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August 5, 2015

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 12, 2015 at 10:00 a.m. in the **Florida Department of Transportation District II Office Madison Meeting Room 1109 South Marion Avenue, Lake City, Florida (location map attached)**. This is an important meeting of the Board. All Board members are encouraged to attend this meeting.

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

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

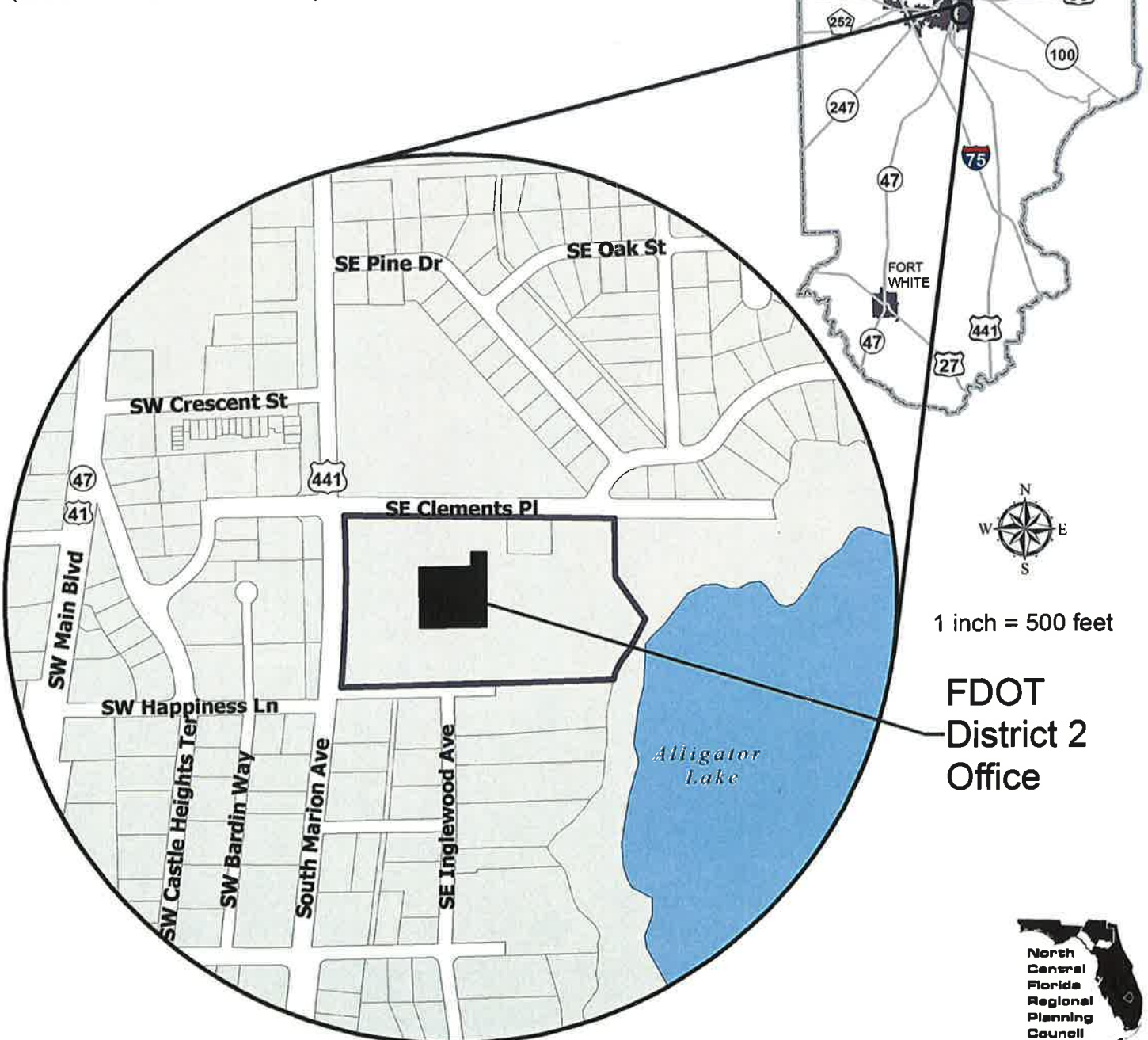
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Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

Florida Department of Transportation District 2 Office 1109 South Marion Ave Lake City, Florida 32025

Directions: From the intersection of Interstate 75 and U.S. Highway 90 (exit 427) turn, East onto U.S. Highway 90, travel approximately 3 miles to U.S. Highway 441 (also known as South Marion Ave), turn right (South) onto U.S. Highway 441 (also known as South Marion Ave), travel approximately 1 mile and the Florida Department of Transportation will be on the left, on the Eastern side of U.S. Highway 441 (also known as South Marion Ave).



