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August 6, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board will meet Wednesday, August 13, 2014 at 10:00 a.m. in the **Institute of Food and Agricultural Sciences Hamilton County Extension Office located at 1143 US Hwy 41 NW, Jasper, Florida 32052 (location map attached).**

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

Please contact Suwannee Valley Transit Authority at 386.362.5332 if you need transportation to and from the meeting.

Attachments

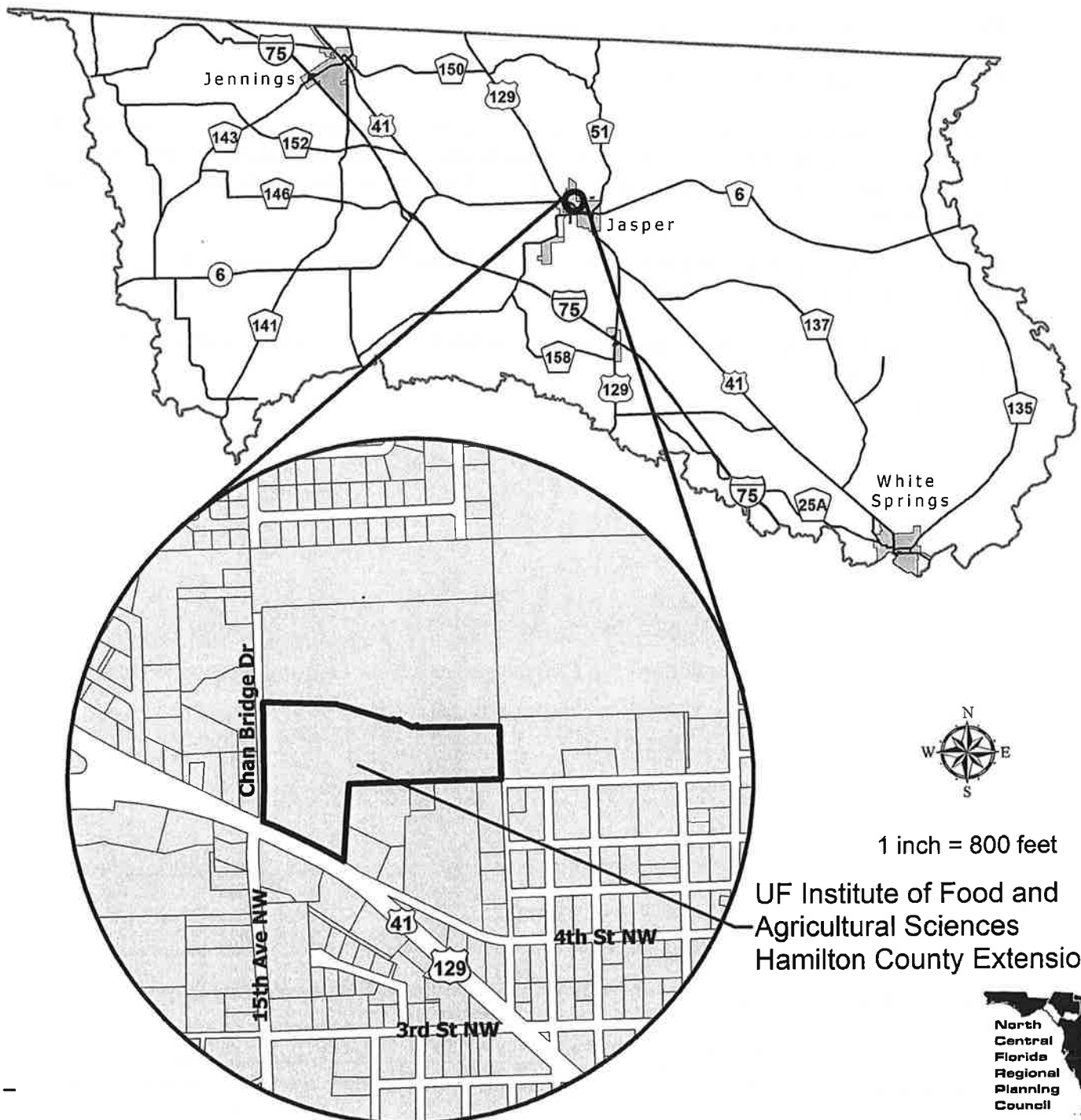
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Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

UF Institute of Food and Agricultural Sciences Hamilton County Extension

1143 US Hwy 41 NW
Jasper, FL 32052-5856

Directions: From the intersection of Interstate 75 and U.S. Highway 129 (exit 451) in the Hamilton County, turn North onto U.S. Highway 129, travel approximately 5 miles to U.S. Highway 41/129 (also known as Hatley St), turn left (West) onto U.S. Highway 41/129 (also known as Hatley St), travel approximately 1 mile and the UF Institute of Food and Agricultural Sciences Hamilton County Extension will be on the right, on the Northern side of U.S. Highway 41/129.





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**COLUMBIA, HAMILTON AND SUWANNEE
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEETING ANNOUNCEMENT AND AGENDA**

**Institute of Food and Agricultural Sciences
Hamilton County Extension Office
1143 US Hwy 31 NW
Jasper, Florida**

**Wednesday
August 13, 2014
10:00 a.m.**

I. BUSINESS MEETING – CALL TO ORDER

- A. Introductions**
- B. Approval of the Meeting Agenda**
- C. Approval of the May 21, 2014 Minutes**

Page 7

II. NEW BUSINESS

- A. Fiscal Year 2014/15 Service Rates**

Page 13

The Board needs to review and approve Suwannee Valley Transit Authority's proposed Fiscal Year 2014/15 Service Rates

- B. Bylaws**

Page 25

The Board needs to review and approve the Bylaws

- C. Grievance Procedures**

Page 43

The Board needs to review and approve the Grievance Procedures

- D. Elect Vice-Chair**

Page 79

The Board needs to elect one of the elected officials as the Board's Vice-Chair

III. OTHER BUSINESS

A. Comments

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

IV. FUTURE MEETING DATES

1. Wednesday, November 12, 2014 at 10:00 a.m. at the Live Oak Public Library, Live Oak, Florida

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.

**COLUMBIA, HAMILTON AND SUWANNEE
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
JUNE 20, 2013**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Bucky Nash Local Elected Official/Chair	Not Applicable
Commissioner Beth Burnam Local Elected Official	Not Applicable
Commissioner Jason Bashaw - Vice Chair Local Elected Official	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Jaime Sanchez-Bianchi Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education	Allison Gill Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	Dwight Law Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Board	Jeannie Carr Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2014	Vacant Florida Association for Community Action Term ending June 30, 2014
Keith Hatcher Public Education	Vacant Public Education
Clay Lambert Veterans Term ending June 30, 2014	Ellis A. Gray, III Veterans Term ending June 30, 2014
Jeanne d'Eauede Citizen Advocate Term ending June 30, 2015	Louie Goodin Citizen Advocate Term ending June 30, 2015
LJ Johnson Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Ralph Kitchens Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Reverend Charles Burke Elderly Term ending June 30, 2014	Sandra Buck-Camp Elderly Term ending June 30, 2014
Kathy Barrs Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Colleen Cody Children at Risk Term ending June 30, 2016	Audre J. Washington Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

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

**COLUMBIA, HAMILTON AND SUWANNEE
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

Santa Fe/Suwannee Meeting Room
Florida Department of Transportation
Lake City Operations Center
710 N.W. Lake Jeffery Road
Live Oak, Florida

Wednesday
May 21, 2014
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner Bucky Nash, Chairman
Reverend Charles Burke, Elderly Representative
Colleen Cody, Children at Risk Representative
Sandra Collins, Florida Department of Transportation
Bruce Evans, Florida Department of Elder Affairs
Keith Hatcher, Public Education Representative
LJ Johnson, Citizen Advocate-User
Ralph Kitchens, Persons with Disabilities Representative
Alana McKay, Florida Agency for Health Care Administration – Medicaid
Matthew Pearson, Florida Association for Community Action Representative
Sheryl Rehberg, Workforce Development Board
Jaime Sanchez-Bianchi representing Kay Tice, Florida Department of Children and Families

VOTING MEMBERS ABSENT

Commissioner Jason Bashaw, Local Elected Official
Kathy Barrs, Medical Community Representative
Jeanne d'Eauede, Citizen Advocate
Clay Lambert, Veterans Representative
Rayford Riels, Florida Department of Education Representative

ALTERNATE MEMBERS PRESENT

Sandra Buck-Camp, Elderly Representative
Dwight Law, Florida Department of Elder Affairs

OTHERS PRESENT

Tracie Alvarez
Teresa Fortner, Suwannee Valley Transit Authority
Steve Holmes, Florida Commission for the Transportation Disadvantaged
John Irvine, Florida Commission for the Transportation Disadvantaged
Ken Kaemmer, Suwannee Valley Transit Authority

Sarai King, Suwannee Valley Transit Authority
Stew Lilker, Columbia County Observer
Sonali Patil
Shantel Prats
Richard Todd

STAFF PRESENT

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

I. BUSINESS MEETING CALL TO ORDER

Chairman Nash called the meeting to order at 10:00 a.m.

