North Central Florida Regional Planning Council

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

January 30, 2013

TO: Hamilton County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Hamilton County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting **Wednesday, February 6, 2013 at 1:30 p.m.** in the ***Board of County Commissioners' Meeting Room*** located in the Hamilton County Courthouse. This is an important meeting of the Board. At this meeting, the Board will be reviewing the Hamilton County Transportation Disadvantaged Service Plan. All Board members are encouraged to attend the public hearing and business meeting.

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

Attachment

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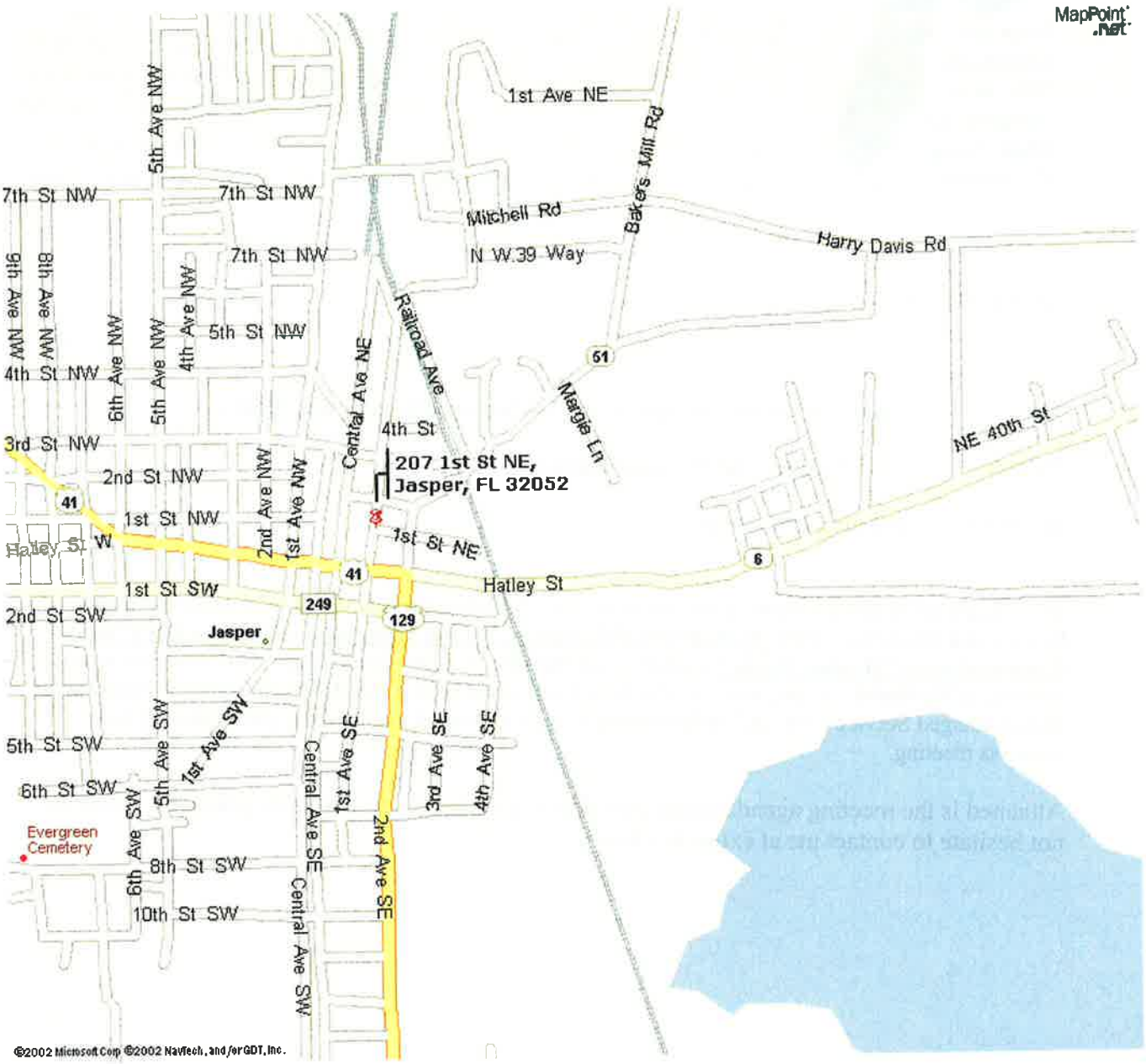
MapPoint.net
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Evergreen Cemetery
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HAMILTON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEETING ANNOUNCEMENT AND AGENDA

Commissioners' Meeting Room
Hamilton County Courthouse
Jasper, Florida

Wednesday
February 6, 2013
1:30 p.m.

I. PUBLIC HEARING – CALL TO ORDER

A. Introductions

B. Receive Public Testimony

C. Close Public Hearing

II. BUSINESS MEETING – CALL TO ORDER

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

B. Approval of the October 3, 2012 Minutes — **ACTION REQUIRED**

III. UNFINISHED BUSINESS

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

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

IV. NEW BUSINESS

A. Hamilton County Transportation Disadvantaged Service Plan — **ACTION REQUIRED**

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

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

Enclosed is information concerning the creation of a multi-county Transportation Disadvantaged Coordinating Board with Columbia and Suwannee Counties

C. Operations Reports — **NO ACTION REQUIRED**

V. OTHER BUSINESS

A. Comments

1. Members

2. Citizens

VI. FUTURE MEETING DATES*

A. Wednesday, May 8, 2013 at 1:30 p.m.

B. Wednesday, July 10, 2013 at 1:30 p.m.

C. Wednesday, October 2, 2013 at 1:30 p.m.

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

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

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HAMILTON COUNTY COORDINATING BOARD

Voting Members

Chairperson
(Vacant)

Department of Transportation
Sandra Collins - Grievance Committee

Department of Children and Families
Kay Tice - Grievance Committee

Department of Education
(Vacant)

Public Education
Ward Daniels

Citizen Advocate
(Vacant)

Citizen Advocate - User
(Vacant)

Elderly Representative
Isaac Chandler

Veteran Representative
Bo Beauchemin - Vice Chair

Persons with Disabilities Representative
Danny Johnson

Community Action Agency Representative
Frances Terry

Department of Elder Affairs
(Vacant)

Children at Risk
(Vacant)

Private Transit Representative
(Vacant)

Agency for Health Care Administration - Medicaid
Alana McKay - Grievance Committee

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
Judy Cannady

Citizen Advocate
(Vacant)

Citizen Advocate - User
(Vacant)

Elderly Representative
(Vacant)

Veteran Representative
(Vacant)

Persons with Disabilities Representative
(Vacant)

Community Action Agency Representative
Matthew Pearson

Department of Elder Affairs
(Vacant)

Early Childhood Services
(Vacant)

Private Transit Representative
(Vacant)

Agency for Health Care Administration - Medicaid
Andrew Singer

North Florida Workforce Development Board
Cindy Heffernan

Local Medical Community
(Vacant)

HAMILTON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEETING MINUTES

County Commission Meeting Room
Hamilton County Courthouse
Jasper, Florida

Wednesday
October 3, 2012
1:30 p.m.

VOTING MEMBERS PRESENT

Sandra Collins, Florida Department of Transportation
Matthew Pearson representing Frances Terry, Community Action Agency Representative
Sheryl Rehberg, Workforce Development Board
Alana McKay, Florida Agency for Health Care Administration
Kay Tice, Florida Department of Children and Families

VOTING MEMBERS ABSENT

Bo Beauchemin, Veterans Representative, Vice-Chairman
Isaac Chandler, Elderly Representative
Danny Johnson, Persons with Disabilities Representative
Commissioner Lewis Vaughn, Chairman

OTHERS PRESENT

Angela Cavanaugh, Florida Commission for the Transportation Disadvantaged
Teresa Fortner, Suwannee Valley Transit Authority
Bill Steele, Suwannee Valley Transit Authority

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

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

Ms. Godfrey called the meeting to order at 1:35 p.m.

A. Introductions

Ms. Godfrey asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Sandra Collins moved to approve the meeting agenda. Sheryl Rehberg seconded; motion passed unanimously.

C. Approval of the July 11, 2012 Minutes

ACTION: Sheryl Rehberg moved to approve the July 11, 2012 meeting minutes. Kay Tice seconded; motion passed unanimously.

II. NEW BUSINESS

A. Annual Performance Evaluation

Ms. Godfrey stated that the Board is required to evaluate Suwannee Valley Transit Authority's performance as the Hamilton County Community Transportation Coordinator annually. She discussed the draft evaluation included in the meeting packet.

Mr. Bill Steele, Suwannee Valley Transit Authority Manager of Operations, asked if Suwannee Valley Transit Authority had to respond to the evaluation findings and recommendations.

Ms. Godfrey said that, once the evaluation is approved by the Board, Suwannee Valley Transit Authority has 30 days to respond to the findings and recommendations. She said the Board will review Suwannee Valley Transit Authority's response at the next meeting. Ms. Godfrey said she will confirm with the Florida Commission for the Transportation Disadvantaged staff that Suwannee Valley Transit Authority is required to respond to the evaluation findings and recommendations.

ACTION: Sheryl Rehberg moved to moved to approve the Suwannee Valley Transit Authority's annual performance evaluation . Matthew Pearson seconded; motion passed unanimously.

B. 2011/2012 Annual Operations Report

Ms. Godfrey stated that Suwannee Valley Transit Authority is required to submit an Annual Operations Report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. She said Suwannee Valley Transit Authority's 2011/2012 Annual Operations Report for Hamilton County is included in the meeting packet for review.

The Board reviewed the Annual Operations Report and noted that there is data in the report that should be reviewed for accuracy.

Ms. Angela Cavanaugh, Florida Commission for the Transportation Disadvantaged Regional Manager, stated that they will work with Suwannee Valley Transit Authority to make sure the data in the report is accurate.

C. Rural Area Capital Assistance Support Grant Application

Ms. Godfrey stated that staff requested, but, did not receive Suwannee Valley Transit Authority's application for Rural Area Capital Assistance Support Grant funds. She said the Board is required to review and approve this application in order to be awarded grant funds.

Mr. Bill Steele stated that he did not know if Suwannee Valley Transit Authority submitted an application for Rural Area Capital Assistance Grant funds.

The Board asked if they could review SVTA's application at their next meeting scheduled for February 6, 2013.

Ms. Angela Cavanaugh said she would find out if the Board could review the application at its February 6, 2013 meeting or hold a special meeting.

Operations Reports

Ms. Teresa Fortner, Suwannee Valley Transit Authority Medicaid Manager, distributed the operations reports.

Ms. Alana McKay stated that the trips reported in the Transportation Disadvantaged Trust Fund report and the quarterly operations report do not match.

Ms. Fortner explained that the mealsite trips are charged to the Transportation Disadvantaged Trust Fund.

Mr. Matthew Pearson said the mealsite trips were charged to Suwannee River Economic Council. He said they shouldn't have also been charged to the Transportation Disadvantaged Trust Fund.

Ms. Fortner explained that the cost of providing the mealsite transportation is more than what Suwannee River Economic Council is paying. Therefore, Suwannee Valley Transit Authority is billing the extra cost to the Transportation Disadvantaged Trust Fund.

Mr. Pearson said that isn't what the reports indicate. He asked Suwannee Valley Transit Authority to make sure both Suwannee River Economic Council and the Transportation Disadvantaged Trust Fund aren't being charged for the same service.

Ms. Alana McKay asked Suwannee Valley Transit Authority to make sure riders travelling to the mealsite under the Transportation Disadvantaged Program are not being charged the rider fare required for Transportation Disadvantaged Program trips.

