	104	3,535
Out of State Medicaid Trip	4								4
TD Trust Fund	1,418	0	0	273	0	2	6	1	1,700
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0
Disability Determination	0	0	0	0	0	0	0	0	0
Ryan White	2	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0	0
<b>TOTAL DOLLARS INVOICED</b>	\$325,746.79	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$325,746.79
Arc of N FL	\$8,495.52	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$8,495.52
Medicaid	\$249,813.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$249,813.00
Out of State Medicaid Trip	\$1,619.81	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,619.81
TD Trust Fund	\$65,678.36	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$65,678.36
Vocational Rehabilitation	\$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
Ryan White	\$140.10	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$140.10
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTAL VEHICLE MILES(PASSENGER)</b>	57,357	4,892	1,876	32,477	270	703	11,762	3,718	113,049
<b>TOTAL VEHICLE HOURS (*)</b>	2,357	132	99	1,323	9	22	599	103	4,644
<b>AVERAGE COST PER TRIP</b>									\$61.45
Arc of N FL	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7.79
Medicaid	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$70.87
TD Trust Fund	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$38.63
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
Disability Determination	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
Ryan White	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$70.05
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
<b>AVERAGE COST PER MILE</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.88
<b>AVERAGE COST PER HOUR</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$70.14
<b>TRIP PURPOSE</b>									
Medical	2,872	98	70	1,372	4	19	522	105	5,062
Employment	19	0	0	0	0	0	0	0	19
Education/Training	1,247	0	0	0	0	0	0	0	1,247
Shopping	0	0	0	0	0	0	0	0	0
Meal Site	1	0	0	0	0	0	0	0	1
Recreation	0	0	0	0	0	0	0	0	0
Other	2	0	0	0	0	0	0	0	2
<b>NUMBER OF TRIPS DENIED</b>	0	0	0	0	0	0	0	0	0
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	n/a	0	0	0	0	0	0	0	0
<b>PERCENT OF SINGLE PASSENGER TRIPS PROVIDED</b>	0%	0%		0%	0%	0%	0%	0%	0%
<b>NUMBER OF ACCIDENTS</b>	0	0	0	0	0	0	0	0	0
<b>NUMBER OF VEHICLES</b>	26	3	2	5	1	3	4	4	48
<b>NUMBER OF TRIPS PER VEHICLE</b>	159	33	35	274	4	6	131	25	132
<b>TOTAL ROADCALLS</b>	1	0	0	0	0	0	0	0	1