A. Introductions

Chairman Nash asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Ralph Kitchens moved to approve the meeting agenda. LJ Johnson seconded; motion passed unanimously.

C. Approval of the February 12, 2014 Meeting Minutes

Ms. Alana McKay stated she is incorrectly listed in the minutes as present.

Ms. Godfrey apologized for the error.

ACTION: LJ Johnson moved to approve the February 12, 2014 minutes with the noted correction. Ralph Kitchens seconded; motion passed unanimously.

II. UNFINISHED BUSINESS

A. Passenger Survey

Ms. Lynn Franson-Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that, at the February 12, 2014 meeting, the Board directed staff to incorporate the Board's recommendations into a final draft survey. Ms. Godfrey said a draft survey is enclosed for the Board's review. She said this survey was created using Survey Monkey.

ACTION: Ralph Kitchens moved to approve the survey tool created by staff. Keith Hatcher seconded; motion passed unanimously.

III. NEW BUSINESS

A. Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

Ms. Godfrey stated that the Board needs to review and approve the 2014/15 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan.

ACTION: LJ Johnson moved to table approval of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan. Reverend Burke seconded; motion failed 11 to 1.

Ms. Godfrey said staff will work with Mr. Johnson and Suwannee Valley Transit Authority staff on the Operations Element of the Plan and bring any proposed amendments to the Board for review and approval.

Ms. Godfrey also stated that the Suwannee Valley Transit Authority Board of Directors discussed canceling Transportation Disadvantaged Program sponsored service on Saturdays for individuals receiving dialysis treatment. She said the Board is responsible for reviewing and approving Transportation Disadvantaged Program service policies and trip priorities. She asked the Board to make a recommendation concerning this issue to the Suwannee Valley Transit Authority Board of Directors.

Chairman Nash said the Suwannee Valley Transit Authority Board of Directors postponed making a decision to cancel Saturday dialysis transportation service. He said he and Commissioner Burnam are working on this issue and would appreciate any recommendations from the Board.

Mr. Matthew Pearson asked if Suwannee Valley Transit Authority is also transporting Medicaid beneficiaries to dialysis treatment on Saturdays.

Ms. Teresa Fortner, Interim Suwannee Valley Transit Authority Administrator, stated that Medicaid beneficiaries are also being transported to dialysis treatment on Saturdays. She distributed a cost analysis for providing dialysis treatment service on Saturdays.

Mr. Pearson stated that both the Medicaid Non-Emergency Medical Transportation Program and Transportation Disadvantaged Program should be sharing the fully allocated operating cost for providing dialysis service on Saturdays. He said the cost analysis seems to show the Transportation Disadvantaged Program paying the total cost.

Mr. Pearson said the Board does not make recommendations concerning Suwannee Valley Transit Authority's budget, however, the Board is responsible for making recommendations concerning the expenditure of the Transportation Disadvantaged Trust Funds.

ACTION: Matthew Pearson moved to prioritize use of the Transportation Disadvantaged Trust Funds for dialysis and cancer care trips. LJ Johnson seconded; motion passed unanimously.

ACTION: Sandra Collins moved to approve the Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan with dialysis and cancer care trips being the first Transportation Disadvantaged Program trip priority. Keith Hatcher seconded; motion passed unanimously.

B. Grievance Committee Report

Ms. Godfrey stated that the Grievance Committee met February 12, 2014 to hear grievances filed by Mr. LJ Johnson and Mr. Richard Todd. She said the Grievance Committee minutes are included in the meeting packet for the Board's review. She said the Committee's recommendations will be forwarded to the Suwannee Valley Transit Authority Board of Directors.

ACTION: Ralph Kitchens moved to approve and forward the recommendations of the Grievance Committee to the Suwannee Valley Transit Authority Board of Directors. Alana McKay seconded; motion passed unanimously.

C. Florida's Managed Medical Assistance Program

Ms. Alana McKay stated that Statewide Medicaid Reform went into effect in Region 3 on May 1, 2014. She said the majority of Medicaid Program beneficiaries will receive Medicaid non-emergency medical transportation from a health maintenance organization.

Mr. Steve Holmes, Florida Commission for the Transportation Disadvantaged Executive Director, stated that the Florida Commission for the Transportation Disadvantaged provides Medicaid transportation service for Medicaid beneficiaries who are not in managed care, have third party insurance or have a waiver. He said Suwannee Valley Transit Authority notified the Florida Commission for the Transportation Disadvantaged that they will no longer provide Medicaid non-emergency medical transportation services under contract with the Florida Commission for the Transportation Disadvantaged after June 30, 2014. He said the Florida Commission for the Transportation Disadvantaged will issue a bid for the provision of non-emergency medical transportation services.

Mr. Holmes discussed the possibility of negotiating new rates for Medicaid transportation services. He said he hopes they will have new rates soon.

C. Operations Reports

Ms. Fortner discussed the operations reports.

Mr. LJ Johnson stated that he had difficulty using Suwannee Valley Transit Authority's on-line complaint form.

Chair Nash said he would work with Mr. Johnson and Suwannee Valley Transit Authority staff to resolve this issue.

V. OTHER BUSINESS

A. Comments

1. Citizens

Ms. Tracie Alvarez stated that she uses Suwannee Valley Transit Authority's services. She said she was picked up two hours early for a local appointment in Lake City. She said dispatchers do not call the drivers to request return trips until passengers have called twice. She said Suwannee Valley Transit Authority will not allow drop off trips to Gainesville to be scheduled after 12:00 p.m. She said she was told Suwannee Valley Transit Authority informed her that Transportation Disadvantaged Program trips were not being provided because they had run out of funds. She said she needs transportation to her physical therapy appointments.

Mr. Richard Todd stated that, because of the new scheduling software implementation, trips have been missed. He said when one driver is out or if it is raining, people don't get their trips. He thanked the Board and Chair for listening.

Mr. Stew Lilker asked if there were improvements to service from purchasing the new software program that justified the cost.

Ms. Fortner explained that Suwannee Valley Transit Authority received grant funds to purchase the new software.

Mr. Lilker also noted that Suwannee Valley Transit Authority had 22 employees when Mr. Jimmy Swisher was the Administrator and now has 44 employees.

Ms. Alana McKay said Ms. Pra subcontracted fewer trips when she became the Administrator, therefore, Suwannee Valley Transit Authority needed more staff.

2. Members

Mr. Ralph Kitchens asked whether the Board could remove Commissioner Jason Bashaw as a member of the Board since he hasn't attended the past three meetings.

Mr. Scott Koons, North Central Florida Regional Planning Council Executive Director, explained that the Board cannot rescind member appointments. He said the North Central Florida Regional Planning Council appoints Board members and will consider rescinding appointments.

Ms. Alana McKay thanked Suwannee Valley Transit Authority for working with her office during the Medicaid transition.

Ms. Sandra Buck-Camp said she is pleased that progress is being made.

Mr. Keith Hatcher asked if a Public Education Representative from Hamilton or Suwannee Counties would be appointed to the alternate position.

Ms. Godfrey explained that all three School Boards were asked to submit nominations for the voting and alternate Public Education Representative positions. She said the Planning Council only received one nomination from Columbia County. She said she will resend letters to fill the alternate position.

Chairman Nash said he is pleased that everyone is starting to work together. He said providing public transportation service in the region is a group effort.

Mr. Scott Koons echoed the Chair's comments.

ADJOURNMENT

The meeting adjourned at 11:45 a.m.

Commissioner Bucky Nash, Chair
Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

Date



II.A

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August 6, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Fiscal Year 2014/15 Service Rates

STAFF RECOMMENDATION

Approve Suwannee Valley Transit Authority's Fiscal Year 2014/15 service rates.

BACKGROUND

Enclosed are Suwannee Valley Transit Authority's proposed Fiscal Year 2014/15 service rates. Also, enclosed are the Florida Commission for the Transportation Disadvantaged Rate Model worksheets used to develop the Fiscal Year 2014/15 service rates. The Board needs to review and approve Suwannee Valley Transit Authority's proposed rates.

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

Attachments

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TRANSPORTATION DISADVANTAGED TRUST FUND

SERVICE RATES

EXHIBIT B

PAGE 2 OF 2

COMMUNITY TRANSPORTATION COORDINATOR: Suwannee Valley Transit Authority
 EFFECTIVE DATE: July 1, 2014

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT \$
Ambulatory	Passenger Mile	\$2.01
Wheelchair	Passenger Mile	\$3.44
Stretcher	Passenger Mile	\$7.18

SERVICE RATES SUMMARY

Effective July 1, 2014

Transportation Disadvantaged Program Rates:

Type of Service	Unit	Cost per unit
Ambulatory	passenger mile	\$2.45
Wheelchair	passenger mile	\$4.19
Stretcher	passenger mile	\$8.74

Medicaid Non-Emergency Medical Transportation Program:

Type of Service	Unit	Cost per unit
Ambulatory	passenger mile	\$4.52
Wheelchair	passenger mile	\$7.75
Stretcher	passenger mile	\$16.14

RIDER FEE SCHEDULE:

- a. Transportation Disadvantaged Program: Co-payment of \$1.00 per one-way passenger trip.
- b. General Public: \$3.00 for each 10 mile segment or portion thereof, one way
- c. Medicaid: Determined by specific Medicaid beneficiary enrolled program.
- d. Other sponsoring agencies/program: Determined by their respective arrangement.