Ms. McKay also suggested that the Board discuss the Transportation Disadvantaged Program trip priorities at the next meeting. She said if medical trips are the only types of trips currently provided under the Transportation Disadvantaged Program, then Suwannee Valley Transit Authority shouldn't be providing mealsite trips with the Transportation Disadvantaged Trust Funds.

Ms. Sandra Collins requested that these reports be provided to the Board at its next meeting for further review and clarification. She also asked Suwannee Valley Transit Authority to provide the reports prior to the meeting.

III. OTHER BUSINESS

A. Comments

1. Members

There were no member comments.

2. Citizens

There were no comments.

V. FUTURE MEETING DATES

Ms. Godfrey stated that the next meeting of the Board is scheduled for Wednesday, February 6, 2013 at 1:30 p.m.

ADJOURNMENT

The meeting adjourned at 3:00 p.m.

_____
Chairman

_____
Date

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III. A.

North Central Florida Regional Planning Council

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

January 30, 2013

TO: Hamilton County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

No action required. For information only.

BACKGROUND

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

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

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

Attachments

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November 8, 2012

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

RE: Annual Performance Evaluations

Dear Ms. Pra:

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

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

Sincerely,

Lynn Godfrey, AICP
Senior Planner

Enclosures

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

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CTC Review

Suwannee Valley Transit Authority

County: Columbia

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

I. Records and Areas of Review

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

II. Findings and Recommendations

A. General Information

Area of Noncompliance:

None

Recommendations:

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

B. Chapter 427, F.S.

Area of Noncompliance:

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

Recommendation:

Amend the subcontracts.

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

Area of Noncompliance:

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

CTC Review

Suwannee Valley Transit Authority

Recommendation:

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

D. Bus/Van Ride

Area of Noncompliance:

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

Recommendation:

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

E. Surveys (see attachment)

Area of Noncompliance: None

Recommendation: None

F. Level of Competition

Area of Noncompliance: None

Recommendation:

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

CTC Review

Suwannee Valley Transit Authority

County: Hamilton

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

I. Records and Areas of Review

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

II. Findings and Recommendations

A. General Information

Area of Noncompliance:

None

Recommendations:

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

B. Chapter 427, F.S.

Area of Noncompliance:

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

Recommendation:

Amend the subcontracts.

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

Area of Noncompliance:

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

CTC Review

Suwannee Valley Transit Authority

Recommendation:

1. Amend the Transportation Disadvantaged Service Plan Billing Requirement Standard to be in compliance with Chapter 287.0585, Florida Statutes.
2. Review the roadcall standard and age of vehicle fleet.
3. Suwannee Valley Transit Authority reported $45,351.29 of Transportation Disadvantaged Trust Funds remaining as of 6/30/12. Therefore, SVTA should review the Transportation Disadvantaged Trust Fund trip priorities and whether additional trip priorities should be provided.

D. Bus/Van Ride

Area of Noncompliance:

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

Recommendation:

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

E. Surveys (see attachment)

Area of Noncompliance: None

Recommendation: None

F. Level of Competition

Area of Noncompliance: None

Recommendation:

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

CTC Review

Suwannee Valley Transit Authority

County: Suwannee

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

I. Records and Areas of Review

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

II. Findings and Recommendations

A. General Information

Area of Noncompliance:

None

Recommendations:

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

B. Chapter 427, F.S.

Area of Noncompliance:

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

Recommendation:

Amend the subcontracts.

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

Area of Noncompliance:

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

CTC Review

Suwannee Valley Transit Authority

Recommendation:

1. Amend the Transportation Disadvantaged Service Plan Billing Requirement Standard to be in compliance with Chapter 287.0585, Florida Statutes.
2. Review the roadcall standard and age of vehicle fleet.
3. Suwannee Valley Transit Authority reported $33,899.74 of Transportation Disadvantaged Trust Funds remaining as of 6/30/12. Therefore, SVTA should review the Transportation Disadvantaged Trust Fund trip priorities and whether additional trip priorities should be provided.

D. Bus/Van Ride

Area of Noncompliance:

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

Recommendation:

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

E. Surveys (see attachment)

Area of Noncompliance: None

Recommendation: None

F. Level of Competition

Area of Noncompliance: None

Recommendation:

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

IV.A.

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January 30, 2013

TO: Hamilton County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Hamilton County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Hamilton County Transportation Disadvantaged Service Plan.

BACKGROUND

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

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

Attachment

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HAMILTON COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Prepared by the

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

and

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

February 2013

TRANSPORTATION DISADVANTAGED SERVICE PLAN
LOCAL COORDINATING BOARD

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Vacant			
Elderly	Isaac Chandler			
Disabled	Danny Johnson			
Citizen Advocate	Vacant			
Citizen Advocate/User	Vacant			
Children at Risk	Vacant			
Community Action	Frances Terry			
Public Education	Ward Daniels			
FDOT	Sandra Collins			
FDCF	Kay Tice			
FDEA	Vacant			
FDOE	Vacant			
FAHCA	Alana McKay			
Regional Workforce Development Board	Sheryl Rehberg			
Veteran Services	Bo Beauchemin			
Local Mass Transit	N/A			
Local Medical Community	Vacant			

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

_____ _____
Date Coordinating Board Chair

Approved by the Commission for the Transportation Disadvantaged.

_____ _____
Date Executive Director

Transportation Disadvantaged Service Plan
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Transportation Disadvantaged Service Plan
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I

DEVELOPMENT PLAN

INTRODUCTION TO THE SERVICE AREA

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

BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

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

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

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

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

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

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

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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

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

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

DESIGNATED OFFICIAL PLANNING AGENCY

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

- County or city governments
- Regional planning councils;
- Metropolitan planning organizations
- Local planning organizations who are currently performing planning activities in the service area

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

- Appointment of members to the local coordinating boards.
- Provision of staff to the local coordinating boards.
- Recommend to the Florida Commission for the Transportation Disadvantaged the designation of the Community Transportation Coordinator.

LOCAL COORDINATING BOARDS

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

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

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

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

The following are some of the duties of the local coordinating board:

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

COMMUNITY TRANSPORTATION COORDINATOR

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

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

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

DESIGNATION DATE/HISTORY

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

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

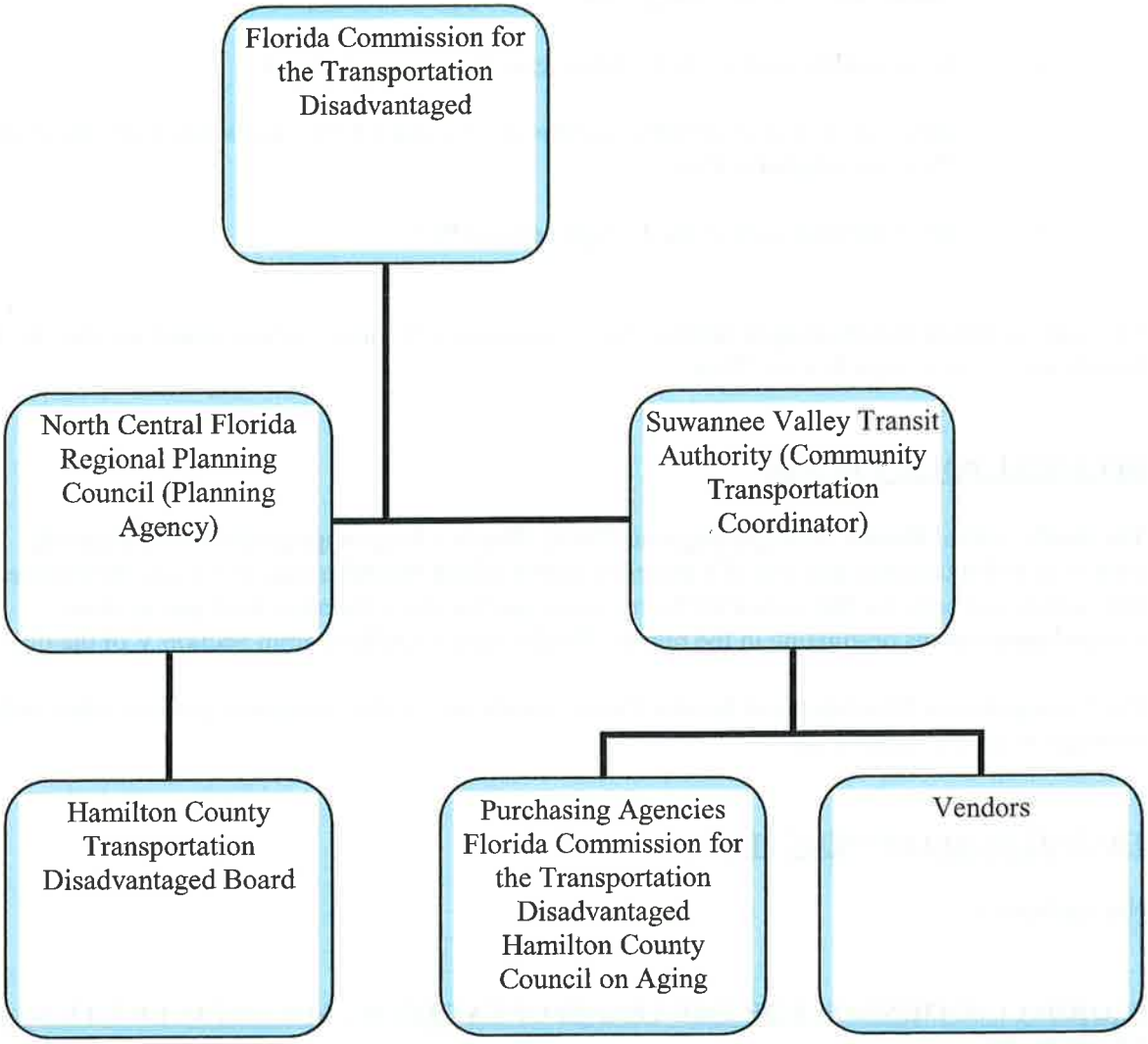
Suwannee Valley Transit Authority's Administrator directs the operation of the transit system. Suwannee Valley Transit Authority also employs maintenance, operational and fiscal personnel.

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

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

ORGANIZATION CHART

The following chart identifies all those involved in the provision of transportation disadvantaged services in Hamilton County:



CONSISTENCY REVIEW OF OTHER PLANS

LOCAL GOVERNMENT COMPREHENSIVE PLANS

The local comprehensive planning process involves essentially four basic steps:

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

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

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

4. the implementation of the Comprehensive Plan.

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

REGIONAL POLICY PLANS

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

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

TRANSIT DEVELOPMENT PLANS

Not applicable.

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

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

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Florida Commission for the Transportation Disadvantaged's 5 Year/20 Year Plan.

MPO LONG RANGE TRANSPORTATION PLANS

Not applicable.

TRANSPORTATION IMPROVEMENT PROGRAM

Not applicable.