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

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

**Wednesday
August 12, 2015
10:00 a.m.**

I. BUSINESS MEETING – CALL TO ORDER

A. Pledge of Allegiance

B. Invocation

C. Introductions

D. Approval of the Meeting Agenda

ACTION REQUIRED

**E. Approval of the June 17, 2015
Minutes**

Page 7

ACTION REQUIRED

II. UNFINISHED BUSINESS

**A. Florida's Coordinated Transportation
System Trip Eligibility**

Page 13

NO ACTION REQUIRED

Enclosed is information requested by the Board regarding Florida's Coordinated
Transportation System trip eligibility

III. NEW BUSINESS

A. Bylaws

Page 17

ACTION REQUIRED

The Board needs to review and approve the Bylaws

B. Grievance Procedures **Page 35** **ACTION REQUIRED**

The Board needs to review and approve the Grievance Procedures

C. Elect Vice-Chair **Page 53** **ACTION REQUIRED**

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

D. Recommend Chair **Page 55** **ACTION REQUIRED**

The Board needs to recommend a local elected official to serve as the Board's Chair

E. Appoint Grievance Committee Member **Page 57** **ACTION REQUIRED**

The Chair needs to appoint a member to the Grievance Committee

F. Rural Area Capital Assistance Program Grant Application **Page 59** **NO ACTION REQUIRED**

The Board needs to review Suwannee Valley Transit Authority's application for Rural Area Capital Assistance Program Grant funds

G. Florida Commission for the Transportation Disadvantaged 2015 Awards **Page 61** **NO ACTION REQUIRED**

The Florida Commission for the Transportation Disadvantaged is seeking nominations for their 2015 awards

H. Operations Reports **Page 79** **NO ACTION REQUIRED**

IV. OTHER BUSINESS

A. Comments

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

V. FUTURE MEETING DATES

1. November 18, 2015 at 10:00 a.m. in Live Oak, Florida
2. February 17, 2016 at 10:00 a.m. in Jasper, Florida
3. May 18, 2016 at 10:00 a.m. in Lake City, 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.

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

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Bucky Nash Local Elected Official/Chair Grievance Committee Member	Not Applicable
Commissioner Beth Burnam - Vice-Chair Local Elected Official	Not Applicable
Commissioner Bashaw Local Elected Official	Not Applicable
Sandra Collins Florida Department of Transportation Grievance Committee Member	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
Deweese Ogden Florida Agency for Health Care Administration	Vacant 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, 2017 Grievance Committee Member	Vacant Florida Association for Community Action Term ending June 30, 2017
Keith Hatcher Public Education	Vacant Public Education
Bo Beauchemin Veterans Term ending June 30, 2017	Ellis A. Gray, III Veterans Term ending June 30, 2017
Sandra Pauwels Citizen Advocate Term ending June 30, 2018	Louie Goodin Citizen Advocate Term ending June 30, 2018
Richard Bryant Citizen Advocate - User Term ending June 30, 2018	LJ Johnson Citizen Advocate - User Term ending June 30, 2018
Ralph Kitchens Persons with Disabilities Term ending June 30, 2018 Grievance Committee Member	Vacant Persons with Disabilities Term ending June 30, 2018
Reverend Charles Burke Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Sandra Buck-Camp 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

Tourism and Economic Development Conference Room
Hamilton County Courthouse Annex
Jasper, Florida

Wednesday
June 17, 2015
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner Bucky Nash, Chairman
Jeff Aboumrad, Florida Department of Education
Sandra Buck-Camp, Medical Community Representative
Reverend Charles Burke, Elderly Representative
Jeannie Carr representing Sheryl Rehberg, Workforce Development Board
Colleen Cody, Children at Risk Representative
Sandra Collins, Florida Department of Transportation
Dwight Law representing Bruce Evans, Florida Department of Elder Affairs
LJ Johnson, Citizen Advocate-User
Ralph Kitchens, Persons with Disabilities Representative
Matthew Pearson, Florida Association for Community Action Representative
Commissioner Larry Sessions, Suwannee County Local Elected Official
Andrew Singer, Florida Agency for Health Care Administration – Medicaid