Preliminary Information Worksheet

Version 1.4

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

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

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

NETWORK TYPE:

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

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

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from Oct 1st of 2012 to Sept 30th of 2013	Current Year's APPROVED Budget, as amended from Oct 1st of 2013 to Sept 30th of 2014	Upcoming Year's PROPOSED Budget from Oct 1st of 2014 to Sept 30th of 2015	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox	\$ 24,971	\$ 25,000	\$ 25,000	0.1%	0.0%	Medicaid copay expected to drop by 67% due to TMO diversion of NEMT funding
Medicaid Co-Pay Received	\$ 2,000	\$ 2,000	\$ 240	0.0%	-88.0%	
Donations/ Contributions						
In-Kind, Contributed Services						Other* Private pay
Other	\$ 23,143	\$ 23,000	\$ 23,000	-0.6%	0.0%	
Bus Pass Program Revenue						

Local Government

District School Board						
Camp ADA Services						
County Cash	\$ 52,448	\$ 52,448	\$ 52,448	0.0%	0.0%	COUNTY CASH: By Interlocal Agreement, the 3 counties give \$52,448 to SVTA for 'capital match' and 'le match'
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						OTHER Contributed Services=\$13.5K value of Suwannee County and DOHJ
Other Cash						Court's Community Services Program for janitorial, bus washing and other
Other In-Kind, Contributed Services	\$ 13,500	\$ 13,500	\$ 13,500	0.0%	0.0%	maintenance services
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 689,558	\$ 712,492	\$ 712,492	3.3%	0.0%	No estimated increase in TD funding
Non-Spons. Capital Equipment						
Rural Capital Equipment		\$ 198,628	\$ 90,000		-54.2%	Shirley Conroy for 12 hand radios, phone recording system, office productivity software/20 pcs, one MV1 vehicle w/ REDI waiver of match
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310	\$ 50,053	\$ 131,591	\$ 168,230	159.6%	27.9%	5310=3 MV1s and 1 23' Cutaway bus, 10% match
49 USC 5311 (Operating)	\$ 416,740	\$ 609,266	\$ 639,761	46.6%	5.0%	5311 is used as system subsidy, matched by TDOT and other purchase of service contracts 50% match
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 45,800		\$ 93,196	-100.0%		Other= FDOT Planning Grant in 12-13, 5339 in 14-15 for 2 MV1s, NO Match
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 2,300,831	\$ 2,087,243	\$ 250,489	-9.3%	-88.0%	Estimated 12% of prior year funding from CTD
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

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

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from Oct 1st of 2012 to Sept 30th of 2013	Current Year's APPROVED Budget, as amended from Oct 1st of 2013 to Sept 30th of 2014	Upcoming Year's PROPOSED Budget from Oct 1st of 2014 to Sept 30th of 2015	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination		\$ 900	\$ 900		0.0%	
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

CARC	\$ 44,063	\$ 24,000	\$ 24,000	-45.5%	0.0%	CARC of North Florida for Suwannee and Columbia Counties provides funding to transport their mentally handicap patrons. This funding is provided to SVTA from "Med-Waiver" out of Gainesville.
FEMA	\$ 14,865			-100.0%		
Other						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings	\$ 4		\$ 534,549	-100.0%		Estimated Medicaid NEMT funding from 3 known TMO organizations= 1/2 of 88% former funding level.
TMOs						
Other						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ (279,333)	\$ (181,264)				
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Balancing Revenue Is Short By =

None

Total Revenues = \$3,398,276 \$3,696,754 \$2,627,759 8.8% -28.9%

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

Operating Expenditures

Labor	\$ 1,310,565	\$ 1,150,163	\$ 1,061,902	-12.2%	-7.7%	
Fringe Benefits	\$ 378,507	\$ 758,504	\$ 368,797	99.9%	-51.4%	
Services	\$ 291,905	\$ 98,805	\$ 100,338	-66.2%	1.5%	
Materials and Supplies	\$ 368,980	\$ 452,367	\$ 435,334	23.6%	-3.8%	
Utilities	\$ 38,252	\$ 51,460	\$ 54,064	34.6%	5.0%	
Casualty and Liability	\$ 67,822	\$ 70,948	\$ 74,497	19.2%	5.0%	
Taxes	\$ 2,120	\$ 3,176	\$ 3,335	49.8%	5.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 659,886	\$ 614,175		-6.9%	-100.0%	14-15 year is not projecting use of subcontractors due to Medicaid reform changes and TMO restriction on use of subcontractors. Revenues will be used in additional labor and supplies.
Other						Former subs= Alternative, JD Health, Collins, Peeler, and Parrish Transp.
Miscellaneous	\$ 186,787	\$ 137,293	\$ 143,016	-26.5%	4.2%	
Operating Debt Service - Principal & Interest	\$ 815	\$ 889		-5.0%	-100.0%	
Leases and Rentals	\$ 4,735	\$ 2,733	\$ 2,670	-42.3%	5.0%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ 13,500	\$ 13,500	\$ 13,500	0.0%	0.0%	Contributed services by community service volunteers for bus and facility cleaning
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 50,663	\$ 328,129	\$ 351,426	547.7%	7.1%	5310 match, Shirley Conroy and 5339 no match
Equip. Purchases with Local Revenue	\$ 5,629	\$ 14,611	\$ 16,692	159.6%	27.9%	
Equip. Purchases with Rate Generated Rev						
Capital Debt Service - Principal & Interest						

Total Expenditures = \$3,398,276 \$3,696,754 \$2,627,759 8.8% -28.9%

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority

County: Columbia & Hamilton & Suwannee

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

	Upcoming Year's BUDGETED Revenues	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	from			
	Oct 1st of 2014 to Sept 30th of 2015			
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	25,000
Medicaid Co-Pay Received	\$	240
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	23,000
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	52,448
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	13,500
Bus Pass Program Revenue	\$	-

CTD

Non-Spons. Trip Program	\$	712,492
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	90,000
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	168,230
49 USC 5311 (Operating)	\$	639,761
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	93,196
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	250,469
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

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

DCA

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

\$	25,000	\$	-
\$	240	\$	-
\$	-	\$	-
\$	-	\$	-
\$	23,000	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	33,756	\$	16,692
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	13,500
\$	-	\$	-

\$	712,492	\$	-
\$	-	\$	-
\$	-	\$	90,000
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	168,230
\$	-	\$	639,761
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	93,196	\$	753,203
\$	-	\$	-

\$	250,469	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority

County: Columbia & Hamilton & Suwannee

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

	Upcoming Year's BUDGETED Revenues from Oct 1st of 2014 to Sept 30th of 2015
1	2

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

APD

Office of Disability Determination	\$ 900
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -

DJJ

DJJ	\$ -
Bus Pass Program Revenue	\$ -

Other Fed or State

CARC	\$ 24,000
FEMA	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -

Other Revenues

Interest Earnings	\$ -
TMOs	\$ 534,523
xxx	\$ -
Bus Pass Program Revenue	\$ -

Balancing Revenue to Prevent Deficit

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

Total Revenues = \$ 2,627,759

\$ 900	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 24,000	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 918,387	\$ (383,864)	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 1,988,244	\$ 639,515	\$ 1,030,125

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures

Labor	\$ 1,061,902
Fringe Benefits	\$ 368,797
Services	\$ 100,336
Materials and Supplies	\$ 435,334
Utilities	\$ 54,054
Casualty and Liability	\$ 74,497
Taxes	\$ 3,335
Purchased Transportation:	
- Purchased Bus Pass Expenses	\$ -
- School Bus Utilization Expenses	\$ -
- Contracted Transportation Services	\$ -
- Other	\$ -
Miscellaneous	\$ 143,016
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 2,870
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ 13,500
Allocated Indirect	\$ -

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 351,426
Equip. Purchases with Local Revenue	\$ 18,892
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -

Total Expenditures = \$ 2,627,759

minus EXCLUDED Subsidy Revenue = \$ 639,515

Budgeted Total Expenditures INCLUDED in

Rate Base = \$ 1,988,244

Rate Base Adjustment¹ =

Adjusted Expenditures Included In Rate

Base = \$ 1,988,244

\$ (390,610)

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

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

¹ The Difference between Expenses and Revenues for Fiscal Year

2012 - 2013

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

Worksheet for Program-wide Rates

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

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

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

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

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

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

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

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

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 705,813

Rate Per Passenger Mile = \$ 2.82

Total Projected Passenger Trips = 40,592

Rate Per Passenger Trip = \$ 48.98

Fiscal Year

2014 - 2015

Avg. Passenger Trip Length = 17.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.72

Rate Per Passenger Trip = \$ 64.74

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

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

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

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

<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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

Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

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

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

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

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

Worksheet for Multiple Service Rates

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

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?