PUBLIC PARTICIPATION

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

HAMILTON COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

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

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

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

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

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

REPRESENTATION	VOTING MEMBER	TERM OF APPOINTMENT
Chairperson	Vacant	No Term
Elderly	Isaac Chandler	1 Year
Persons with Disabilities	Danny Johnson	2 Years
Citizen Advocate	Vacant	1 Year
Citizen Advocate - User	Vacant	3 Years
Veteran Services	Bo Beauchemin	No Term
Community Action	Frances Terry	No Term
Public Education	Ward Daniels	No Term
Florida Department of Transportation	Sandra Collins	No Term
Florida Department of Children and Families	Kay Tice	No Term
Florida Department of Education	Vacant	No Term
Florida Department of Elder Affairs	Vacant	No Term
Florida Agency for Health Care Administration	Alana McKay	No Term
Children at Risk	Vacant	No Term
Private Transit Industry	Vacant	2 Years
Local Medical Community	Vacant	3 Years
Regional Workforce Development Board	Sheryl Rehberg	No Term

SERVICE AREA PROFILE AND DEMOGRAPHICS

SERVICE AREA DESCRIPTION

Hamilton County has a land area of approximately 515 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by the State of Georgia with Lowndes and Echols counties, on the east by Columbia County, on the south by Suwannee County and on the west by Madison County. The Withlacoochee River forms a boundary on the west and the Suwannee River forms a boundary on the eastern and southern borders of the County.

DEMOGRAPHICS

LAND USE

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

The land use for approximately 95 percent of the acreage within the unincorporated area of the County has been designated as agricultural, forested lands and approximately 0.8 percent is residential.

Within the unincorporated areas of the County, four types of growth have occurred. The first type of land use pattern is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although minus public facilities, have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Withlacoochee and Suwannee Rivers within the County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout the County.

POPULATION/COMPOSITION

According to Table 1.25 of the 2011 Florida Statistical Abstract Hamilton County's estimated total population in 2010 was 14,799. Table 1.25 of the 2011 Statistical Abstract estimated the population of the City of Jasper as 4,546, the Town of Jennings as 878, the Town of White Springs as 777 and the unincorporated area as 8,598.

As Table 1 shows, 74 percent of the county's population is located within the unincorporated areas. Table 2 indicates that Hamilton County's population is fairly evenly distributed. In 2010, approximately 56 percent of the population lived in the Jasper census division which covers 49 percent of the County's land area. Population/land area percentages for the Jennings census division and the White Springs census division are 27.2/30 and 16.5/19.7 respectively.

TABLE 1

POPULATION COUNTS AND ESTIMATES
HAMILTON COUNTY

AREA	POPULATION COUNT 2000	POPULATION ESTIMATE 2010
Hamilton County	13,327	14,799
City of Jasper	1,780	4,546
Town of Jennings	833	878
Town of White Springs	819	777
Unincorporated Area	9,895	8,598

Source: 2011 Florida Statistical Abstract, Table 1.25

TABLE 2

POPULATION DISTRIBUTION
HAMILTON COUNTY, 2010

POPULATION 2010	PERCENT OF PERSONS 65 YEARS AND OVER	PERSONS PER HOUSEHOLD	PERCENT OF PERSONS BELOW POVERTY LEVEL 2009
14,799	13.1%	2.71	28.5%

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

According to Table 1.80 of the 2011 Florida Statistical Abstract, 2,916 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

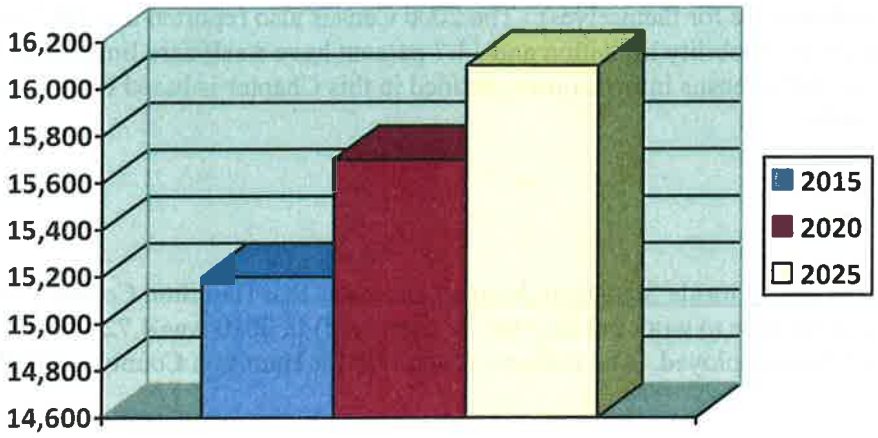
POPULATION DENSITIES

The County population density in 2010 was approximately 28.8 persons per square mile.

POPULATION PROJECTIONS

According to Table 1.41 of the 2011 Florida Statistical Abstract, Hamilton County will have a total population of 15,200 in 2015 and by 2025, the total County population will be 16,100. Illustration I shows population projections for 2015, 2020 and 2025.

ILLUSTRATION I
POPULATION PROJECTS
HAMILTON COUNTY



Source: 2011 Florida Statistical Abstract, Table 1.41

POPULATION AGE DISTRIBUTION

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 35-54 year-old age group is the largest age group within the County. The 65 and over population is the smallest age group within the County, comprising approximately 8 percent of the population.

TABLE 3

POPULATION ESTIMATES BY AGE GROUP
HAMILTON COUNTY, 2010

AGE GROUP	POPULATION	PERCENT
0-17	2,913	22%
18-34	3,918	27%
35-54	4,092	29%
55-64	1,930	11%
65-79	1,542	9%
80 & Over	404	3%
TOTAL	14,799	100%

Source: 2011 Florida Statistical Abstract, Table 1.34

WORK DISABILITY, MOBILITY AND SELF CARE LIMITATIONS

The 2000 Census reported that 12.3 percent of civilian residents of Hamilton County who are 16 to 64 years of age and who are not institutionalized have a work disability. The work disability prevents 7.4 percent of these individuals from working. According to this information, 12.5 percent of individuals age 16 to 64 have a mobility limitation (unable to move easily and quickly) and 3.5 percent have a self-care limitation (unable to care for themselves). The 2000 Census also reported that 50.2 percent of persons 65 years and over have a mobility limitation and 14.7 percent have a self care limitation. It should be noted that some of the 2000 Census information contained in this Chapter is based on samples and is subject to sampling variability.

EMPLOYMENT

Table 6.11 of the 2011 Florida Statistical Abstract estimates that Hamilton County's labor force (individuals who are able to work but may not be employed) in 2010 was 4,726 with 4,148 people employed and 578 unemployed. The unemployment rate for Hamilton County in 2010 was 12.2 percent.

INCOME

According to Table 5.48 of the 2011 Florida Statistical Abstract the median household income in 2010 was $31,820. Table 4 characterizes the levels of household income in Hamilton County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4

HOUSEHOLD INCOME
HAMILTON COUNTY 2000

CHARACTERISTICS	2000 U.S. CENSUS	PERCENT OF HOUSEHOLDS
Less than $10,000	893	21%
$10,000 to $14,999	367	9%
$15,000 to $24,999	769	19%
$25,000 to $34,999	554	13%
$35,000 to $49,999	657	16%
$50,000 to $74,999	668	16%
$75,000 to $99,999	146	4%
$100,000 to $149,999	69	2%
$150,000 to $199,999	3	0%
$200,000 or more	29	1%
Total Households	4,155	99%
Median Household Income	$25,638	-

Source: 2000 Census: Profile of Selected Economic Characteristics

Table 7.18 of the 2011 Florida Statistical Abstract shows the average monthly cases of Aid to Families with Dependent Children (AFDC) in Fiscal Year 2010-2011 was 71. The total number of Medicaid recipients for Fiscal Year 2008-2009 in Hamilton County was 3,605.

TABLE 5

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

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

Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use. Table 6 shows income and poverty status data for cities and designated census places. Approximately 24.7 percent of families and approximately 27.8 percent of individual residents in Hamilton County had incomes below poverty level in 2010. The Town of Jennings has the highest percentage of families and individuals with incomes below the poverty level in Hamilton County.

TABLE 6

INCOME AND POVERTY STATUS DATA HAMILTON COUNTY

PER CAPITA INCOME 2009	MEDIAN HOUSEHOLD INCOME IN 2009	PERCENTAGE OF PERSONS WITH INCOME BELOW POVERTY LEVEL 2009
$14,716	$31,038	28.5%

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

In comparison, the 2010 Census reported that, for the State of Florida as a whole, approximately 15 percent of persons had incomes below the federal poverty level.

Table 7 shows the number of individuals who received Supplemental Security Income.

TABLE 7

PUBLIC ASSISTANCE: AVERAGE MONTHLY CASES BY TYPE OF ASSISTANCE HAMILTON COUNTY, 2010

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	58
Aid to the Blind and Disabled	549
Total	607

Source: 2011 Florida Statistical Abstract, Table 7.19

HOUSING

Table 2.05 of the 2011 Florida Statistical Abstract estimates that in 2010, the total number of households in Hamilton County was 4,617 and that the average household size was 2.54.

According to the 2000 Census, 24.9 percent of Hamilton County's occupied housing units did not have a telephone. Lack of a telephone makes it difficult for an individual to arrange paratransit transportation, since people must telephone to arrange a trip through the transportation disadvantaged system.

Table 8 presents data on housing units for specific areas of the County. The Jasper census division contains approximately half of the County's housing units.

TABLE 8

DISTRIBUTION OF HOUSING UNITS HAMILTON COUNTY, 2009

HOUSING UNITS 2010	HOME OWNERSHIP RATE 2009	HOUSEHOLDS 2009	PERSONS PER HOUSEHOLD 2009
5,778	76.7%	4,173	2.71

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

HEALTH

There is one hospital located Hamilton County. Tables 20.33 and 20.37 of the 2011 Florida Statistical Abstract provide the following information regarding licensed occupations and indicate the limited availability of medical care in the community. There are three licensed doctors of medicine, 132 advanced registered nurse practitioners, registered and practical nurses and 3 dentists located in Hamilton County.

TRANSPORTATION

According to the 2010 Census, 244 owner occupied housing units had no vehicle available and 247 renter occupied housing units had no vehicle available.

MAJOR TRIP GENERATORS/ATTRACTORS

Being a rural area, there are a limited number of trip generators in the County. Trips are distributed from the outlying areas to and from the county seat for business, shopping and recreational activities. Major trip generators/attractors include: Hamilton Correctional Institution, Hamilton Medical Center, Hamilton County Council on Aging Meal Site and PCS Phosphate.

SERVICE ANALYSIS

POTENTIAL TRANSPORTATION DISADVANTAGED POPULATION

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

TRANSPORTATION DISADVANTAGED POPULATION

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

FORECASTING DEMAND

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

ELDERLY POPULATION

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

BEBR provided estimates or forecasts of population by age for the years 1995, 2000, 2005 and 2010. CUTR developed population forecasts for intermediate years under the assumption that the rate of population growth would remain constant with in the five-year periods.