Medi Dollar Invoiced \$249,813.00 / Actual Trip Cost \$175,828.40

**Rates Charged for TD Service:**

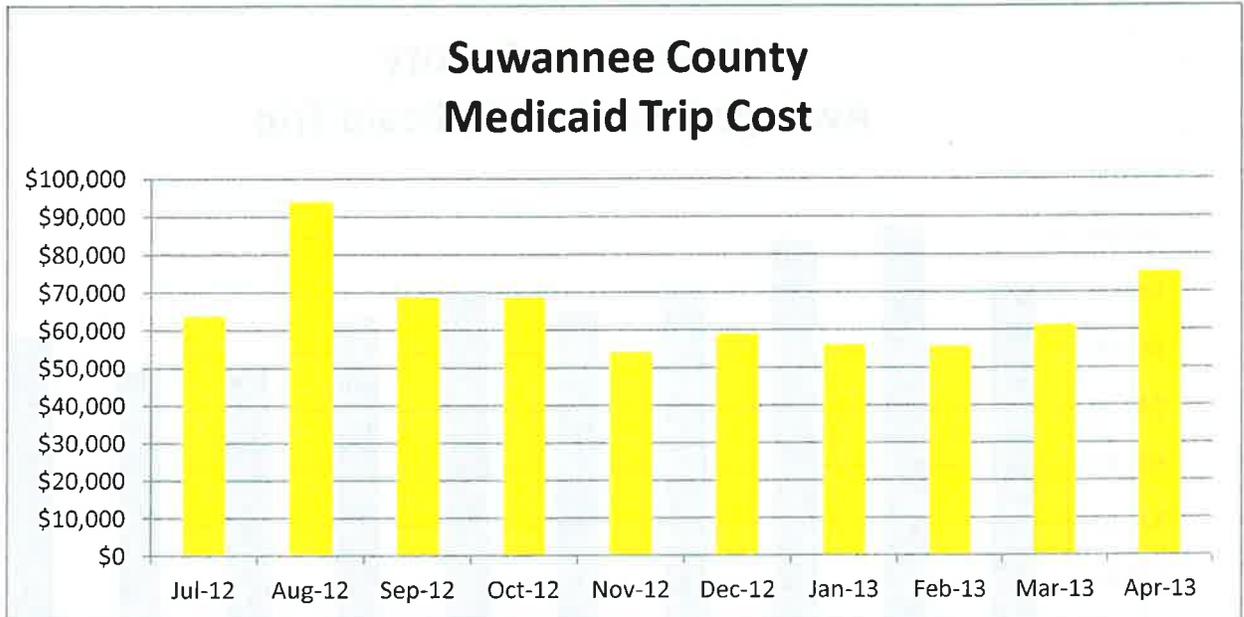
**\$1.57 per passenger mile (ambulatory)**

**\$2.69 per passenger mile (wheelchair)**

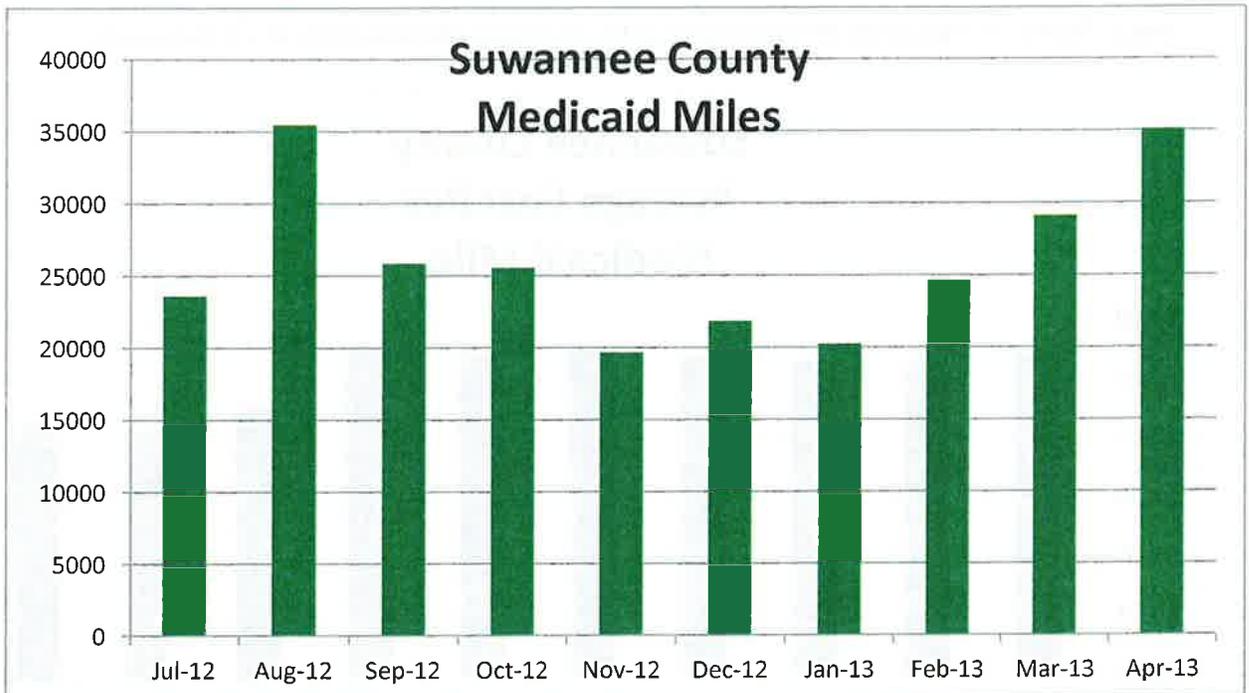
**\$5.61 per passenger mile (stretcher)**