VOTING MEMBERS ABSENT

Commissioner Beth Burnam, Hamilton County Local Elected Official
Keith Hatcher, Public Education Representative
Kay Tice, Florida Department of Children and Families

OTHERS PRESENT

Commissioner Jason Bashaw, Suwannee County
Bo Beauchemin, Hamilton County Veterans Service Officer
Teresa Fortner, Suwannee Valley Transit Authority
John Irvine, Florida Commission for the Transportation Disadvantaged
Sarai King, Suwannee Valley Transit Authority
Shaun Williams, Florida Commission for the Transportation Disadvantaged

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. PUBLIC HEARING CALL TO ORDER

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

A. Pledge of Allegiance

Chair Nash led the Board in reciting the Pledge of Allegiance.

B. Invocation

Chair Nash gave the invocation.

C. Introductions

Chairman Nash asked everyone to introduce themselves.

D. Receive Public Testimony

There was no public testimony received.

E. Close Public Hearing

Chairman Nash closed the public hearing at 10:01 a.m.

II. BUSINESS MEETING CALL TO ORDER

Chairman Nash called the meeting to order at 10:02 a.m. He said Suwannee Valley Transit Authority is requesting to purchase a vehicle with the Fiscal Year 2015/16 Transportation Disadvantaged Program Trip and Equipment Grant funds. He said the Board needs to add this issue to the agenda for discussion and action.

A. Approval of the Meeting Agenda

ACTION: Matthew Pearson moved to approve the meeting agenda with the addition of agenda item III.D. Approval of Suwannee Valley Transit Authority's Fiscal Year 2015/16 Trip and Equipment Grant application. Andrew Singer seconded; motion passed unanimously.

B. Approval of the April 1, 2015 Meeting Minutes

ACTION: Sandra Buck-Camp moved to approve the April 1, 2015 minutes. Ralph Kitchens seconded; motion passed unanimously.

III. NEW BUSINESS

A. **Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan Update**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Chapter 427, Florida Statutes requires Suwannee Valley Transit Authority to prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the Board's approval.

Ms. Godfrey said this plan provides information needed by the Board to review and assess transportation disadvantaged needs for the service area. She said the Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

The Board reviewed the Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan update.

Ms. Teresa Fortner, Suwannee Valley Transit Authority, reviewed changes to the Operations Element of the Service Plan. She noted the Fiscal Year 2015/16 service rates are not correct she gave the Board the correct rates.

Ms. Sandra Buck-Camp noted that page 59 of the Plan incorrectly states the effective date of the new rates as July 1, 2014.

Mr. John Irvine, Florida Commission for the Transportation Disadvantaged Project Manager, asked if the Grievance Procedures will be updated to delete references to the Medicaid Non-Emergency Transportation Program.

Ms. Godfrey said the Grievance Procedures will be updated and provided to the Board for approval at the next meeting.

Ms. Fortner discussed a local Live Oak route Suwannee Valley Transit Authority plans to start in the summer.

ACTION: LJ Johnson moved to approve the Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan update with the noted corrections. Sandra Buck-Camp seconded; motion passed unanimously.

B. Appoint Grievance Committee Member

Ms. Godfrey stated that the Board's Grievance Procedures require the Chair to appoint five (5) voting members to the Grievance Committee. She said Ms. Alana McKay was appointed to the Board's Grievance Committee. She said Ms. McKay recently resigned from the Board.

Chair Nash appointed Mr. Andrew Singer to the Grievance Committee.

C. Operations Reports

Ms. Fortner discussed Suwannee Valley Transit Authority's operations reports.

D. Fiscal Year 2015/16 Trip and Equipment Grant Application

Ms. Fortner stated that Suwannee Valley Transit Authority may request to purchase a vehicle with the Fiscal Year 2015/15 Transportation Disadvantaged Program Trip and Equipment Grant funds. She explained that Suwannee Valley Transit Authority needs smaller vehicles to provide the type of service the Medicaid Program transportation brokers are purchasing from contracted service providers.

Ms. Fortner said Suwannee Valley Transit Authority staff will determine the demand for Transportation Disadvantaged Program sponsored service for several months starting July 1, 2015. She explained that, if the funding available will allow for the purchase of a vehicle, Suwannee Valley Transit Authority will request an amendment to the grant.