DISABLED POPULATION

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

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

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

LOW INCOME POPULATION

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

"HIGH RISK" AND "AT RISK" CHILDREN POPULATIONS

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

NEEDS ASSESSMENT

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

TABLE 9

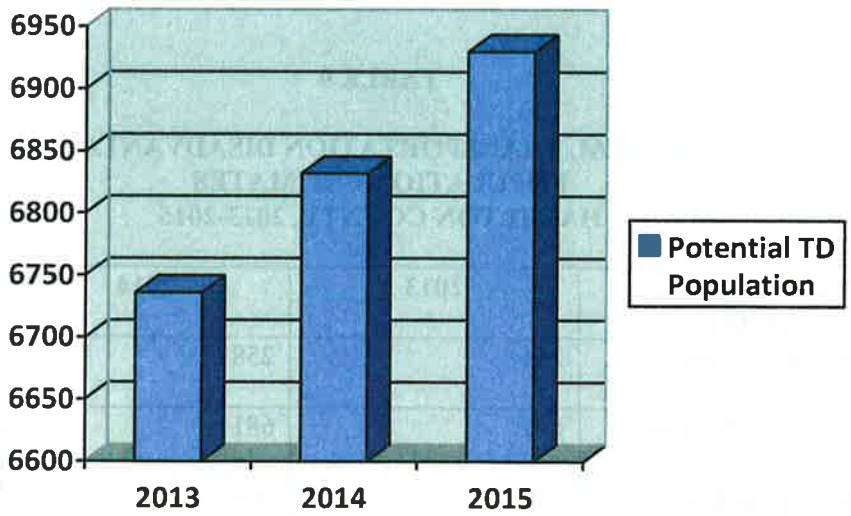
POTENTIAL TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES HAMILTON COUNTY, 2013-2015

POTENTIAL TD POPULATION	2013	2014	2015
Disabled, Non-Elderly, Low Income	256	258	260
Disabled Non-Elderly, Non-Low Income	677	681	686
Disabled, Elderly, Low Income	359	368	377
Disabled, Elderly, Non-Low Income	866	888	910
Non-Disabled, Elderly, Low Income	440	452	463
Non-Disabled, Elderly, Non-Low Income	1,063	1,089	1,117
Non-Disabled, Non-Elderly, Low Income	3,075	3,096	3,117
TOTAL POPULATION	6,736	6,832	6,930

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

ILLUSTRATION II

POTENTIAL TD POPULATION
HAMILTON COUNTY, 2013 – 2015



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

TABLE 10

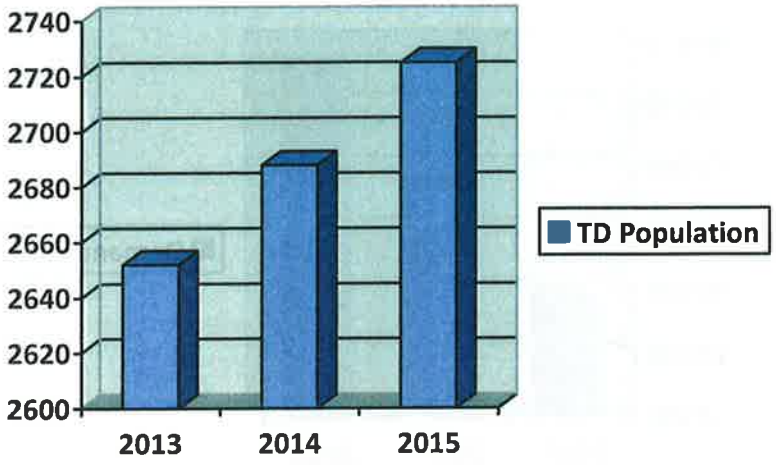
TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES HAMILTON COUNTY, 2013-2015

TD POPULATION ESTIMATES	2013	2014	2015
TD, Non-Elderly, Low Income	137	138	138
TD, Non-Elderly, Non-Low Income	360	362	366
TD, Elderly, Low Income	238	244	250
TD, Elderly, Non-Low Income	575	590	604
Non-TD, Low Income No Auto	1,342	1,354	1,367
Total Population	2,652	2,688	2,725

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

ILLUSTRATION III

TRANSPORTATION DISADVANTAGED POPULATION
HAMILTON COUNTY, 2012-2014



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

TABLE 11

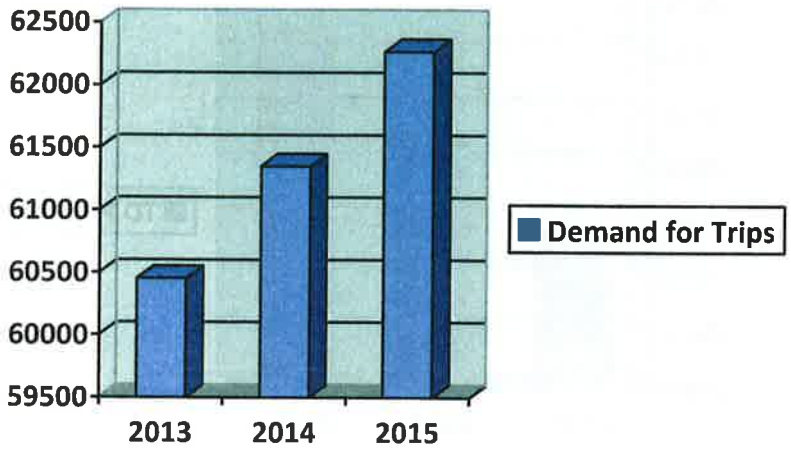
FORECASTED DEMAND FOR TRIPS
HAMILTON COUNTY, 2013-2015

DEMAND FOR TRIPS	FORECAST
2013	60,453
2014	61,350
2015	62,268

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

ILLUSTRATION IV

DEMAND FOR TRIPS
HAMILTON COUNTY, 2012-2014



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

TABLE 12

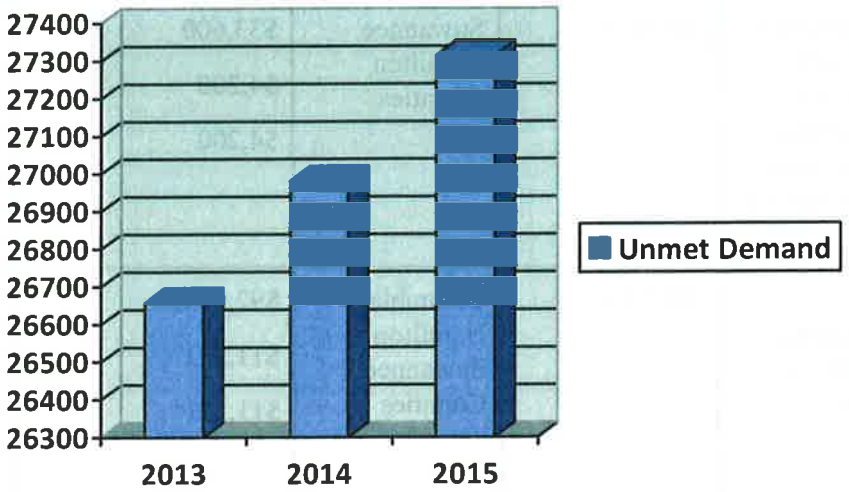
FORCASTED UNMET DEMAND FOR TRIPS
HAMILTON COUNTY 2013-2015

UNMET DEMAND	FORECAST
2013	26,658
2014	26,981
2015	27,314

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

ILLUSTRATION V

UNMET DEMAND FOR TRIPS
HAMILTON COUNTY, 2012-2014



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

BARRIERS TO COORDINATION

- Lack of agency knowledge of Chapter 427, Florida Statutes and its requirements is a barrier to coordination. More education of Florida's Transportation Disadvantaged Program and benefits of the coordinated transportation system is needed for agencies that provide transportation to their clients. The North Central Florida Regional Planning Council conducts Florida'sTransportation Disadvantaged Program training and invites agencies to attend. In addition, information and education is provided to agencies through their service on the local Coordinating Board. The Florida Commission for the Transportation Disadvantaged could assist in this effort by requesting that the member departments educate their district and local offices of Florida's Transportation Disadvantaged Program.

- Increasing Florida's Transportation Disadvantaged Program requirements is a potential barrier to coordination because increasing requirements add to the cost of transportation services. If transportation services can be purchased at a lesser cost outside of the coordinated system, agencies may choose to do so. The Florida Commission for the Transportation Disadvantaged can assist in addressing this barrier by not placing additional requirements on the Community Transportation Coordinator without providing additional funding.

NEEDS ASSESSMENT

U.S.C. Section 5310 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide transportation to individuals with developmental and intellectual disabilities residing in Suwannee and Hamilton Counties.	2012/13	Suwannee Hamilton Counties	$33,600 $4,200 $4,200	U.S.C. Section 5310 Florida Department of Transportation Comprehensive Community Services, Inc..
Purchase one replacement vehicle, maintenance lifts, and security cameras.	2012/13	Columbia, Hamilton Suwannee Counties	$92,084 $11,511 $11,511	U.S.C. Section 5310 Florida Department of Transportation Suwannee Valley Transit Authority

U.S.C. Section 5311 Grant Program

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

Rural Capital Equipment Support Grant

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

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2012/13	Hamilton County	$152,125 $16,903	Transportation Disadvantaged Trust Fund Suwannee Valley Transit Authority

Other Grant Funding

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

GOALS, OBJECTIVES AND STRATEGIES

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

OBJECTIVE: By July 1, 2013, the Community Transportation Coordinator shall identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator. The Community Transportation Coordinator shall inform each non-coordinated agency about Chapter 427, Florida Statutes.

Strategy 1(a): In cooperation with the Community Transportation Coordinator, the local Coordinating Board shall identify agencies located in Hamilton County that are receiving local, state and/or federal funds to transport clients or purchase vehicles.

Strategy 1(b): The Community Transportation Coordinator shall contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc.

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

GOAL II: **The local CoordinatingBoard shall identify the unmet transportation needs of transportation disadvantaged individuals in Hamilton County.**

OBJECTIVE: The local Coordinating Board shall identify the unmet transportation needs of the transportation disadvantaged in Hamilton County and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy 2(a): The Community Transportation Coordinator shall report on a quarterly basis the number and types of transportation services that are requested which the Community Transportation Coordinator is unable to provide.

GOAL III: **The Community Transportation Coordinator shall provide transportation services that are cost effective and efficient.**

OBJECTIVE: The local Board shall encourage the Community Transportation Coordinator to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

Strategy 3(a): The Community Transportation Coordinator shall report on a quarterly basis the number of single passenger trips provided.

Strategy 3(b): The Community Transportation Coordinator shall work with purchasing agencies and service providers, (doctors' offices, hospitals, etc.) to arrange appointments to group trips.

Strategy 3(c): The Community Transportation Coordinator shall attempt to reduce the number of single passenger trips.

Strategy 3(d): The Community Transportation Coordinator shall measure the total passenger trips per vehicles quarterly.

GOAL IV:	**The Community Transportation Coordinator shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.**
OBJECTIVE	The Community Transportation Coordinator shall comply with the requirements of the Americans with Disabilities Act (ADA) regarding access to and provision of transportation services.
Strategy 4(a)	The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities (i.e., service hours, equipment availability, trip rate, etc.).
Strategy 4(b)	The Community Transportation Coordinator shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent service to individuals with disabilities.
Strategy 4(c)	The Community Transportation Coordinator shall ensure that all lift-equipped vehicles are in compliance with ADA requirements.
GOAL V:	**The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
OBJECTIVE:	The local Coordinating Board shall annually use the most recent Florida Commission for the Transportation Disadvantaged Evaluation Workbook to evaluate Suwannee Valley Transit Authority's performance.
GOAL VI:	**The Community Transportation Coordinator shall continue to provide accessible 24-hour, seven days per week transportation service as required in the designated service area by any federal, state or local government agency sponsoring such services. The provision of said services shall be furnished in accordance with the advance reservation requirement included in the Quality Assurance Section of the Transportation Disadvantaged Service Plan.**
OBJECTIVE	The Community Transportation Coordinator shall ensure the continuation, but not encourage the use of, transportation services after Community Transportation Coordinator office hours.
Strategy 6(a)	The Community Transportation Coordinator shall contract with an adequate number of transportation operators to provide after hour and weekend transportation services as required in the designated service area by any federal, state or local government agency sponsoring such services.