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

<b>MONTH/YEAR</b>	<b>GRANT AMOUNT</b>	<b>TOTAL DOLLARS INVOICED</b>	<b>DIFFERENCE</b>	<b>NUMBER OF TRIPS PROVIDED</b>	<b>AVERAGE COST PER TRIP</b>
12-Jul	\$19,742.00	\$20,948.06	-\$1,206.06	575	\$36.43
12-Aug	\$19,697.00	\$21,903.23	-\$2,206.23	555	\$39.47
12-Sep	\$19,697.00	\$21,904.97	-\$2,207.97	525	\$41.72
12-Oct	\$19,697.00	\$21,897.91	-\$2,200.91	549	\$39.89
12-Nov	\$19,697.00	\$21,887.81	-\$2,190.81	498	\$43.95
12-Dec	\$19,697.00	\$21,891.61	-\$2,194.61	524	\$41.78
13-Jan	\$19,697.00	\$21,888.54	-\$2,191.54	561	\$39.02
13-Feb	\$19,697.00	\$21,890.64	-\$2,193.64	536	\$40.84
13-Mar	\$19,697.00	\$21,899.18	-\$2,202.18	603	\$36.32
13-Apr	-		#VALUE!		#DIV/0!
13-May	-		#VALUE!		#DIV/0!
13-Jun	-		#VALUE!		#DIV/0!
<b>Total</b>					