☐ Yes
☒ No

Skip #2 - 4 and
Section IV and
Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?

☒ Pass Trip
☐ Pass Mile

Leave Blank

3. If you answered Yes to #1 and completed #2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

Leave Blank

4. How much will you charge each escort?

Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank)

Do NOT
Complete
Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate
0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 705,813

Rate per Passenger Mile =

RATES FOR FY: 2014 - 2015				
Ambul	Wheel Chair	Stretcher	Group	
570,733	129,490	5,590	Leave Blank	0
\$2.45	\$4.19	\$8.74	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 40,592

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
33,264	7,126	201	Leave Blank	
\$43.04	\$73.78	\$153.70	\$0.00	\$0.00
			per passenger	per group

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

.....INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
\$9.00	\$30.00	\$80.00	Leave Blank	\$0.00
\$1.98	\$2.54	\$5.86	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates if No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$3.23	\$5.54	\$11.55	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$56.88	\$97.51	\$203.14	\$0.00	\$0.00
			per passenger	per group
Program Uses Rates into Your Medicaid Encounter Data				



II.B

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August 6, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Bylaws

RECOMMENDATION

Approve the Board's Bylaws.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Bylaws annually. Attached are the Board's Bylaws for review and approval.

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

Attachment

t:\lynn\td2014\colhamsuw\memos\bylaws.docx

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

Bylaws

August 13, 2014

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board



Bylaws

Approved by the
Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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

Bucky Nash, Chair

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

August 13, 2014

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Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

B. Agency Description

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means 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 Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Name and Purpose

- (1) The name of the Coordinating Board shall be the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board, hereinafter referred to as the Board.
- (2) The purpose of the Board is to identify local service needs and provide information, advice and direction to the Community Transportation Coordinator on the provision of services to the transportation disadvantaged within the designated service area. In general, the Board is considered an advisory body (Section 427.0157, Florida Statutes).

E. Membership

- (1) Voting Members. In accordance with Section 427.0157, Florida Statutes, all voting members of the Board shall be appointed by the Designated Official Planning Agency. The Designated Official Planning Agency for Columbia, Hamilton and Suwannee is the North Central Florida Regional Planning Council.
 - (a) An elected official from each county of the multi-county service area shall be appointed to the Board.
 - (b) A local representative of the Florida Department of Transportation;
 - (c) A local representative of the Florida Department of Children and Family Services;

- (d) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
- (e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non profit representative shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.
- (r) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board. It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.

- (2) **Alternate Members.** The North Central Florida Regional Planning Council may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend.

F. Officers

- (1) **Chair.** The North Central Florida Regional Planning Council shall appoint the Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). For a multi-county Board, the Chair shall be from one of the counties in the designated service area. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. ~~The appointed Chair shall be an elected official from Columbia, Hamilton and Suwannee.~~ The Chair shall preside at all meetings.
- (2) **Vice-Chair.** The Vice-Chair shall be one of the elected officials from Columbia, Hamilton or Suwannee Counties. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chair may serve more than one term.

G. Meetings

- (1) **Regular Meetings.** The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order.

- (2) Emergency Meetings. The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership. North Central Florida Regional Planning Council staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

- (3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board.

- (4) Notice of Regular and Special Meetings. ~~Notices and tentative agendas shall be sent to all Board members and other interested parties at least two weeks prior to each Board meeting. All meetings, public hearings, committee meetings, etc. shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting. Such Meeting notices shall state include the date, time and location, general nature/subject of the meeting a contact person and phone number to call for additional information and to request accessible meeting material formats. the place of the meeting.~~

The North Central Florida Regional Planning Council shall provide the agenda and meeting package to the Florida Commission for the Transportation Disadvantaged, Board members and all other interested parties prior to the meeting. The agenda shall include a public participation opportunity.

- (5) Quorum. At all meetings of the Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:

a) Cancel and reschedule the meeting; or

b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

Board members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on agenda items that require formal action.

- (6) Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.

- (7) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."
- (8) Proxy Voting. Proxy voting is not permitted.
- (9) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (10) Attendance. 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. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The North Central Florida Regional Planning Council must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.

H. Administration

- (1) Staff Support. The North Central Florida Regional Planning Council shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets and other necessary administrative duties as required by the Board within the limits of the resources available.
- (2) Minutes. The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Board meeting regardless of the presence of a quorum. The minutes shall be prepared in a reasonable time following the meeting and shall include an attendance roster indicating what agency, organization or position each member represents and reflect a summary of official actions taken by the Board. Meeting minutes shall be provided at the next regularly scheduled Board meeting for approval.

I. Duties

- (1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
 - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.

- (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.
- (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.
- (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.
- (e) Review coordination strategies for service provision to the transportation disadvantaged in the service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
- (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- (g) Assist the Community Transportation Coordinator in establishing trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
- (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
- (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.
- (j) Annually hold a public hearing for the purpose of receiving input on unmet transportation needs or any other areas that relate to the local transportation services.
- (k) Annually review the Annual Operations Report.

J. Committees

The Chair subject to approval by the Board shall appoint a Grievance Committee to process and investigate complaints from agencies, users, transportation operators and potential users of the system in the designated service area. The Grievance Committee shall make recommendations to the Board or to the Florida Commission for the Transportation Disadvantaged for improvement of service. The Board shall establish a process and procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Florida Commission for the Transportation Disadvantaged's Transportation Disadvantaged Helpline service when local resolution has not occurred. When requested, all materials shall be made available in accessible format. Members appointed to the Grievance Committee shall be voting members of the Board. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse themselves from hearing the grievance.

Additional committees shall be appointed by the Chair, subject to approval by the Board, as necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures.

If the Community Transportation Coordinator provides Medicaid Non-Emergency Medical Transportation through a contract with the Florida Commission for the Transportation Disadvantaged, the Board's Grievance Committee shall be responsible for responding to grievances and appeals through the Medicaid Grievance System. A Medicaid Expedited Appeal Committee must also be established to address expedited appeals.

K. Amendments

These Bylaws may be amended by a majority vote of members present at regular meetings.

L. Certification

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 13th day of August 2014.

Bucky Nash, Chair
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

- * Marlie Sanderson, AICP, Director of Transportation Planning
- * Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



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August 6, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
 Grievance Procedures

RECOMMENDATION

Approve the Board's Grievance Procedures.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Grievance Procedures annually. Attached are the Board's Grievance Procedures for review and approval.

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

Attachment

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

Transportation Disadvantaged Grievance Procedures

August 13, 2014

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

Approved by the
Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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

Bucky Nash, Chair

with Assistance from



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

August 13, 2014

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Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board to address grievances from agencies, users, potential users, sub-contractors, and other interested parties concerning Florida's Coordinated Transportation System.

B. Agency Description

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means 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 Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida's Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Grievance means a written complaint to document any concerns regarding the operation or administration of services provided by Florida's Coordinated Transportation System by the Community Transportation Coordinator, subcontracted transportation operators, the Designated Official Planning Agency, or the Board. A grievance may also be a service complaint that has been left unresolved for more than 45 days.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Service complaint means 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 shall be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Board.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Purpose

- (1) The Board shall 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 Board for the improvement of service.
- (2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

- (3) The Grievance Committee and the Board shall have the authority to hear and advise on grievances. 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 grants no adjudicative powers to anyone.

E. Membership

- (1) The Chair, subject to approval by the Board, shall appoint five (5) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the counties in the service area.
- (2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

- (1) The Grievance Committee shall elect a Chair and Vice-Chair.

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats. Notices and agendas shall be sent to all Grievance Committee members and other interested parties at least two (2) weeks prior to each Grievance Committee meeting. Such notice shall state the date, time and the place of the meeting.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

- (5) **Conflict of Interest.** In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

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. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse themselves from hearing the grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

- (6) **Proxy Voting.** Proxy voting is not permitted.
- (7) **Parliamentary Procedures.** The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

H. Administration

- (1) **Staff Support.** The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.
- (2) **Minutes.** The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

The Grievance Committee shall make recommendations to the Board, the Community Transportation Coordinator, and/or to the Florida Commission for the Transportation Disadvantaged for improvement of service.

J. Procedures

- (1) The grievance procedures 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.

- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) 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.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council 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.

- (12) 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 Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. 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 Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

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

- (5) The Florida 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, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida 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."

- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida 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.