Strategy 6(b)	The Community Transportation Coordinator shall maintain an accessible system for individuals to request after hour service and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.
GOAL VII:	**The Community Transportation Coordinator shall utilize all funds used to purchase transportation disadvantaged services in the most cost effective and efficient manner.**
OBJECTIVE:	The Community Transportation Coordinator shall adhere to a strict budget for utilization of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
Strategy 7(a):	The Community Transportation Coordinator and the local Coordinating Board shall prioritize the use of the Transportation Disadvantaged Trust Funds.
GOAL VIII:	**The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.**
OBJECTIVE:	The Community Transportation Coordinator shall complete all reports which require local Coordinating Board review and/or approval.
Strategy 8(a):	All Community Transportation Coordinator final reports shall be completed and submitted to the planning agency staff a minimum of two weeks prior to meeting date to be reviewed and included in the local Coordinating Board meeting packet.
Strategy 8(b):	The Community Transportation Coordinator shall continue to require all subcontractors to report quarterly operating data.
GOAL IX:	**The Community Transportation Coordinator shall improve the quality of service as economically feasible.**
OBJECTIVE:	The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
Strategy 9(a):	The local Coordinating Board shall annually monitor the quality of service based on input from riders, purchasers and operators.
Strategy 9(b):	The local Coordinating Board shall make recommendations to the Community Transportation Coordinator to improve the quality of service.
Strategy (9) (c):	The Community Transportation Coordinator shall report service complaints to the local Coordinating Board quarterly.
Strategy (9) (d):	The Community Transportation Coordinator shall measure on-time performance.

Strategy 9(e): Reservationists and other office staff shall receive sensitivity and courtesy training annually.

GOAL X: **The Board shall ensure that the Community Transportation Coordinator complies with its System Safety Program Plan.**

OBJECTIVE: The Community Transportation Coordinator shall monitor subcontractors to ensure their compliance with Chapter 14.90 Florida Statutes.

Strategy 10(a): The Community Transportation Coordinator shall certify to the local Coordinating Board annually that it complies with its System Safety Program Plan.

Strategy 10(b): The Community Transportation Coordinator shall certify to the local Coordinating Board annually that it has monitored its subcontractors to ensure their compliance with Chapter 14.90 Florida Statutes.

GOAL XI: **The Community Transportation Coordinator shall comply with federal requirements for drug and alcohol testing.**

Strategy 11(a): The Community Transportation Coordinator shall certify to the local Coordinating Board annually that it complies with federal drug and alcohol testing requirements.

GOAL XII: **The Community Transportation Coordinator shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**

OBJECTIVE: The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.

Strategy 12(a): The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients needs and limitations.

Strategy 12(b): The Community Transportation Coordinator shall improve the use of computer scheduling of trips.

GOAL XIII **The Community Transportation Coordinator shall improve the efficiency and effectiveness of the coordinated transportation system.**

OBJECTIVE The Community Transportation Coordinator shall attempt to improve efficiency and effectiveness areas identified in the annual performance evaluation that did not improve.

IMPLEMENTATION PLAN

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Hamilton County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc. (3) Determine type of contract to execute to coordinate transportation services	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Report on a quarterly basis the number of single passenger trips provided. (3) Work with purchasing agencies and service providers to arrange appointments. (4)Reduce the number of single passenger trips. (5) Measure on a quarterly basis the total passenger trips per vehicle. (6)The Community Transportation Coordinator and local Coordinating Board will ensure that the coordination contractors are reviewed annually to determine cost effectiveness.	(1) Ongoing (2) Quarterly (3) Ongoing (4) Ongoing (5) Quarterly (6) Annually
(1)The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities (i.e., service hours, equipment availability, trip rate, etc.). (2) The Community Transportation Coordinator shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent service to individuals with disabilities. (3) The Community Transportation Coordinator shall ensure that all lift-equipped vehicles are in compliance with ADA requirements. (4)The Community Transportation Coordinator shall establish written policies concerning the following ADA required procedures: mobility aids accommodated, passenger restraints, standees, sensitivity training, accommodating life support systems and service animals.	(1) Ongoing (2) Ongoing (3) Annually (4) Annually
(1) Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	Annually
(1) Ensure the continuation, but not encourage the use of, transportation services after Community Transportation Coordinator office hours. (2) Contract with an adequate number of transportation operators to provide after hour and weekend transportation services as required in the designated service area by any federal, state or local government agency sponsoring such services. (3) Maintain an accessible system for individuals to request after hour service and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.	(1) Ongoing (2) Ongoing (3) Ongoing

STRATEGIES	IMPLEMENTATION DATE
(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that these funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Annually (2) Annually (3) Quarterly
(1) Complete all reports for review and/or approval. (2) Complete and submit final reports to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting. (3) Require subcontractors and coordination contractors to report quarterly operating data.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Monitor the quality of service based on input from riders, purchasers, and operators. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training. (5) Report service complaints to the local Coordinating Board quarterly. (6)Measure on-time performance.	(1) Ongoing (2) Annually (3) Ongoing (4) Annually (5) Ongoing (6) Annually
(1) Monitor subcontractors' compliance with Chapter 14.90, Florida Statutes. (2) Certify that subcontractors have been monitored for their compliance with Chapter 14.90 Florida Statutes.	(1) Annually (2) Annually
(1) Community Transportation Coordinator shall certify to the local Coordinating Board that it complies with federal drug and alcohol testing requirements.	(1) Annually
(1) Encourage the provision of the greatest number of trips using the most cost effective methods possible. (2) Maintain a data base with pertinent information relative to clients needs and limitations. (3) Improve the use of computer scheduling of trips. (4) Reduce costs where possible.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing

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II

SERVICE PLAN

OPERATIONS ELEMENT

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

TYPES, HOURS AND DAYS OF SERVICE

TYPES OF SERVICE									
	Ambulatory	Wheelchair	Stretcher	Demand Responsive	Subscription	Modified Fixed Route	Door to Door	Curb to Curb	Door to door
Suwannee Valley Transit Authority	✔	x		✔	x	✔	✔	✔	x
Collins Quality Transport	✔	✔		✔			x		✔
D's Healthcare	✔	✔	✔	✔			x		✔
M& H Transport	✔			✔			✔		✔

GROUP TRIPS

A group trip is defined as more than one individual traveling on a vehicle from the same origin to the same destination.

SUBSCRIPTION SERVICE

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

HOURS OF SERVICE

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

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

HOLIDAYS:

TD Program: TD Program service, with the exception of necessary dialysis trips, will not be provided on the following observed holidays.

Veteran's Day – November 11
Thanksgiving Day and Friday After
Christmas Eve and Christmas Day
New Year's Day
Martin Luther King, Jr.'s Birthday – January 15
Memorial Day
Independence Day
Labor Day

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

Veteran's Day – November 11
Thanksgiving Day
Christmas Day
New Year's Day
Martin Luther King, Jr.'s Birthday – January 15
Memorial Day
Independence Day
Labor Day

Urgent care is an unscheduled episodic situation in which there is no threat to life or limb but the Medicaid recipient must be seen on the day of the request under currently accepted standards of care, and qualified medical personnel have determined that treatment cannot be put off until the next day. Hospital discharges shall also be considered as urgent care. This requirement shall also apply to appointments established by medical care providers allowing for insufficient time for routine (3) day scheduling. Valid requests for urgent care transport and hospital discharges shall be acknowledged by Suwannee Valley Transit Authority for scheduling within three (3) hours of the time the request is made. Calls for transit service under this provision should be made to both the Operations Manager at 386-688-0547, and the Driver Supervisor at 386-209-5152.

ACCESSING SERVICES

ADVANCE NOTIFICATION TIME

Trips must be scheduled through Suwannee Valley Transit Authority by 11 am the day before transportation is needed. Medicaid beneficiaries may be denied service if they fail to request a reservation three (3) workdays or more in advance of an appointment without good cause. "Good cause" is created by factors such as, but not limited to, any of the following:

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

Currently, Suwannee Valley Transit Authority is requiring three workdays advance notification for Medicaid beneficiaries.

TRIP CANCELLATION PROCESS

Trip cancellations must be made to Suwannee Valley Transit Authority at least 24 hours prior to scheduled appointment.

NO-SHOW POLICY

Trips must be canceled with 18 hours notice, which is the time it takes to process a stop on the manifest of the driver. Cancellations at the door will be considered a NO SHOW. The first notification of a NO SHOW will be signified at the rider's residence by a bright yellow door hanger. The second NO SHOW will generate a warning letter, and the third NO SHOW will result in suspension of three (3) trips. Same-day cancellations are not allowed, as there is insufficient time to prevent the driver from making the trip. Cancellations for future dates may be called to Suwannee Valley Transit Authority's office between the hours of 8 am and 4 pm. **No cancellations may be made by placing the call to the trip vendor.**

If a rider fails to notify SVTA, and deadhead expense is incurred and that rider has decided not to go, then the client is classified as a "no-show." If the client responds to any "no-show" notification and provides acceptable, verifiable evidence that the "no-show" was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a "no-show."

BACK-UP AND AFTER-HOURS SERVICE

After-hours transportation service must be scheduled through SVTA. SVTA will arrange the trip or retain a subcontracted provider in the immediate area.

TRANSPORTATION DISADVANTAGED TRUST FUND PROGRAM ELIGIBILITY

- No other means of transport (NO VEHICLE OR ACCESS TO TRANSPORTATION)
- Age – 65 or over
- Disability
- Income

Suwannee Valley Transit Authority will charge passengers $1.00 per trip for Transportation Disadvantaged Program sponsored service.

TRANSPORTATION DISADVANTAGED TRUST FUND TRIP PRIORITIES

Due to the limited Transportation Disadvantaged Trust Funds available to Hamilton County, only trips for medical purposes will be provided. Exceptions to this are at the discretion of the Administration of SVTA.

PUBLIC TRANSIT UTILIZATION

Riders are encouraged to use the modified fixed route service provided by Suwannee Valley Transit Authority. The Medicaid Program requires its clients to use the least expensive transportation service available which is the modified fixed route service. If a physician provides documentation concerning an individual's medical condition which prevents them from riding the fixed route service, Suwannee Valley Transit Authority will accept a reservation call for demand response.

SCHOOL BUS UTILIZATION

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

VEHICLE INVENTORY

Vehicle inventories are attached.

SYSTEM SAFETY PROGRAM PLAN CERTIFICATION

Suwannee Valley Transit Authority's System Safety Program Plan is a public record and is available upon request at a nominal per page photocopying fee.

INTERCOUNTY SERVICES

Suwannee Valley Transit Authority does not have any intercounty agreements with other Community Transportation Coordinators at this time, but one is in progress with Baker and Union Counties. New Service for Veterans is anticipated during the 2012-13 year and it will be coordinated with the CTCs in Baker and Union.

NATURAL DISASTER/EMERGENCY PREPAREDNESS

The Hamilton County Emergency Management Department is currently discussing a formal agreement with the Suwannee Valley Transit Authority for service during disasters and emergencies. SVTA will plan to occupy Station No. 1 on the EOC and be actively involved in assisting the citizens of Hamilton County with transportation needs in this instance. In addition, the SVTA is building a database of citizens in Hamilton County who live in mobile homes or live in low-lying areas or flood plains so that in case phone service is out, the SVTA will proceed to transport these individuals to higher ground and/or to an appropriate shelter. An application for this service will be posted on the SVTA's website: www.ridesvta.com

MARKETING

No marketing of TDTF trips is being done due to the limited amount of funds available in Hamilton County, and due to the amount of Medicaid trips that are transported under the TDTF. Marketing will be done to promote the extra dollar option on automobile registrations.