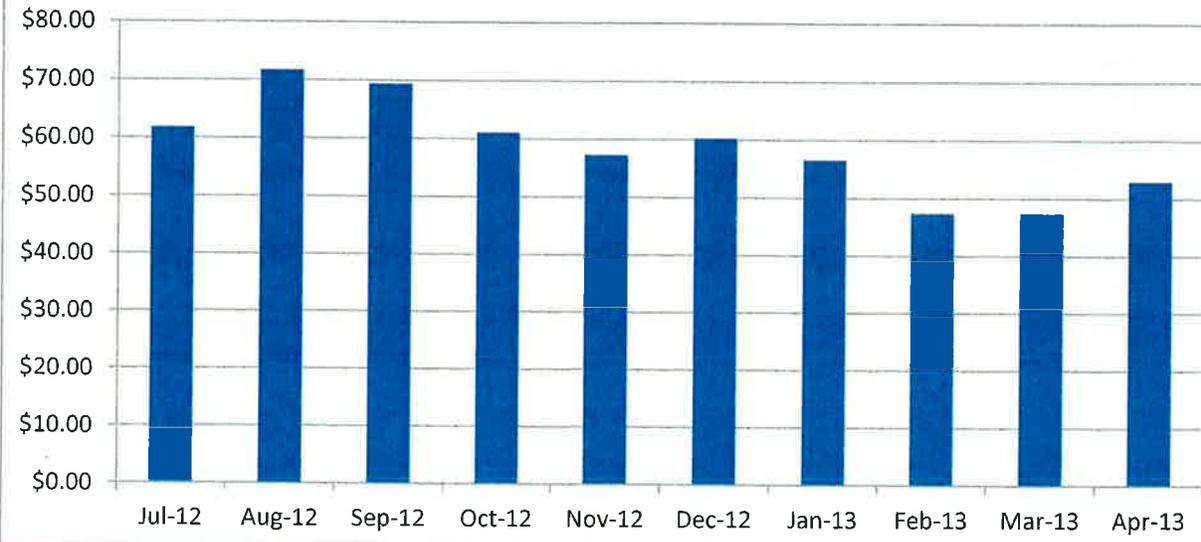


Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



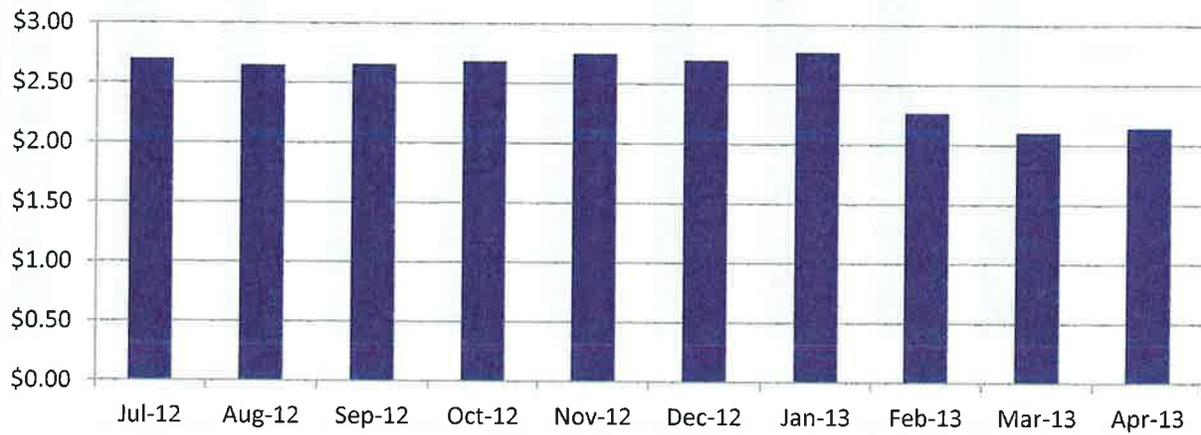
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

## Suwannee County Average Cost Per Medicaid Trip



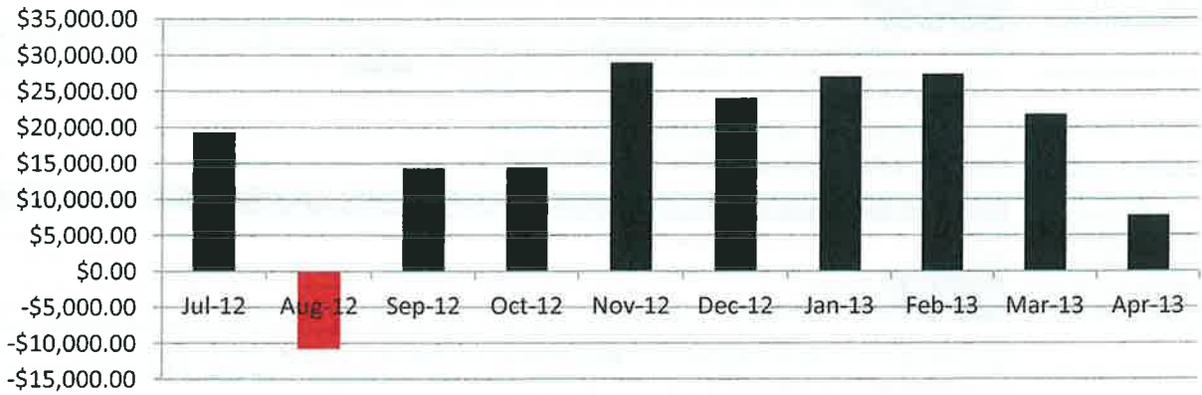
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