L. Medicaid Non-Emergency Transportation Program Grievance System

- (1) If the Community Transportation Coordinator provides Medicaid Non-Emergency Medical Transportation through a contract with the Florida Commission for the Transportation Disadvantaged, the Board's Grievance Committee shall be responsible for responding to grievances and appeals through the Medicaid Grievance System. A Medicaid Expedited Appeal Committee must also be established to address expedited appeals. The Florida Commission for the Transportation Disadvantaged and Medicaid Subcontracted Transportation Provider shall have a Grievance System in place that includes complaint and grievance processes. The Medicaid Subcontracted Transportation Provider must also have an appeal process and access to the Medicaid Fair Hearing System.
- (2) The Florida Commission for the Transportation Disadvantaged Medicaid Grievance System is attached as Appendix A.

M. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension by the Community Transportation Coordinator, 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 Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) 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.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (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.

- (4) The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The 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 the Community Transportation Coordinator to the person requesting the hearing.

N. Prohibition Against Retaliation

The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

O. Alternative Recourse

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

P. Certification

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 26th day of July 2013.

Bucky Nash, Chair
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Appendix A: Florida Commission for the Transportation Disadvantaged Medicaid Grievance System

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Florida Commission for the Transportation Disadvantaged Medicaid Grievance System

A. Overview

1. Description

- a. Complaint process – The Complaint process is the CTD AND 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 CTD AND STP's procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any matter other than an Action.
- c. Appeal process – The Appeal process is 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 CTD AND STP.
- e. Action – (i) The denial or limited authorization of a requested service, including the type or level of service, pursuant to 42 CFR 438.400(b). (ii) The reduction, suspension, or termination of a previously authorized service. (iii) The denial, in whole or in part, of payment for a service. (iv) The failure to provide services in a timely manner, as defined by the State. (v) The failure of the CTD AND STP to resolve a Complaint within fifteen (15) Business Days, a Grievance within ninety (90) Calendar Days, and an Appeal within forty-five (45) Calendar Days from the date the CTD AND STP receives the Complaint, Grievance, or Appeal.

2. General Requirements

- a. The CTD AND STP shall all have a Grievance System in place that includes a Complaint process and a Grievance process. The STP must also have an Appeal process and access to the Medicaid Fair Hearing System. The CTD AND STP Grievance System shall comply with the requirements set forth in Section 641.511, F.S., if applicable and with all applicable federal and State laws and regulations, including 42 CFR 431.200 and 42 CFR 438, Subpart F, "Grievance System."
- b. The CTD AND STP must develop and maintain written policies and procedures relating to the Grievance System. Before implementation, the AHCA must give the CTD AND STP written approval of the CTD AND STP Grievance System policies and procedures.
- c. The CTD AND STP shall refer all Medicaid Beneficiaries who are dissatisfied with the CTD AND STP or its Actions to the CTD AND STP Grievance/Appeal Coordinator for processing and documentation in accordance with this Contract and the CTD AND STP, AHCA approved policies and procedures.
- d. The CTD AND STP must give Medicaid Beneficiaries reasonable assistance in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability.
- e. The CTD AND STP must acknowledge, in writing, the receipt of a Grievance or a request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.
- f. The CTD AND STP shall ensure that none of the decision makers on a Grievance or Appeal were involved in any of the previous levels of review or decision-making when deciding any of the following:
 - (1) An Appeal of a denial that is based on lack of Medical Necessity; and
 - (2) A Grievance regarding the denial of an expedited resolution of an Appeal.
 - (3) ***All local Appeals and Grievances shall be heard by the local Transportation Disadvantaged Coordinating Board.***

- g. The CTD AND STP shall allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, 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.
- h. The CTD AND STP shall consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the Grievance/Appeal.
- i. The CTD AND STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of this Contract and to fulfill the reporting requirements as set forth in Section XI, Reporting Requirements.
- j. Notice of Action
 - (1) 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.
 - (2) The STP must provide notice to the Medicaid Beneficiary as set forth below (see 42 CFR 438.404(a) and (c) and 42 CFR 438.210(b) and (c)):
 - (a) The Action the STP has taken or intends to take;
 - (b) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;
 - (c) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;
 - (d) The procedures for filing an Appeal;
 - (e) The circumstances under which expedited resolution is available and how to request it; and
 - (f) 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.

- (3) 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 Vendor suspects Fraud on the part of the Medicaid Beneficiary). See 42 CFR 431.211, 42 CFR 431.213 and 42 CFR 431.214.**

(2) For denial of the Trip request, at the time of any Action affecting the Trip request.

(3) For standard Service Authorization decisions 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 (see 42 CFR 438.201(d)(1)).**

(4) If the STP extends the time frame for notification, it must:

(a) 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 STP's decision to extend the time frame; and

(b) 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 (see 42 CFR 438.210(d)(1)).**

(5) 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 (See 42 CFR 438.210(d)).

- (6) **For expedited Service Authorization decisions, within three (3) Business Days (with the possibility of a fourteen (14) Calendar Day extension). See 42 CFR 438.210(d)(2).**

B. 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. ***All complaints must begin with an STP response, regardless of where the initial complaint is received.***
2. General CTD AND STP Duties
 - a. The CTD AND STP must:
 - (1) **Resolve each Complaint within fifteen (15) Business Days from the day the CTD AND STP received the initial Complaint, be it oral or in writing;**
 - (a) **The CTD AND STP may extend the Complaint resolution time frame by up to ten (10) Business Days if the Medicaid Beneficiary requests an extension, or the CTD AND STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.**
 - (b) **If the CTD AND STP request the extension, the CTD AND STP 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 CTD AND STP 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 is the most appropriate to the nature of the objection;**

- (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 Section VIII.E., Medicaid Fair Hearing System, below);
 - (3) Provide the AHCA with a report detailing the total number of Complaints received, pursuant to Section XI., Reporting Requirements; and
 - (4) Ensure that neither the **CTD AND STP** (if applicable), or any Transportation Provider takes 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 **CTD AND STP** receives the oral request.

C. The Grievance Process

- 1. 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.
- 2. General **CTD AND STP** Duties
 - a. The **CTD AND STP** must:
 - (1) **Resolve each Grievance within ninety (90) Calendar Days from the day the CTD AND 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;
 - (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 Section VIII.E., Medicaid Fair Hearing System, below);
 - (3) Provide AHCA with a copy of the written notice of disposition upon request;
 - (4) Ensure that neither the CTD AND STP nor any Subcontractors (if applicable), or any Transportation Provider takes any 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 AHCA with a report detailing the total number of Grievances received, pursuant to Section XI., Reporting Requirements.
- b. **The CTD AND STP may extend the Grievance resolution time frame by up to fourteen (14) Calendar Days** if the Medicaid Beneficiary requests an extension, or the **CTD AND 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 **CTD AND STP** requests the extension, the **CTD AND 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 CTD AND STP receives the oral request.

D. The Appeal Process

1. 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.
2. General STP Duties
 - a. The STP shall:
 - (1) Confirm in writing all oral inquiries seeking an Appeal, unless the Medicaid Beneficiary or provider requests 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 file, 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:

- (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); or**
 - (ii) The intended effective date of the STP proposed Action.
 - (b) The Appeal involves the termination, suspension, or reduction of a previously authorized Transportation service;
 - (c) The Transportation was for a Medicaid compensable service ordered;
 - (d) The authorization period has not expired; and/or
 - (e) 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 decisions 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 Section VIII.E., Medicaid Fair Hearing System, 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 Action is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued Transportation Services.
- (8) Provide AHCA with a copy of the written notice of disposition upon request;

- (9) Ensure that neither the **STP** nor any Subcontractors (if applicable) or Transportation Providers 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 AHCA with a report detailing the total number of Appeals received, pursuant to Section XI., Reporting Requirements.
- 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** decision to deny, limit or delay services, the **STP** must authorize or provide the disputed services promptly and as quickly as the Medicaid Beneficiary's health condition requires.
- e. If the **STP** furnished services while the Appeal was pending and the Appeal panel reverses the **STP** 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 Vendor's/Subcontractor'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 Plan 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 STP receives the Appeal request, whether the Appeal was made orally or in writing;**
 - (3) **Provide written notice of the resolution in accordance with Section VIII.D., The Appeal Process, 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) Ensure that neither the STP nor any Subcontractors (if applicable) or Transportation Providers 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.
- d. If the STP denies a request for an expedited resolution of an Appeal, the Vendor/Subcontractor must:
 - (1) Transfer the Appeal to the standard time frame of no longer than **forty-five (45) Calendar Days from the day the STP received the request for Appeal (with a possible fourteen [14] day extension);**

- (2) Make reasonable efforts to provide immediate oral notification of the **STP** 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 Section VIII.D., The Appeal Process, above.

E. Medicaid Fair Hearing System

1. As set forth in Rule 65-2.042, FAC, the **CTD AND STP** 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 **CTD AND STP** 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 **CTD AND 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 **CTD AND STP** 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, Florida 32399-0700
3. General **CTD AND STP** Duties
 - a. The **CTD AND 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** 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) Ensure that neither the **CTD AND STP** (if applicable) or Transportation Providers 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.
- b. If the **STP** continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the Vendor/Subcontractor 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 **STP** 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 services the **STP** did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the **STP** 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** decision to deny, limit or delay services, the **STP** must pay for the disputed services in accordance with State policy and regulations.