ACCEPTABLE ALTERNATIVES

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

OPERATOR CONTRACTS

The standard Coordination/Operator contract and any exhibits used by Suwannee Valley Transit Authority to contract with transportation operators is sanctioned by the CTD and as a public records document, it is available upon request for a photocopying fee of 15 cents per page.

SERVICE STANDARDS

DRUG AND ALCOHOL POLICY

Rule 41-2.006 (4) (a), F.A.C.: Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, random, post-accident, return to duty, and reasonable suspicion as required by the Federal Transit Administration, and the Florida Department of Transportation.

Local Policy: Suwannee Valley Transit Authority and subcontracted trip vendors/operators shall comply with the Substance Abuse Policy.

TRANSPORT OF ESCORTS AND DEPENDENT CHILDREN

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

Local Policy: Children under age 18 will be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

USE, RESPONSIBILITY AND COST OF CHILD RESTRAINT DEVICES

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

Local Policy: All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device, or commonly known as a "car safety seat". This device shall be provided by the passenger, and it must be less than five years of age, be in clean condition, and in good repair, with no missing or broken parts.

PASSENGER PROPERTY

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

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

VEHICLE TRANSFER POINTS

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

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

LOCAL TOLL FREE PHONE NUMBER

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

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

OUT-OF-SERVICE AREA TRIPS

Rule 41-2.006 (4) (g), F.A.C.: Out of service area trips shall be provided when determined locally by the SVTA and approved by the Administrator, except in instances where local ordinances prohibit such trips.

Due to insurance restrictions, the SVTA, nor its' subcontracted providers, does not make trips outside the state of Florida.

Local Policy: Suwannee Valley Transit Authority may require medical provider certification for any out of county trip or trip that requires stretcher transport. The Medicaid area office staff will work with the Medicaid recipient and Suwannee Valley Transit Authority to identify appropriate in-county medical providers whenever possible.

VEHICLE CLEANLINESS

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

Local Policy: All vehicles operating in the coordinated transportation system shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

BILLING REQUIREMENTS

Rule 41-2.006 (4) (I), F.A.C. Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator in accordance with Section 287.0585, Florida Statues.

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

SVTA does not get paid by the state in 7 days – this turnaround time is not possible. Write Lynn about this….

PASSENGER/TRIP DATABASE

Rule 41-2.006 (4) (j), F.A.C.: Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system.

Local Policy: Suwannee Valley Transit Authority shall comply with this standard. Each rider shall be required to complete an Eligibility form for entering in the SVTA database at least once each year. The information required on the form must be provided or consideration for transportation may be denied.

ADEQUATE SEATING

Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child in an acceptable safety seat, properly secured, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

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

DRIVER IDENTIFICATION

Rule 41-2.006 (4) (l), F.A.C.: Drivers for paratransit services, including coordination contractors and subcontracted operators, shall be required to announce and identify themselves by first name and company in a manner that is conducive to communications with specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle. Drivers of both SVTA and/or subcontracted operators are not required to give their last name.

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

PASSENGER ASSISTANCE

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

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

SMOKING, EATING, AND DRINKING

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

Local Policy: Eating and drinking on board vehicles operating in the coordinated system will not be allowed unless medically necessary. Stops may be made only at the discretion of the driver, pursuant to the policy of Suwannee Valley Transit Authority.

PASSENGER NO-SHOWS

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

No-Show Policy: NO-SHOW POLICY

Trips should be canceled in 12 hours, which is the time it takes to process a stop on the manifest of the driver. Cancellations at the door will be considered a NO SHOW. The first notification of a NO SHOW will be signified at the rider's residence by a bright yellow door hanger. The second NO SHOW will generate a warning letter, and the third NO SHOW will result in suspension of three (3) trips. Same-day cancellations are not allowed, as there is insufficient time to prevent the driver from making the trip. Cancellations for future dates may be called to Suwannee Valley Transit Authority's office between the hours of 8 am and 4 pm. ***No cancellations may be made by placing the call to the trip vendor.***

If a rider fails to notify SVTA, and deadhead expense is incurred and that rider has decided not to go, then the client is classified as a "no-show." If the client responds to any "no-show" notification and provides acceptable, verifiable evidence that the "no-show" was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a "no-show."

On the first "no-show," the driver will leave a "no-show" door hanger notice on the client's door. On the second "no-show" occurrence, a letter of warning will be sent from Suwannee Valley Transit Authority. If a third infraction occurs within 15 days, Suwannee Valley Transit Authority will send a letter notifying the client that they have been suspended from service for a 30 day period. When the client is again reinstated to the program, and if three (3) infractions occur within 60 days, the suspension will be 45 days. When the client is again reinstated to the program and if three (3) infractions occur within 60 days, the suspension will be 60 days. Communication of no show information is acceptable by electronic mail if the rider's address is on file with the SVTA

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

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

Local Policy: The CTC shall attempt to reduce the number of passenger no shows annually.

TWO-WAY COMMUNICATIONS

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

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard. ***Ask Karen about this in the contract***

AIR CONDITIONING/HEATING

Rule 41-2.006 (4) (q), F.A.C.: All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard. ***Ask Karen about the section in the Standard contract that gives them two years to comply with this!***

FIRST AID

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

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

CPR

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

Local Policy: Suwannee Valley Transit Authority and subcontractors' drivers are not required to be trained in CPR.

DRIVER CRIMINAL BACKGROUND SCREENING

Rule 41-2.006 (4)(t), F.A.C.: Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan.
Local Policy: All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. All drivers must also have a driving records check.

PUBLIC TRANSIT RIDERSHIP

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

Local Policy: Riders are encouraged to use the modified fixed route service provided by Suwannee Valley Transit Authority as shown in Exhibit I of the Service Plan. The Medicaid Program requires its clients to use the least expensive transportation service available which is the modified fixed route service. If a physician provides documentation concerning an individual's medical condition which prevents them from riding the modified fixed route service, Suwannee Valley Transit Authority will allow authorized individuals to be transported by the 24 hour service providers.

PICK UP WINDOW

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

Local Policy: The window of time in which a vehicle can be expected to arrive is between sixty (60) minutes before and sixty (60) minutes after the scheduled pick-up time of the passenger. The passenger is given a pick-up time at the time of scheduling the ride.

ON-TIME PERFORMANCE

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

Local Policy: Suwannee Valley Transit Authority and its subcontracted operators will have a 90 percent on-time performance rate for all completed trips.

ADVANCE RESERVATION REQUIREMENT

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

Local Policy: Trips must be scheduled with the Suwannee Valley Transit Authority three days in advance by 4:00 p.m. After hours trips (i.e. hospital discharges) must be scheduled directly with Suwannee Valley Transit Authority (by cell phone). Trips provided after hours will be post authorized by Suwannee Valley Transit Authority.

SAFETY

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

Local Policy: Suwannee Valley Transit Authority will perform a biennial evaluation of subcontractors with a goal of insuring compliance with the CTC's System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements. There shall be no more than one accident per 100,000 miles during the evaluation period. There will be liquidated damages assessed to the contracted subcontractor according to the contract.

RELIABILITY

Rule 41-2.006(4)(z), F.A.C.: The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator. The System Safety Program Plan Review by the Florida Department of Transportation shall serve as assurance to the LCB of the CTC's reliability.

Local Policy: There shall be no more than five (5) roadcalls during the evaluation period.

ACCESSIBILITY

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

Local Policy: This standard is not applicable to this service area.

QUALITY OF SERVICE

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

Local Policy: There shall be no more than 1 complaint per 1,000 trips during the evaluation period.

LOCAL GRIEVANCE PROCEDURE/PROCESS

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

PURPOSE OF GRIEVANCE COMMITTEE

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

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

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

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

Even though the Local Coordinating Board does not have determinative powers, the recognition of problems by the various members of the Local Coordinating Board is a very useful mechanism to resolve many issues. In addition, it should be noted that since the Local Coordinating Board is involved in the development and approval of the Community Transportation Coordinator's Service Plan, and the annual evaluation of the Community Transportation Coordinator, there is considerable avenue for the Local Coordinating Board to influence changes where needed.

DEFINITION OF SERVICE COMPLAINT

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

All service complaints should be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Local Coordinating Board. If the Community Transportation Coordinator is also an operator, their statistics on service complaints should be included.
Service Complaints may include but are not limited to:

- Late trips (late pickup and or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort

- Service denial (refused service to client without an explanation as to why, i.e., may not qualify, lack of Transportation Disadvantaged funds, etc.

DEFINITION OF FORMAL GRIEVANCE

A formal grievance is a written complaint to document any concerns regarding the operation or administration of Transportation Disadvantaged services by the transportation operator, the Community Transportation Coordinator, the Designated Official Planning Agency, or the Local Coordinating Board. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days.

Formal grievance processes by the Local Coordinating Board or the Community Transportation Coordinator shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Formal Grievances may include but are not limited to:

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

COMPOSITION OF GRIEVANCE COMMITTEE

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

GRIEVANCE COMMITTEE PROCEDURES

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

FILING A GRIEVANCE WITH THE LOCAL COORDINATING BOARD

Should an interested party wish to file a grievance with the Local Coordinating Board, that grievance must be filed in writing with the Grievance Committee within thirty (30) days after the occurrence of the event giving rise to the grievance. The complainant may use the attached Grievance Form to submit a grievance. The grievance shall be sent to:

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

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

The grievance shall include:

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

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

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

If the Local Coordinating Board receives a grievance pertaining to the operation of services under the Community Transportation Coordinator, that grievance should be passed on to the Community Transportation Coordinator for their response to be included in the Local Coordinating Board's response.

GRIEVANCE COMMITTEE MEETING SCHEDULE

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

The Grievance Committee shall meet to hear the grievance within thirty (30) days from the date of receipt of the grievance.

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

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

NOTICE OF HEARING

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

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

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

GRIEVANCE COMMITTEE HEARING PROCEDURES

All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence.

The Grievance Committee may at any time during the course of the hearing question the parties and their witnesses on any facts which it deems material to the alleged improper action.

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

1. call to order;

2. presentation of grievance;

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

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

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

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

5. close hearing.

REPORT TO COORDINATING BOARD

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

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

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

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

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

REPORT TO CTC GOVERNING BOARD

A written report shall also be provided to the CTC's governing board and shall include the following information:

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

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

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

APPEALS

APPEAL TO THE COORDINATING BOARD

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

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

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

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

APPEAL TO THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Should a complainant remain dissatisfied with the Local Coordinating Board or Community Transportation Coordinator's recommendation, he or she may contact the Commission for the Transportation Disadvantaged at the following address:

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

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

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

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

FILING GRIEVANCES WITH THE COMMUNITY TRANSPORTATION COORDINATOR

Where appropriate, an interested party may also file a grievance with the Community Transportation Coordinator. Such grievance shall be an issue which can be addressed by the Community Transportation Coordinator and shall be executed in accordance with the Community Transportation Coordinator's grievance procedures.
The Community Transportation Coordinator's service plan must be developed consistently with the Coordinated Transportation Contracting Instructions, incorporated by reference in Rule 41-2.002(27), F.A.C. Pursuant to these instructions, the Service Plan may contain the step-by-step process the Community Transportation Coordinator uses to address "Service Complaints" and "Formal Grievances". The "Formal Grievance" part of this is intended to be the step-by-step process which allows for "hearing and determination" activities within the Community Transportation Coordinator's organization. Therefore, it will provide steps by which a formal written grievance can be "heard" and a "determinative" action can be taken.

The Community Transportation Coordinator's grievance procedure should ultimately end at its Board of Directors, Board of County Commissioners, Owner or whoever else is legally responsible for the actions of the Community Transportation Coordinator.