Mr. Irvine explained that the Board needs to approve any Transportation Disadvantaged Program capital purchase requests. He said, if Suwannee Valley Transit Authority determines the funding available will support the purchase of a vehicle, the grant can be easily and quickly amended if the Board approves the purchase now.

Ms. Fortner said Suwannee Valley Transit Authority will let the Board know if they decide to request an amendment to the grant to purchase a vehicle.

Ms. Sandra Collins noted that Suwannee Valley Transit Authority will receive grant funds through the Florida Department of Transportation to purchase additional vehicles.

Mr. Pearson stated that, since the last meeting, Suwannee Valley Transit Authority has made an effort to provide additional trips under the Transportation Disadvantaged Program. He said seniors are receiving transportation to the mealsite in Jasper.

ACTION: Matthew Pearson moved to approve the purchase of a vehicle with the Fiscal Year 2015/16 Trip and Equipment Grant funds if Suwannee Valley Transit Authority determines there are sufficient funds to meet the demand for trips and to purchase a vehicle. Andrew Singer seconded; motion passed eleven to one.

III. OTHER BUSINESS

A. Comments

1. Members

Mr. LJ Johnson requested Suwannee Valley Transit Authority note primary phone numbers in passenger files. He said Suwannee Valley Transit Authority staff called him several times without his knowledge because they were not calling his primary phone number.

Mr. Johnson also requested Suwannee Valley Transit Authority adopt an appeals procedure for individuals who are denied Transportation Disadvantaged Program eligibility. Mr. Johnson said, although he is eligible for Medicaid Program transportation, he is also eligible for services under the Transportation Disadvantaged Program.

Mr. Irvine explained that Mr. Johnson is not eligible for transportation services to Medicaid compensable services under the Transportation Disadvantaged Program. He said Mr. Johnson must use transportation services through his Managed Medical Assistance Plan to Medicaid compensable services.

Chair Nash asked staff to research and provide the Board with Medicaid transportation and Transportation Disadvantaged Program eligibility requirements at the next meeting.

Reverend Burke asked if Suwannee Valley Transit Authority will retire vehicles when the new vehicles are purchased.

Ms. Fortner said Suwannee Valley Transit Authority has retired five vehicles and plans to retire ten more vehicles in the near future.

Commissioner Bashaw said he is glad to be serving on the Board again as the Suwannee County Local Elected Official. He said he has confidence in the new leadership at Suwannee Valley Transit Authority. He encouraged individuals who have concerns about Suwannee Valley Transit Authority's service to contact Larry Sessions, the new Administrator.

Chairman Nash stated that the Suwannee Valley Transit Authority Board of Directors is solid and is making good decisions about the future of Suwannee Valley Transit Authority.

2. Citizens

Mr. Irvine introduced Ms. Shaun Williams as the new Project Manager for Columbia, Hamilton and Suwannee Counties.

IV. FUTURE MEETING DATE

Chairman Nash announced the next meeting will be held August 12, 2015 at 10:00 a.m. in Lake City, Florida.

ADJOURNMENT

The meeting adjourned at 11:00 a.m.

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

Date



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August 5, 2015

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Florida's Coordinated Transportation System Trip Eligibility

RECOMMENDATION

For information only. No action required.

BACKGROUND

At the Board's June 17, 2015 meeting, Chairman Nash asked staff to research and provide the Board with Florida's Coordinated Transportation System trip eligibility requirements at the next meeting. Attached is information regarding trip eligibility under Florida's Coordinated Transportation System.

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

Attachment

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Dedicated to improving the quality of life of the Region's citizens,
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Florida's Transportation Disadvantaged Program/Coordinated Transportation System

Prior to March 2015, Medicaid Program non-emergency transportation services were provided through Florida's Coordinated Transportation System. As a result of statewide Medicaid Program reform, Medicaid Program transportation services are no longer coordinated through Florida's Coordinated Transportation System. Florida's Managed Medical Care Program requires Managed Medical Assistance Plans provide transportation to their enrollees who have no other means of transportation available.

Section 427.0159 (3), Florida Statutes requires funds deposited in the Transportation Disadvantaged Trust Fund to be used by the Florida Commission for the Transportation Disadvantaged to subsidize a portion of a transportation disadvantaged person's transportation costs **which is not sponsored by an agency**.

Section 427.011, Florida Statutes defines a purchasing agency as a department or agency whose head is an ex officio, nonvoting adviser to the Florida Commission for the Transportation Disadvantaged or an agency that purchases transportation services for the transportation disadvantaged.