<u>Type</u>	<u>Time Frame to File</u>	<u>Provide Transportation Services During Review</u>	<u>Time Frame to Resolve</u>	<u>Extension Time Frame</u>	<u>Time Frame to Send Notification of Resolution</u>	<u>Next Step (if any)</u>
Com-plaint	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 Griev-ance
Griev-ance	Ninety (90) Calendar Days From the Date of the Action That Precipitated the Grievance	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

Appeal	Thirty (30) Calendar Days of Receiving Notice of Denial or Limitation of Services	Yes	Forty-five (45) Calendar Days	Fourteen (14) Calendar Days	Thirty (30) Calendar Days from the Date of the Resolution of the Appeal	Medicaid Fair Hearing
Medicaid Fair Hearing	Upon Filing a Grievance or Appeal	Yes	Resolution by Administrative Hearing	None	Notification Sent by the Administrative Hearing Office	Legal Recourse

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

** Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



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Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org/td



August 6, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Elect Vice-Chair

RECOMMENDATION

Elect one of the local elected officials from Columbia, Hamilton or Suwannee Counties as the Board's Vice-Chair.

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to elect a Vice-Chair annually. The Vice-Chair shall be one of the local elected officials from Columbia, Hamilton or Suwannee Counties. The Board needs to re-elect Commissioner Bashaw as Vice-Chair or elect Commissioner Beth Burnam as Vice-Chair.

If you have any questions concerning this matter, please contact me at extension 110.



II.E

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August 6, 2014

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

RECOMMENDATION

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

BACKGROUND

Attached are the following reports:

1. Suwannee Valley Transit Authority Operations Report April - May 2014
2. Fiscal Year 2013/14 Transportation Disadvantaged Trust Fund Status Report; and
3. Fiscal Year 2013/14 Medicaid Non-Emergency Transportation Program Encounter Data Reports

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

Attachments

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OPERATING REPORT

April 2014

OPERATING DATA	OPERATOR								TOTAL
	SVTA	ACV	Adoptive	Alternative	Collins	JD Trans	Parrish	Peeler	
TOTAL TRIPS	2,827	38	48	237	299	295	674	444	4,862
Arc of N FL	302	0	0	0	0	0	0	0	302
Medicaid	1,860	38	48	179	261	274	591	275	3,526
TD Trust Fund	618	0	0	58	38	21	83	169	987
Vocational Rehabilitation	4	0	0	0	0	0	0	0	4
Disability Determination	0	0	0	0	0	0	0	0	0
Ryan White	0	0	0	0	0	0	0	0	0
Other	43	0	0	0	0	0	0	0	43
								VERIFIED	4,862
TOTAL DOLLARS INVOICED	\$232,143.07	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$232,143.07
Arc of N FL	\$3,761.07	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,761.07
Medicaid	\$173,937.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$173,937.00
TD Trust Fund	\$54,445.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54,445.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Disability Determination	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Ryan White	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
								VERIFIED	\$232,143.07
TOTAL VEHICLE MILES(PASSENGER)	44,688	1,782	2,002	6,020	13,343	11,915	12,081	9,549	101,380
TOTAL VEHICLE HOURS ("")	1,737	48	83	197	302	303	479	287	3,436
AVERAGE COST PER TRIP									\$47.75
Arc of N FL	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$12.45
Medicaid	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$49.33
TD Trust Fund	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$55.16
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Disability Determination	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
Ryan White	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
AVERAGE COST PER MILE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.29
AVERAGE COST PER HOUR	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$67.66
TRIP PURPOSE									
Medical	2,399	38	48	237	299	295	674	444	4,434
Employment	425	0	0	0	0	0	0	0	425
Shopping	0	0	0	0	0	0	0	0	0
Meal Site	0	0	0	0	0	0	0	0	0
Recreation	0	0	0	0	0	0	0	0	0
Other	3	0	0	0	0	0	0	0	3
								verified	4,862
NUMBER OF TRIPS DENIED	0	0	0	0	0	0	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
PERCENT OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NUMBER OF ACCIDENTS	0	0	0	0	0	0	0	0	0
NUMBER OF VEHICLES	26	3	1	5	1	3	4	4	47
NUMBER OF TRIPS PER VEHICLE	109	13	48	47	299	98	169	111	103
TOTAL ROADCALLS	0	0	0	0	0	0	0	0	0

OPERATING REPORT

May 2014

OPERATING DATA	OPERATOR				TOTAL
	SVTA	ACV	Peeler		
TOTAL TRIPS	2,977	0	28		3,005
Arc of N FL	239	0	0		239
Medicaid (CTD)	534	13	28		575
A2C	627				627
LOGISTICARE	178				178
MTM	259				259
SIMPLY	13				13
TD Trust Fund	1,493	0	0		1,493
Vocational Rehabilitation	0	0	0		0
Disability Determination	2	0	0		2
Ryan White	0	0	0		0
Other	37	0	0		37
			VERIFIED		3,423
TOTAL DOLLARS INVOICED	\$90,374.73	\$0.00	\$0.00		\$90,374.73
Arc of N FL	\$3,466.76	\$0.00	\$0.00		\$3,466.76
Medicaid (CTD)	\$20,147.00	\$0.00	\$0.00		\$20,147.00
TMOs	\$26,509.03				\$26,509.03
TD Trust Fund	\$40,251.94	\$0.00	\$0.00		\$40,251.94
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00		\$0.00
Disability Determination	\$0.00	\$0.00	\$0.00		\$0.00
Ryan White	\$0.00	\$0.00	\$0.00		\$0.00
Other	\$0.00	\$0.00	\$0.00		\$0.00
			VERIFIED		\$90,374.73
TOTAL VEHICLE MILES(PASSENGER)	0	0	0		0
TOTAL VEHICLE HOURS ("")	0	0	0		0
AVERAGE COST PER TRIP					\$30.07
Arc of N FL	\$0.00	\$0.00	\$0.00		\$14.51
Medicaid (CTD)	\$0.00	\$0.00	\$0.00		\$35.04
TMOs					\$42.28
TD Trust Fund	\$0.00	\$0.00	\$0.00		\$26.96
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00		#DIV/0!
Disability Determination	\$0.00	\$0.00	\$0.00		\$0.00
Ryan White	\$0.00	\$0.00	\$0.00		#DIV/0!
Other	\$0.00	\$0.00	\$0.00		\$0.00
AVERAGE COST PER MILE	\$0.00	\$0.00	#DIV/0!		\$26.40
AVERAGE COST PER HOUR	\$0.00	\$0.00	#DIV/0!		\$0.00
TRIP PURPOSE	-	-			-
Medical	2,890	0	0		2,890
Employment	0	0	0		0
Education/Training	456	0	0		456
Shopping	0	0	0		0
Meal Site	0	0	0		0
Recreation	0	0	0		0
Other	77	0	0		77
			verified		3,423
NUMBER OF TRIPS DENIED	0	0	0		0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a		0
PERCENT OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a		n/a
NUMBER OF ACCIDENTS	0	0	0		0
NUMBER OF VEHICLES	26	3	2		31
NUMBER OF TRIPS PER VEHICLE	115	0	14		62
TOTAL ROADCALLS	0	0	0		0

Rates Charged for TD Service:

\$2.01 per passenger mile (ambulatory)