All Community Transportation Coordinators and transportation subcontractors (including coordination contractors) must make a written copy of their grievance procedures and rider policies available to anyone, upon request.

All Community Transportation Coordinators and transportation subcontractors (including coordination contractors) must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of riders. Suwannee Valley Transit Authority's toll-free phone number is 1-800-258-7267.

The Community Transportation Coordinators' grievance procedure should state that all grievances filed must be written and contain the following:

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

The Community Transportation Coordinator must respond within fifteen (15) working days to the Grievant in writing, noting the date of receipt and the date by which a decision will be made.

The Community Transportation Coordinator will render a decision in writing, giving the complainant an explanation of the facts that lead to the Community Transportation Coordinator's decision and provide a method or ways to bring about a resolution.

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

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

SUSPENSION RECONSIDERATION HEARING

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

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

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

and

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

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

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

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

PROHIBITION AGAINST RETALIATION

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

ALTERNATIVE RECOURSE

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

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

SVTA POLICY MEMORANDUM # 2012-019 24 SEPT 2012

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

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

AUTHORITY: Standard 'good business practice'

APPLICATION: This policy is mandatory for all SVTA personnel

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

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

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

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

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

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

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

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

POC for this policy is the Director Of Operations

Gwendolyn Pra

GWENDOLYN PRA
ADMINISTRATOR, SUWANNEE VALLEY TRANSIT

GRIEVANCE FORM

1. Name of Complainant _____

2. Mailing Address _____
_____
_____
_____

3. Daytime Telephone Number _____

4. Grounds for Grievance

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

   _____
   _____
   _____
   _____
   _____

5. Improvements Needed

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

   _____
   _____
   _____

6. Signature of Complainant _____

PLEASE SUBMIT TO:

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

MEDICAID NET GRIEVANCE SYSTEM

Definitions

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

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

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

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

General Requirements

As set forth herein, the following process constitutes Suwannee River Economic Council Inc.'s Medicaid Grievance/Complaint Process.

1. Suwannee River Economic Council Inc. herein referred to as the STP, must attain written approval of the Medicaid Grievance/Complaint Process prior to implementation.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(4) The procedures for filing an appeal;

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

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

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

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

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

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

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

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

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

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

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

The Complaint Process

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

2. General Duties

a. The STP must:

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

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

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

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

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

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

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

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

b. Filing Requirements

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

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

The Grievance Process

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

1. General Duties

a. The STP must:

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

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

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

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

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

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

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

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

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

c. Filing Requirements

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

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

The Appeal Process

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

1. General Duties

a. The STP shall:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(1) The Medicaid Beneficiary withdraws the appeal;

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

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

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

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

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

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

3. Filing Requirements

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

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

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

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

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

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

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

4. Expedited Process

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

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

c. The STP must:

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

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

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

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

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

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

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

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

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

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

Medicaid Fair Hearing Process

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

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

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

2. Filing Requirements

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

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

3. General Duties

a. The STP must:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PASSENGER CODE OF CONDUCT

GENERAL

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

Riders shall be ready to board the vehicle upon its arrival.

Riders shall be prepared to share their ride with other passengers in a multi-loaded format.

No person may eat, drink or smoke on board any vehicle.

No passenger may refuse to pay the approved fare.

No passenger may operate or tamper with any equipment on board any vehicle.

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

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

All riders must observe acceptable personal hygiene for courtesy and consideration to the driver and other riders. A rider who does not observe acceptable personal hygiene and who offends other riders and/or the driver, may have riding privileges temporarily suspended until the situation is satisfactorily resolved.

VERBAL ABUSE

Verbal abuse by a rider against staff, drivers or other clients will not be tolerated. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers or other clients may at the driver's discretion after speaking with the dispatcher, be ejected from the bus, and or temporarily suspended from service.

PHYSICAL

- First offense - Ejected from bus and permanently removed from the riding privilege. A letter from Suwannee Valley Transit on either its' own behalf or that of a subcontracted contractor will be provided to the rider's current address on file, with a copy to the LCB in care of the NCFRPC.

APPEALS

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

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

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

and

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

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

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

EVALUATION PROCESSES

COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS

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

COST REVENUE ALLOCATION/RATE STRUCTURE JUSTIFICATION

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

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III

QUALITY ASSURANCE

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

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS

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

IV.B.

North Central Florida Regional Planning Council

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

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

January 30, 2013

TO: Hamilton County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Multi-County Transportation Disadvantaged Coordinating Board

STAFF RECOMMENDATION

For information only. No action is required.

BACKGROUND

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

Florida Commission for the Transportation Disadvantaged staff were invited to the meeting to answer questions concerning the creation of a multi-County Board.

Attachment

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Creating a Multi-County Transportation Disadvantaged Coordinating Board

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

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

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

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

IV.C

North Central Florida Regional Planning Council

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

January 30, 2013

TO: Hamilton County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Operations Reports

STAFF RECOMMENDATION

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

BACKGROUND

At its last meeting, the Board requested that the April - June 2012 operations reports distributed by Suwannee Valley Transit Authority at the meeting be provided to the Board at its February 6, 2013 meeting for further review and clarification. The Board also requested that Suwannee Valley Transit Authority provide the operations reports to staff prior to the meetings for inclusion in the meeting packets.

Attached are the reports that were distributed to the Board at its last meeting. Staff did not receive third or fourth quarter operations reports from Suwannee Valley Transit Authority.

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

Attachment

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OPERATING REPORT
HAMILTON COUNTY
APRIL-JUNE 2012

OPERATING DATA	SVTA	VENDORS	TOTALS
NUMBER OF INVOICED TRIPS			
ARC of FL	0	0	0
Ham Co Council on Aging	692	0	692
Medicaid	117	3,015	3,132
TD Trust Fund	434	76	510
APD	0	0	0
Other (POS)	0	0	0
TOTAL DOLLARS INVOICED			
ARC of FL	$0.00	$0.00	$0.00
Ham Co Council on Aging	$6,000.00	$0.00	$6,000.00
Medicaid	-	-	$312,142.82
TD Trust Fund	$21,955.61	$5,305.47	$33,261.08
APD	$0.00	$0.00	$0.00
Other (POS)	$0.00	$0.00	$0.00
TRIP PURPOSE			
Meal Site	692	0	692
Medical	551	3,091	3,642
Employment	0	0	0
Education/Training	0	0	0
Shopping	0	0	0
Recreation	0	0	0
APD	0	0	0
Other (POS)	0	0	0
REVENUE MILES			
ARC of FL	0	0	0
Ham Co Council on Aging	6,603	0	6,603
Medicaid	1,869	134,383	136,252
TD Trust Fund	9,242	2,327	11,569
APD	0	0	0
Other (POS)	0	0	0
NUMBER OF ACCIDENTS	0	0	0
NUMBER OF ROADCALLS	0	0	0
NUMBER OF VEHICLES	27	42	69

$2.28 per passenger mile (ambulatory)
$3.91 per passenger mile (wheelchair)
$8.14 per passenger mile (stretcher)

2011-2012 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
HAMILTON COUNTY

MONTH/YEAR	GRANT AMOUNT	TOTAL DOLLARS INVOICED	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS PROVIDED	AVERAGE COST PER TRIP
11-Jul	$130,925.00	$10,915.00	$120,010.00	192	$56.85
11-Aug	-	$10,915.00	$109,095.00	146	$74.76
11-Sep	-	$10,915.00	$98,180.00	128	$85.28
11-Oct	-	$7,293.91	$90,886.09	138	$52.86
11-Nov	-	$5,952.36	$84,933.73	134	$44.42
11-Dec	-	$6,686.78	$78,246.95	141	$47.43
12-Jan	-	$5,673.74	$72,573.21	105	$54.04
12-Feb	-	$4,180.84	$68,392.37	88	$47.51
12-Mar	-	$11,260.33	$57,132.04	374	$30.11
12-Apr	-	$11,780.75	$45,351.29	436	$27.02
12-May	-	$11,899.88	$33,456.41	442	$26.93
12-Jun	-	$9,580.45	$23,875.96	324	$29.57
Total				2,648	

	TD TRIP MILES
APRIL	5,009
MAY	5,095
JUNE	4,096
TOTAL	14,200

2011/2012 MEDICAID NET SUMMARY
HAMILTON COUNTY

MONTH/YEAR	TOTAL AMOUNT	MONTHLY ALLOCATION	TOTAL DOLLARS SPENT	DIFFERENCE	NUMBER OF TRIPS	AVERAGE COST PER TRIP
11-Jul	$739,398.00	$ 64,186.00	$ 65,801.98	$ (1,615.98)	1,687	$ 39.01
11-Aug	-	$ 64,186.00	$ 72,905.04	$ (8,719.04)	1,939	$ 37.60
11-Sep	-	$ 61,103.00	$ 52,517.33	$ 8,585.67	1,704	$ 31.04
11-Oct	-	$ 61,103.00	$ 45,819.73	$ 15,283.27	1,460	$ 31.39
11-Nov	-	$ 61,103.00	$ 32,820.81	$ 28,282.19	1,331	$ 24.66
11-Dec	-	$ 61,103.00	$ 28,541.19	$ 32,561.81	1,139	$ 25.06
12-Jan	-	$ 48,506.00	$ 28,093.30	$ 20,412.70	1,093	$ 25.71
12-Feb	-	$ 48,506.00	$ 95,870.63	$ (26,951.93)	936	$ 102.43
12-Mar	-	$ 48,506.00	$ 106,363.86	$ (57,857.86)	1,066	$ 99.78
12-Apr	-	$ 48,506.00	$ 76,220.16	$ (27,714.16)	676	$ 112.76
12-May	-	$ 48,506.00	$ 128,510.59	$ (80,004.59)	1,158	$ 110.98
12-Jun	-	$ 48,509.00	$ 107,412.07	$ (58,903.07)	985	$ 109.05
TOTAL	-				15,174	

	MEDICAID MILES
APRIL	29,700
MAY	51,051
JUNE	42,219
TOTAL	122,970

SERVICE COMPLAINT/COMMENDATION REPORT
APRIL-JUNE 2012

		HAMILTON COUNTY									
TYPE OF COMPLAINT	SVTA	ALT	CMS	COMPLETE CARE	D'S	COLLINS TRANSPORT	M&H	PARRISH	PEELER	TOTAL	RESOLVED
Vehicle Condition	0	0	xx	0	0	0	0	0	0	0	0
Driver's Behavior	0	0	xx	0	0	0	0	0	0	0	0
Client Behavior	0	0	xx	0	0	0	0	0	0	0	0
No Show by Client	0	0	XX	0	1	0	0	0	0	1	1
Tardiness-Late pickup	0	0	xx	0	3	0	0	0	0	3	3
Tardiness-Lake dropoff	0	0	xx	0	0	0	0	0	0	0	0
No Show By Operator	0	0	xx	0	0	0	0	0	0	0	0
Dispatch/Scheduling	2	0	xx	0	0	0	0	0	0	2	2
Other	0	0	xx	0	0	0	0	0	0	0	0
TOTALS	2	0	xx	0	4	0	0	0	0	6	6
COMMENDATIONS	0	0	xx	0	0	0	0	0	0	0	0