## Suwannee County Average Cost Per Medicaid Mile



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

## Suwannee County Medicaid Cost vs Medicaid Revenue



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

SUWANNEE VALLEY TRANSIT AUTHORITY

RIDERSHIP COMPLAINT LOG W/ SUMMARY

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

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

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

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

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

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

SUWANNEE VALLEY TRANSIT AUTHORITY

RIDERSHIP COMPLAINT LOG W/ SUMMARY

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

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

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

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

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

COMPLAINT #	2013-02-06
DATE OF COMPLAINT	2/11/2013
TIME OF COMPLAINT	19:07 hrs
COMPLAINANT'S NAME	[REDACTED] a (Suwannee)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Complaint against Alternative Transport ref: Late Pick up, Unsecured Items in veh, Discourtsey by Driver
SVTA'S ACTION TAKEN	Under Investigation. Memo send to Alternative on 15 Feb. Response due on 22 Feb
RESOLUTION	Pending

SUWANNEE VALLEY TRANSIT AUTHORITY

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

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

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

DATE OF COMPLAINT	2/21/2013
TIME OF COMPLAINT	18:13
COMPLAINANT'S NAME	[REDACTED] through Ms. Barker, Care taker (Suwannee Co)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Alternative Transport failed to pick up Ms. Dykns today for her drug rehab. Complaint states that she confirmed this day's pick up with Alternative on Thursday 28 Feb. Further, though her training session ends at 1300 but Alternative doesn't pick her up close to that time, but doesn't get her home until as late as 6pm in the evening meaning that she rides for 4-5 hours.
SVTA'S ACTION TAKEN	
RESOLUTION	

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

COMPLAINT #	2013-02-09
DATE OF COMPLAINT	3/13/2013
TIME OF COMPLAINT	0:00
COMPLAINANT'S NAME	[REDACTED] na (Suwannee Co)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	Failed to Pick Up rider for Appointment.
SVTA'S ACTION TAKEN	Alternative Transport arrived at 0900. to take her and her escort to a medical appointment. Alternative refused to allow the escort to board because the escort was not on the manifest. Since the escort was not allowed to go, the complaint did not go.
RESOLUTION	

SUWANNEE VALLEY TRANSIT AUTHORITY

RIDERSHIP COMPLAINT LOG W/ SUMMARY

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

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

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

COMPLAINT #	
DATE OF COMPLAINT	4/10/2013
TIME OF COMPLAINT	16:54
COMPLAINANT'S NAME	(Columbia)
COMPLAINANT'S POC	386-9
COMPLAINANT'S ISSUE	Rudeness by the call taker: Complainant called in for an appointment and believes that the call taker was not respectful to him in the conversation. Complainant stated she refused to give her name. Supervisor over heard conversation and states the call taker was not out of line in any way. Complainant demands action be taken against call taker
SVTA'S ACTION TAKEN	Reservationist stated that Complainant became upset when she told him that she could not put "Jesus" down as his escort. acknowledged that he did demand such. Though he denied getting an appointment set, he was given an appointment and a confirmation #. that was given to him again by DO.
RESOLUTION	No action required.

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

SUWANNEE VALLEY TRANSIT AUTHORITY

COMPLAINT #	20130408
DATE OF COMPLAINT	4/18/2013
TIME OF COMPLAINT	18:30
COMPLAINANT'S NAME	[REDACTED] (Hamilton)
COMPLAINT'S POC	(386) [REDACTED]
COMPLAINT'S ISSUE	On 8 Apr, Complainant states that she had an appointment in Gainesville at 10:00. I was picked up by JD at 0630am. I told JD that I would be done by 11:00. Complainant states that she finished at 11:15. Complainant states that she called JD at 11:15. Complainant states that she stated he would be there. Complainant states that she waited for 2 hrs. Complainant states that she called him again and he stated that he was on his way. Complainant states that she called again at 1530hrs and again he stated that he was on his way. JD finally arrived just before 1700 hrs. JD offered to stop for refreshments but didn't stop. Complainant states that she then went to pick up another rider. Complainant states that she waited there for another rider and after another hour, and she was still not ready, JD decided to move me home. Complainant states that she arrived home at 0730. Further Complainant states that she noted that JD did not secure my wheel chair. Another Rider pointed this out to me. Complainant states that she told JD and he then did secure my wheel chair. During my wait for JD, Complainant states that she observed several other SVTA which I was hoping would pick me up. Further more, JD directed that I am NOT to call SVTA. Lastly, according to the Complainant, JD refused to give me any receipt. JD constantly refused to give me a receipt.
SVTA'S ACTION TAKEN	
RESOLUTION	