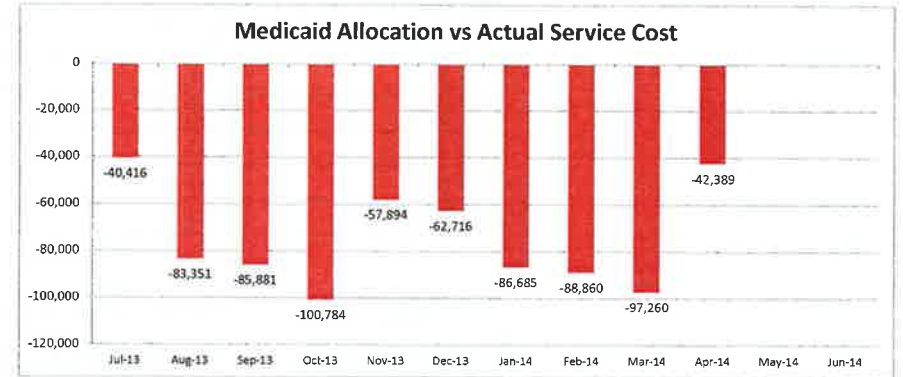
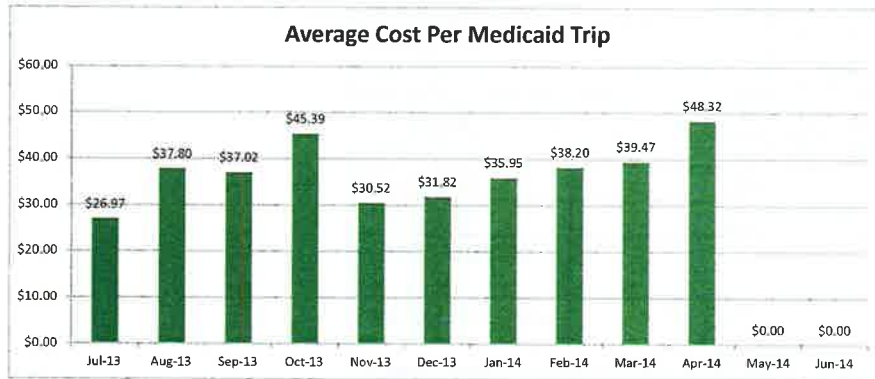
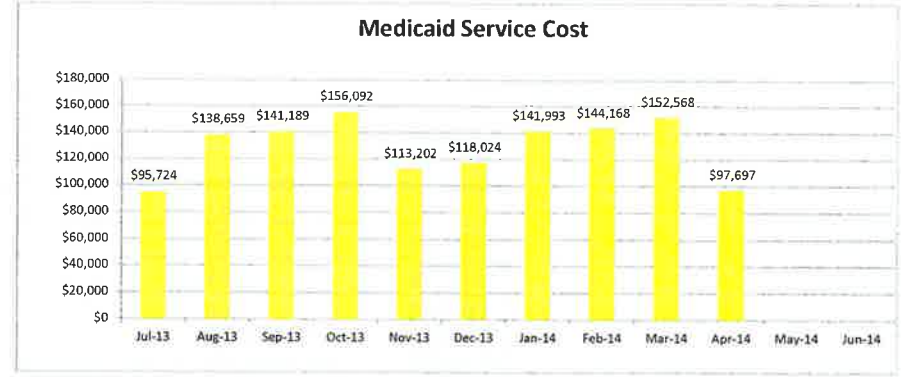
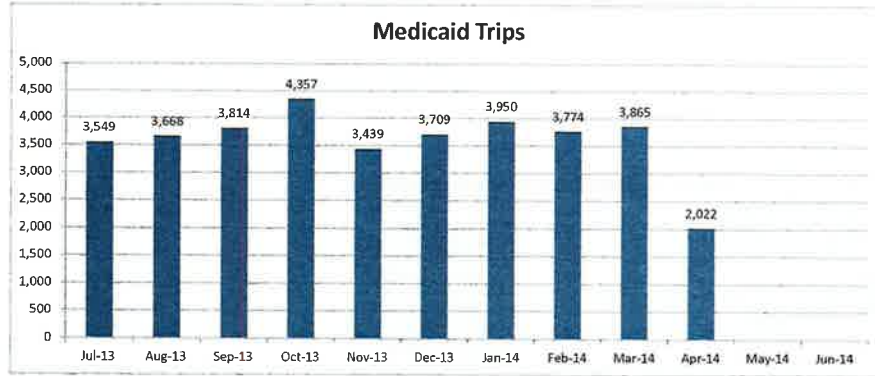
\$3.44 per passenger mile (wheelchair)

\$7.18 per passenger mile (stretcher)

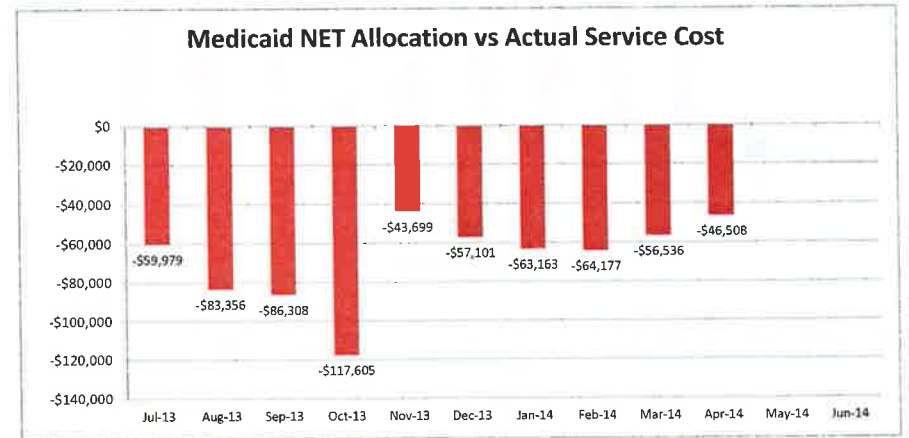
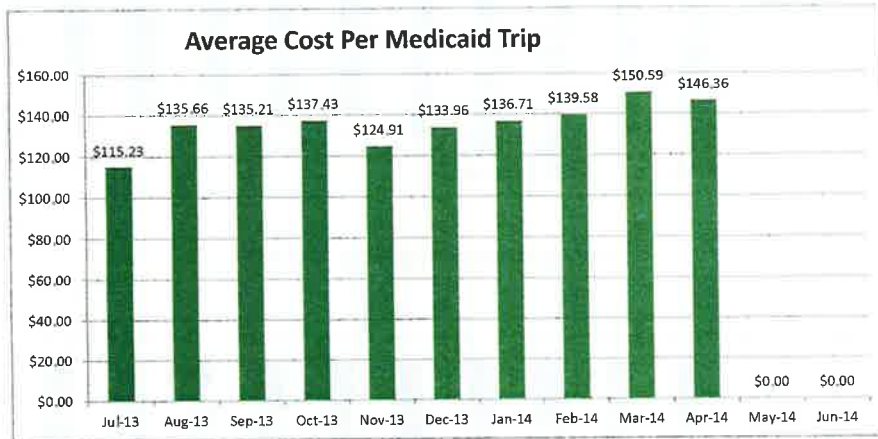
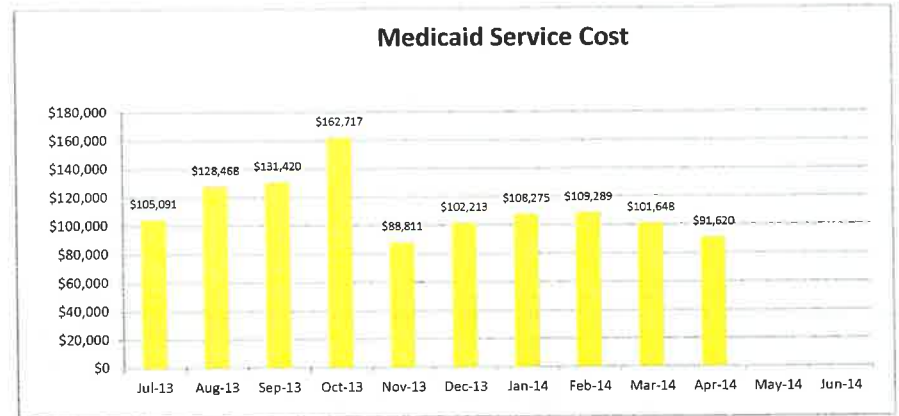
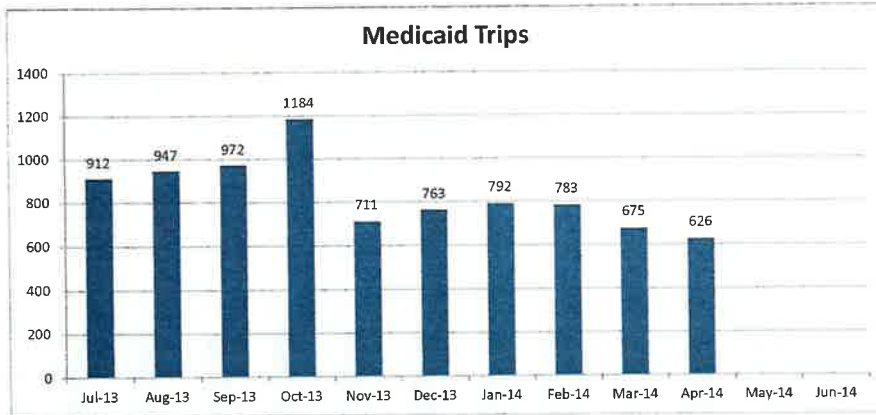
**2013-2014 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
COLUMBIA COUNTY**

MONTH/YEAR	TOTAL DOLLARS INVOICED	NUMBER OF TRIPS PROVIDED	AVERAGE COST PER TRIP
\$712,460.00			
July 2013	\$59,411.00	1941	\$22.70
Aug 2013	\$59,371.00	1861	\$20.49
Sept 2013	\$59,371.00	1876	\$31.65
Oct 2013	\$59,371.00	2039	\$29.12
Nov 2013	\$59,371.00	1817	\$32.68
Dec 2013	\$59,371.00	1771	\$33.52
Jan 2014	\$59,371.00	1797	\$33.04
Feb 2014	\$59,371.00	1770	\$33.54
March 2014	\$59,371.00	1780	\$33.35
April 2014	\$54,444.64	1516	\$35.91
May 2014	\$40,251.94	1493	\$26.96
June 2014	\$47,763.92	1523	\$31.36
Total	\$676,839.50	21,184	