XX NO REPORTS PROVIDED BY VENDORS

TD Ombudsman Calls

Dec-12

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	3	0	0	0	3	0	3
Baker	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	0
Bradford	0	0	0	0	0	0	0
Brevard	7	0	0	0	7	0	7
Broward	9	0	0	0	9	0	9
Calhoun	0	0	0	0	0	0	0
Charlotte	1	0	0	0	1	0	1
Citrus	1	0	0	0	1	0	1
Clay	0	0	0	0	0	0	0
Collier	0	0	0	0	0	0	0
Columbia	0	0	0	0	0	0	0
DeSoto	0	0	0	0	0	0	0
Dixie	2	0	0	0	2	0	2
Duval	8	0	0	0	8	0	8
Escambia	6	0	0	0	6	0	6
Flagler	0	0	0	0	0	0	0
Franklin	1	0	0	0	1	0	1
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	1	0	0	0	1	0	1
Gulf	0	0	0	0	0	0	0
Hamilton	0	0	0	0	0	0	0
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	3	0	0	0	3	0	3
Highlands	0	0	0	0	0	0	0
Hillsborough	7	0	0	0	7	0	7
Holmes	0	0	0	0	0	0	0
Indian River	1	0	0	0	1	0	1
Jackson	3	0	0	0	3	0	3
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	8	0	0	0	8	0	8
Lee	4	0	0	0	4	0	4
Leon	3	0	0	0	3	0	3
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	0	0	0	0	0	0	0
Marion	3	0	0	0	3	0	3
Martin	4	0	0	0	4	0	4
Miami-Dade	8	1	0	0	9	0	9
Monroe	0	0	0	0	0	0	0
Nassau	0	0	0	0	0	0	0
Okaloosa	1	0	0	0	1	0	1
Okeechobee	0	0	0	0	0	0	0
Orange	10	0	0	0	10	0	10
Osceola	3	0	0	0	3	0	3
Palm Beach	7	0	0	0	7	0	7
Pasco	0	0	0	0	0	0	0
Pinellas	9	1	0	0	10	0	10
Polk	4	0	0	0	4	0	4
Putnam	0	0	0	0	0	0	0
St. Johns	2	0	0	0	2	0	2
St. Lucie	5	0	0	0	5	0	5
Santa Rosa	3	0	0	0	3	0	3
Sarasota	6	0	0	0	6	0	6
Seminole	3	0	0	0	3	0	3
Sumter	0	0	0	0	0	0	0
Suwannee	7	0	0	0	7	0	7
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	5	0	0	0	5	0	5
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
Totals	**148**	**2**	**0**	**0**	**150**	**0**	**150**

Medicaid Ombudsman Calls

Dec-12

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	5	0	0	0	5	0	5
Baker	0	0	0	0	0	0	0
Bay	0	1	0	0	1	0	1
Bradford	0	0	0	0	0	0	0
Brevard	8	1	0	0	9	0	9
Broward	9	1	0	0	10	0	10
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	4	0	0	0	4	0	4
Clay	0	0	0	0	0	0	0
Collier	10	2	0	0	12	0	12
Columbia	3	1	0	0	4	0	4
DeSoto	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	0
Duval	7	0	0	0	7	0	7
Escambia	4	0	0	0	4	0	4
Flagler	0	0	0	0	0	0	0
Franklin	0	0	0	0	0	0	0
Gadsden	0	1	0	0	1	0	1
Gilchrist	0	0	0	0	0	0	0
Glades	1	0	0	0	1	0	1
Gulf	0	0	0	0	0	0	0
Hamilton	4	0	0	0	4	0	4
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	3	0	0	0	3	0	3
Highlands	6	0	0	0	6	0	6
Hillsborough	10	0	0	0	10	0	10
Holmes	0	0	0	0	0	0	0
Indian River	5	0	0	0	5	0	5
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	7	0	0	0	7	0	7
Lee	6	1	0	0	7	0	7
Leon	4	0	0	0	4	0	4
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	2	0	0	0	2	0	2
Marion	3	0	0	0	3	0	3
Martin	7	2	0	0	9	0	9
Miami-Dade	8	0	0	0	8	0	8
Monroe	0	0	0	0	0	0	0
Nassau	1	0	0	0	1	0	1
Okaloosa	1	0	0	0	1	0	1
Okeechobee	1	0	0	0	1	0	1
Orange	5	0	0	0	5	0	5
Osceola	1	0	0	0	1	0	1
Palm Beach	7	2	0	0	9	0	9
Pasco	2	0	0	0	2	0	2
Pinellas	10	1	0	0	11	0	11
Polk	5	1	0	0	6	0	6
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	7	1	0	0	8	0	8
Santa Rosa	1	0	0	0	1	0	1
Sarasota	5	0	0	0	5	0	5
Seminole	0	0	0	0	0	0	0
Sumter	3	0	0	0	3	0	3
Suwannee	11	0	0	0	11	0	11
Taylor	2	0	0	0	2	0	2
Union	0	0	0	0	0	0	0
Volusia	2	0	0	0	2	0	2
Wakulla	1	0	0	0	1	0	1
Walton	1	0	0	0	1	0	1
Washington	0	0	0	0	0	0	0
Totals	**182**	**15**	**0**	**0**	**197**	**0**	**197**

Medicaid Ombudsman Calls

Dec-12

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	5	0	0	0	5	0	5
Baker	0	0	0	0	0	0	0
Bay	0	1	0	0	1	0	1
Bradford	0	0	0	0	0	0	0
Brevard	8	1	0	0	9	0	9
Broward	9	1	0	0	10	0	10
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	4	0	0	0	4	0	4
Clay	0	0	0	0	0	0	0
Collier	10	2	0	0	12	0	12
Columbia	3	1	0	0	4	0	4
DeSoto	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	0
Duval	7	0	0	0	7	0	7
Escambia	4	0	0	0	4	0	4
Flagler	0	0	0	0	0	0	0
Franklin	0	0	0	0	0	0	0
Gadsden	0	1	0	0	1	0	1
Gilchrist	0	0	0	0	0	0	0
Glades	1	0	0	0	1	0	1
Gulf	0	0	0	0	0	0	0
Hamilton	4	0	0	0	4	0	4
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	3	0	0	0	3	0	3
Highlands	6	0	0	0	6	0	6
Hillsborough	10	0	0	0	10	0	10
Holmes	0	0	0	0	0	0	0
Indian River	5	0	0	0	5	0	5
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	7	0	0	0	7	0	7
Lee	6	1	0	0	7	0	7
Leon	4	0	0	0	4	0	4
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	2	0	0	0	2	0	2
Marion	3	0	0	0	3	0	3
Martin	7	2	0	0	9	0	9
Miami-Dade	8	0	0	0	8	0	8
Monroe	0	0	0	0	0	0	0
Nassau	1	0	0	0	1	0	1
Okaloosa	1	0	0	0	1	0	1
Okeechobee	1	0	0	0	1	0	1
Orange	5	0	0	0	5	0	5
Osceola	1	0	0	0	1	0	1
Palm Beach	7	2	0	0	9	0	9
Pasco	2	0	0	0	2	0	2
Pinellas	10	1	0	0	11	0	11
Polk	5	1	0	0	6	0	6
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	7	1	0	0	8	0	8
Santa Rosa	1	0	0	0	1	0	1
Sarasota	5	0	0	0	5	0	5
Seminole	0	0	0	0	0	0	0
Sumter	3	0	0	0	3	0	3
Suwannee	11	0	0	0	11	0	11
Taylor	2	0	0	0	2	0	2
Union	0	0	0	0	0	0	0
Volusia	2	0	0	0	2	0	2
Wakulla	1	0	0	0	1	0	1
Walton	1	0	0	0	1	0	1
Washington	0	0	0	0	0	0	0
Totals	**182**	**15**	**0**	**0**	**197**	**0**	**197**

TD Ombudsman Calls

Dec-12

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	3	0	0	0	3	0	3
Baker	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	0
Bradford	0	0	0	0	0	0	0
Brevard	7	0	0	0	7	0	7
Broward	9	0	0	0	9	0	9
Calhoun	0	0	0	0	0	0	0
Charlotte	1	0	0	0	1	0	1
Citrus	1	0	0	0	1	0	1
Clay	0	0	0	0	0	0	0
Collier	0	0	0	0	0	0	0
Columbia	0	0	0	0	0	0	0
DeSoto	0	0	0	0	0	0	0
Dixie	2	0	0	0	2	0	2
Duval	8	0	0	0	8	0	8
Escambia	6	0	0	0	6	0	6
Flagler	0	0	0	0	0	0	0
Franklin	1	0	0	0	1	0	1
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	1	0	0	0	1	0	1
Gulf	0	0	0	0	0	0	0
Hamilton	0	0	0	0	0	0	0
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	3	0	0	0	3	0	3
Highlands	0	0	0	0	0	0	0
Hillsborough	7	0	0	0	7	0	7
Holmes	0	0	0	0	0	0	0
Indian River	1	0	0	0	1	0	1
Jackson	3	0	0	0	3	0	3
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	8	0	0	0	8	0	8
Lee	4	0	0	0	4	0	4
Leon	3	0	0	0	3	0	3
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	0	0	0	0	0	0	0
Marion	3	0	0	0	3	0	3
Martin	4	0	0	0	4	0	4
Miami-Dade	8	1	0	0	9	0	9
Monroe	0	0	0	0	0	0	0
Nassau	0	0	0	0	0	0	0
Okaloosa	1	0	0	0	1	0	1
Okeechobee	0	0	0	0	0	0	0
Orange	10	0	0	0	10	0	10
Osceola	3	0	0	0	3	0	3
Palm Beach	7	0	0	0	7	0	7
Pasco	0	0	0	0	0	0	0
Pinellas	9	1	0	0	10	0	10
Polk	4	0	0	0	4	0	4
Putnam	0	0	0	0	0	0	0
St. Johns	2	0	0	0	2	0	2
St. Lucie	5	0	0	0	5	0	5
Santa Rosa	3	0	0	0	3	0	3
Sarasota	6	0	0	0	6	0	6
Seminole	3	0	0	0	3	0	3
Sumter	0	0	0	0	0	0	0
Suwannee	7	0	0	0	7	0	7
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	5	0	0	0	5	0	5
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
Totals	**148**	**2**	**0**	**0**	**150**	**0**	**150**

ATTENDANCE RECORD

HAMILTON COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

POSITION	NAME	02/01/2012	05/02/2012	07/11/2012	10/03/2012
Chairperson	(Vacant)				
FDOT	Sandra Collins	P	A	A	P
Alternate Member	Janell Damato				
FDCF	Kay Tice	P	P	P	P
Alternate Member	(Vacant)				
FAHCA - Medicaid	Alana McKay	A	A	A	P
Alternate Member	Andew Singer	P	P	P	A
FDOE	(Vacant)				
Alternate Member	(Vacant)				
Public Education Rep.	Ward Daniels	A	A	A	A
Alternate Member	Judy Cannady	A	A	A	A
Citizen Advocate (CA)	(Vacant)				
Alternate Member	(Vacant)				
CA-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly Rep.	Issac Chandler	P	A	A	A
Alternate Member	(Vacant)				
Veteran Rep.	Bo Beauchemin	P	P	P	A
Alternate Member	(Vacant)				
Persons with Disabilities Rep.	Danny Johnson	A	A	P	A
Alternate Member	(Vacant)				
CAA Rep.	Frances Terry	A	A	A	A
Alternate Member	Matthew Pearson	P	P	P	P
FDEA	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Private Transit Rep.	(Vacant)				
Alternate Member	(Vacant)				
North Florida Workforce Dev. Board	Sheryl Rehberg	A	P	P	P
Alternate Member	Cindy Heffernan		P	A	A
Local Medical Community	(Vacant)				
Alternate Member	(Vacant)				

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

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