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

COMPLAINT #	20130507
DATE OF COMPLAINT	5/15/2013
TIME OF COMPLAINT	1844 hrs
COMPLAINANT'S NAME	[REDACTED] (Hamilton)
COMPLAINT'S POC	386 [REDACTED]
COMPLAINT'S ISSUE	Issue: Unsafe Illegal U-turn on an Interstate. This caused the rider to be late for her VA appointment. Complainant stated that on May 9, at about 0800 hrs., she was riding with JD Transport and travelling south on I-75. When just passing the scales and the Ag station, she heard the driver state "oh [REDACTED] I forgot someone". While in the center lane, the driver slowed down. He merged into the fast lane, slowed down even more and made a U-turn. Complainant stated that JD did turn slowly and then entered the north bound fast lane. Complainant stated that she felt in danger; so much so that she found another way home. The driver is JD. When asked if she knew whether or not JD had called the authority and requested to make a U-turn at their station, she stated that she did NOT hear JD call anyone and ask permission to make the U-turn. Complainant stated that she would have heard JD converse if he was on the phone with someone because she was sitting right behind him and clearly in hearing distance.
SVTA'S ACTION TAKEN	
RESOLUTION	

**FOLLOW UP**

*The Ombudsman reported the following actions:*

---

**Suwannee**

**Medicaid-Quality of Service**

File # 19376

Intake Date 05-Feb-13

Close Date 05-Feb-13

**CUSTOMER**

*The customer stated the following:*

We received a call from the customer who uses transportation services provided by SVTA's Medicaid NET Program. He said he has a medical appointment on Friday, February 8, 2013 at 8:45 a.m. and was told by SVTA that they could not get him to his appointment before 9:00 a.m. Per your request, we gave the customer the TD Helpline number and asked him to call your office for further assistance.

**OMBUDSMAN**

*The Ombudsman reported the following:*

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

**CTC/STP**

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

The CTC contacted the customer and with assistance through the CTD, the customer was able to get the assistance needed.

**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 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 and they are wonderful to work with. Never a complaint, always willing to transport ALL patients, great track record; but they are excluded from the Medicaid program that Logisticare has a monopoly on. The customer is very upset with the services she received from logisticare.

**OMBUDSMAN**

*The Ombudsman reported the following:*

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

**CTC/STP**

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

The member did not have a scheduled trip on JAN18. The customer had previously had a standing order thru Bert

determined that she would not be eligible for it. We will contact the customer and inform them of steps to take next.

**FOLLOW UP**

*The Ombudsman reported the following actions:*

---

**Suwannee**

---

**Quality of Service**

File # 19388

Intake Date 16-Feb-13
Close Date 16-Feb-13

**CUSTOMER**

*The customer stated the following:*

Customer has been left sitting on the bus while the transit waits for a passenger? The customer has a wet diaper and has been waiting for a long time. The customer is very upset with the situation he is currently in. The driver has left the bus and left the passenger and his wife sitting on the bus. The customer would like something done immediately. The customer is currently on an Alternative Transportation van.

**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:*

This concern was not through SVTA, The customer was contacted and informed of the information.

**FOLLOW UP**

*The Ombudsman reported the following actions:*

# Medicaid Ombudsman Calls

Feb-13

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

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

# TD Ombudsman Calls

Feb-13

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

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

III.C.