**Florida Commission for the Transportation Disadvantaged Fiscal Year 2013/14 Medicaid Encounter Data Reports
Columbia County**



**Florida Commission for the Transportation Disadvantaged Fiscal Year 2013/14 Medicaid Encounter Data Reports
Hamilton County**

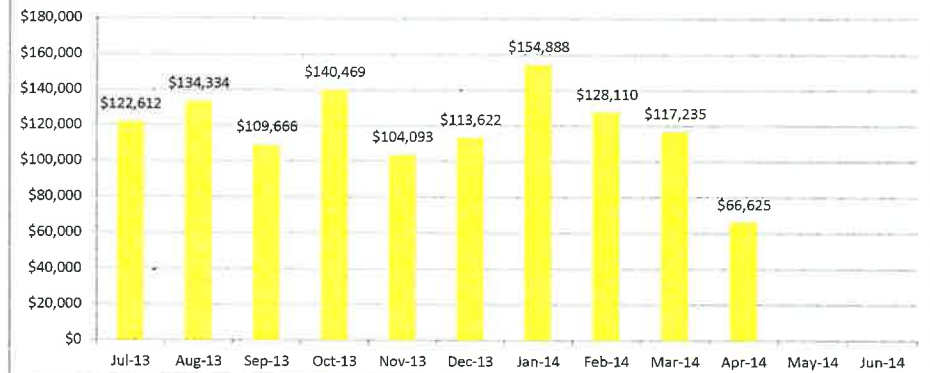


Florida Commission for the Transportation Disadvantaged Fiscal Year 2013/14 Medicaid Encounter Data Reports Suwannee County

Medicaid Trips



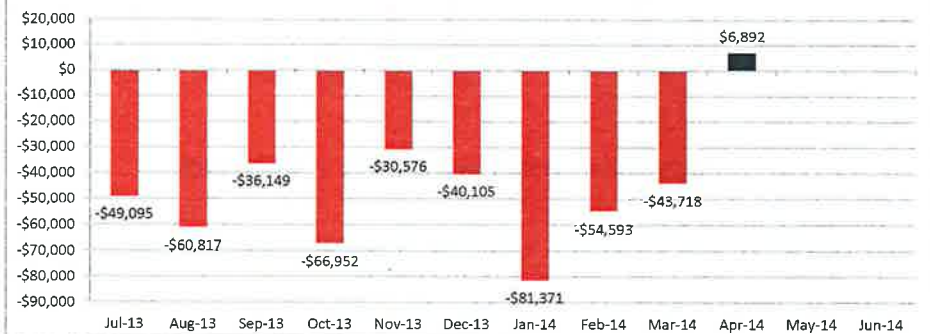
Medicaid Service Cost



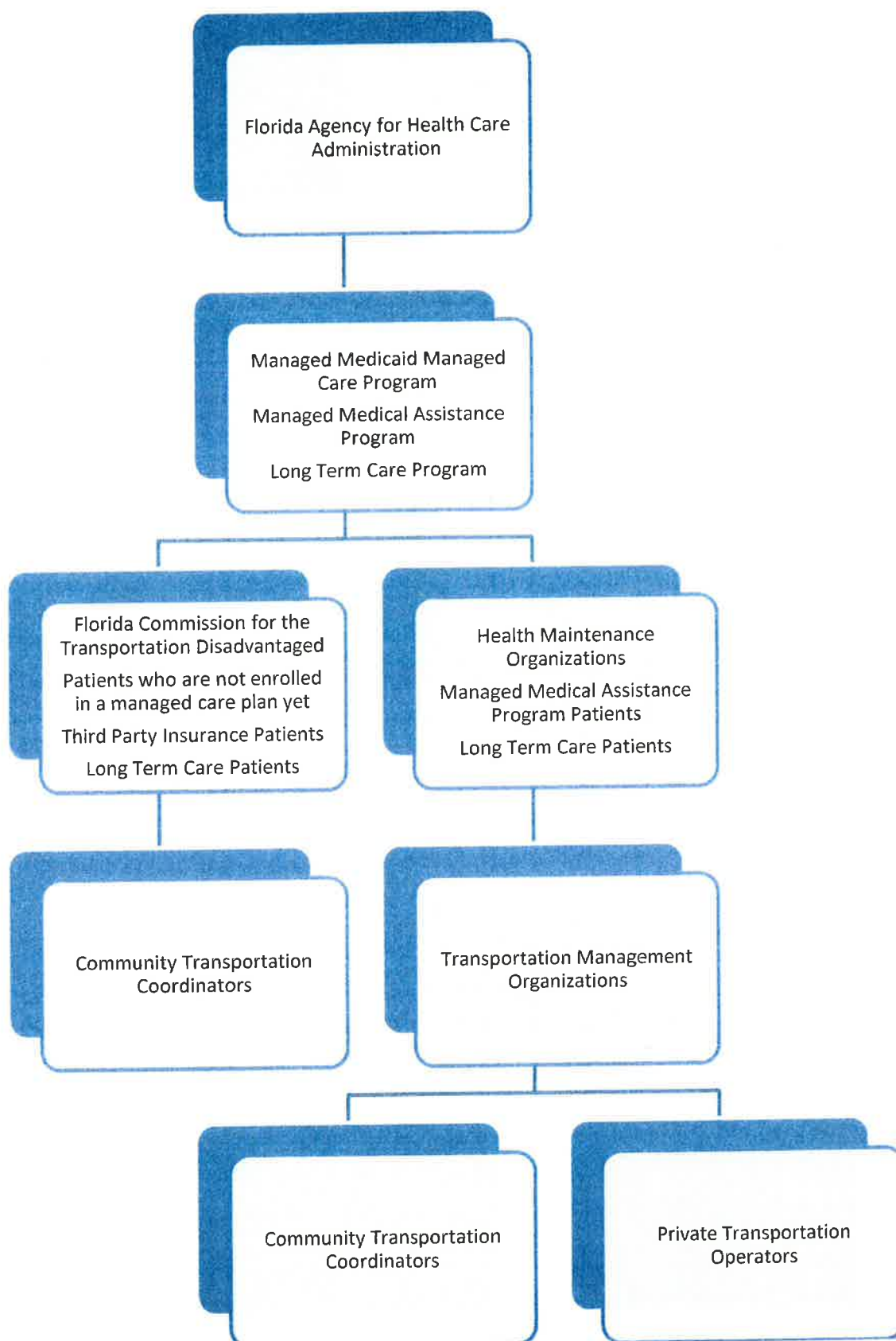
Average Cost Per Medicaid Trip



Service Cost vs Revenue



FLORIDA'S MEDICAID MANAGED CARE PROGRAM TRANSPORTATION SERVICE PROVISION



ATTENDANCE RECORD

COLUMBIA, HAMILTON AND SUWANNEE TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	7/26/13	10/23/13	2/12/14	5/21/14
Chair	Commissioner Bucky Nash	P	P	P	P
Hamilton County Elected Official	Commissioner Beth Burnam	P	P	A	P
Suwannee County Elected Official	Commissioner Jason Bashaw	P	A	A	A
Florida Department of Transportation	Sandra Collins	P	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Kay Tice	A	A	P	A
Alternate Member	Jaime Sanchez-Bianchi	A	P	A	P
Florida Agency for Health Care Administration	Alana McKay	P	P	A	P
Alternate Member	Andrew Singer	A	A	A	A
Florida Department of Education	Jeffrey Aboumrad				
Alternate Member	Allison Gill	P	A	P	A
Public Education	Keith Hatcher	P	A	P	P
Alternate Member	Vacant				
Florida Department of Elder Affairs	Bruce Evans	P	P	P	P
Alternate Member	Dwight Law			A	P
Citizen Advocate	Jeanne d'Eauede	P	P	P	A
Alternate Member	Louie Goodin			A	A
Citizen Advocate - User	LJ Johnson	P	P	P	P
Alternate Member	Vacant				
Elderly	Reverend Charles Burke	P	P	A	P
Alternate Member	Sandra Buck-Camp	A	A	P	P
Veterans	Clay Lambert	P	P	P	A
Alternate Member	Ellis Gray, III	A	A	P	A
Persons with Disabilities	Ralph P. Kitchens Jr.	P	P	P	P
Alternate Member	Vacant				
Florida Association of Community Action	Matthew Pearson	P	P	P	P
Alternate Member	Vacant				
Children at Risk	Colleen Cody	P	P	P	P
Alternate Member	Audre J. Washington			P	A
Private Transit	Vacant				
Alternate Member	Vacant				
Regional Workforce Board	Sheryl Rehberg	P	A	P	P
Alternate Member	Jeannie Carr	A	A	A	A
Medical Community	Kathy Barrs	P	A	A	A
Alternate Member	Vacant				

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

ATTENDANCE POLICY: 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.