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April 2, 2013

Senator Joe Negron, Chair  
Senate Committee on Appropriations  
412 Senate Office Building  
404 South Monroe Street  
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Senator Negron:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Suwannee County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Suwannee County. Suwannee Valley Transit Authority, the Suwannee County Community Transportation Coordinator, does an outstanding job coordinating transportation services in Suwannee County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Jason Bashaw, Chair  
Suwannee County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Suwannee County Transportation Disadvantaged Coordinating Board

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April 1, 2013

The Honorable Seth McKeel, Chair  
House Appropriations Committee  
222 The Capital  
402 South Monroe Street  
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Representative McKeel:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Suwannee County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Suwannee County. Suwannee Valley Transit Authority, the Suwannee County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Suwannee County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Jason Bashaw, Chair  
Suwannee County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Suwannee County Transportation Disadvantaged Coordinating Board

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April 2, 2013

The Honorable Ed Hooper, Chair  
House Transportation and Economic Development  
Appropriations Subcommittee  
222 The Capital  
402 South Monroe Street  
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Representative Hooper:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Suwannee County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Suwannee County. Suwannee Valley Transit Authority, the Suwannee County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Suwannee County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Jason Bashaw, Chair  
Suwannee County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Suwannee County Transportation Disadvantaged Coordinating Board

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April 2, 2013

Senator Andy Gardiner, Chair  
Senate Appropriations Subcommittee on Transportation,  
Tourism and Economic Development  
420 Senate Office Building  
404 South Monroe Street  
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Senator Gardiner:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Suwannee County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Suwannee County. Suwannee Valley Transit Authority, the Suwannee County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Suwannee County in order to utilize public funds more efficiently.

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Sincerely,

Jason Bashaw, Chair  
Suwannee County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Suwannee County Transportation Disadvantaged Coordinating Board

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

April 2, 2013

Senator Charles S. Dean, Sr.  
The Capital  
311 Senate Office  
404 South Monroe Street  
Tallahassee, FL 32399-1300

RE: Florida's Transportation Disadvantaged Program

Dear Senator Dean:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Suwannee County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Suwannee County. Suwannee Valley Transit Authority, the Suwannee County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Suwannee County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Jason Bashaw, Chair  
Suwannee County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Suwannee County Transportation Disadvantaged Coordinating Board

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April 2, 2013

The Honorable Elizabeth W. Porter  
Florida House of Representatives  
405 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300

RE: Florida's Transportation Disadvantaged Program

Dear Representative Porter:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

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Sincerely,

Jason Bashaw, Chair  
Suwannee County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Suwannee County Transportation Disadvantaged Coordinating Board

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## ATTENDANCE RECORD

### SUWANNEE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

POSITION	NAME	9/5/12	11/7/12	3/29/13	5/3/13
Chairperson	Commissioner Jason Bashaw	-	-	P	P
FDOT Alternate Member	Sandra Collins Janell Damato	A	P	A P	p a
FDCF Alternate Member	Kay Tice (Vacant)	P	P	A	p
FAHCA-Medicaid Alternate Member	Alana McKay Andrew Singer	P A	P A	P A	P p
FDOE Alternate Member	(Vacant) (Vacant)				
Public Education Alternate Member	(Vacant) (Vacant)				
Citizen Advocate (CA) Alternate Member	(Vacant) (Vacant)				
CA-User Alternate Member	(Vacant) (Vacant)				
Elderly Rep. Alternate Member	Charles Burke (Vacant)	P	P	P	P
Veterans Rep. Alternate Member	Ellis A. Gray, III (Vacant)	P	A	P	P
Person with Disabilities Rep Alternate Member	(Vacant) (Vacant)				
CAA Rep. Alternate Member	Matt Pearson Frances Terry	P A	A A	P A	P A
FDEA Alternate Member	Bruce Evans Janis Owen	A A	A A	A A	A A
Children at Risk Alternate Member	Colleen Cody (Vacant)	P	A	P	a
Private Transit Rep. Alternate Member	Robin Lumpkins (Vacant)	P	P	A	A
North Florida Workforce Dev. Board Alternate Member	Sheryl Rehberg	A	A	P	P
Local Medical Community Alternate Member	(Vacant) (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."