Rule 41-2.013, Florida Administrative Code requires Transportation Disadvantaged Trust Funds not be used to supplant or replace funding for transportation disadvantaged services by any federal, state, or local governmental agency. Monitoring of this mandate is accomplished by the Florida Commission for the Transportation Disadvantaged.

Rule 409.905(12), Florida Administrative Code, requires the Florida Agency for Health Care Administration to ensure appropriate transportation services are available for a Medicaid recipient in need of transport to a qualified Medicaid provider for medically necessary and Medicaid-compensable services.

Since Florida Statutes and Administrative Rules require Florida's Managed Medical Care Program to provide transportation to their enrollees, Transportation Disadvantaged Trust Funds cannot be used to transport Managed Medical Care Program enrollees to Medicaid compensable services. Managed Medical Care Program enrollees may apply for eligibility and receive services under Florida's Transportation Disadvantaged Program to non-Medicaid compensable services if funding is available.

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August 5, 2015

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Bylaws

RECOMMENDATION

Approve the Board's Bylaws.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires the Board to 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

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Dedicated to improving the quality of life of the Region's citizens,
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promoting economic development and providing technical services to local governments.

Bylaws

August 12, 2015

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 12, 2015

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Table of Contents

Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Bylaws	1
A. Preamble	1
B. Agency Description	1
C. Definitions	1
D. Name and Purpose	2
E. Membership	2
F. Officers.....	4
G. Meetings.....	4
H. Administration	6
I. Duties.....	6
J. Committees.....	8
K. Amendments.....	8
L. Certification	8

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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 Board shall hold an organizational meeting each year for the purpose of recommending a Chair to the North Central Florida Regional Planning Council. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. 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. Audio recordings shall be made of all Board meetings.

- (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.** 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. Meeting notices shall 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 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 12th day of August 2015.

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 5, 2015

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 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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promoting economic development and providing technical services to local governments.

Transportation Disadvantaged Grievance Procedures

August 12, 2015

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 12, 2015

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Table of Contents

Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures	1
A. Preamble	1
B. Agency Description	1
C. Definitions	1
D. Purpose	2
E. Membership	3
F. Officers.....	3
G. Meetings.....	3
H. Administration	4
I. Duties.....	4
J. Procedures.....	4
K. Appeals	6
L. Medicaid Non-Emergency Transportation Program Grievance System	7
M. Suspension Reconsideration	7
N. Prohibition Against Retaliation	8
O. Alternative Recourse	8
P. Certification	8

Appendices

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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.
- (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 recuses 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.~~
- ~~(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 12th day of August 2013.

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

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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August 5, 2015

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 Official members representing Columbia, Hamilton or Suwannee Counties as the Board's Vice-Chair.

BACKGROUND

Chapter I. F. (2) of the Board's Bylaws requires the Board to elect a Vice-Chair annually. The Vice-Chair shall be one of the Local Elected Official Representatives from Columbia, Hamilton or Suwannee Counties. Commissioner Beth Burnam is currently serving as the Board's Vice-Chair.

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

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August 5, 2015

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Recommend Chair

RECOMMENDATION

Recommend a local elected official representing Columbia, Hamilton or Suwannee Counties as the Board's Chair.

BACKGROUND

Chapter I. F. (1) of the Board's Bylaws requires the North Central Florida Regional Planning Council appoint the Chair for all Board meetings. The appointed Chair shall be an elected official from one of the counties in the designated service area.

According to the Board's Bylaws, the Board shall annually recommend a Chair to the North Central Florida Regional Planning Council. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. The Chair shall preside at all meetings.

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

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August 5, 2015

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee Member

RECOMMENDATION**The Chair needs to appoint a Board member to the Grievance Committee.****BACKGROUND**

Chapter I.E. of the Board's Grievance Procedures requires the Chair to appoint five (5) voting members to a Grievance Committee. Mr. Andrew Singer was appointed to the Board's Grievance Committee. Mr. Singer recently resigned from the Board.

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

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August 5, 2015

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Rural Area Capital Assistance Program Grant Application

RECOMMENDATION

The Board needs to review Suwannee Valley Transit Authority's application for Rural Area Capital Assistance Program Grant funds.

BACKGROUND

The Rural Area Capital Assistance Program is administered by the Florida Commission for the Transportation Disadvantaged. Grant funds awarded by this program can be used to address capital transportation needs in rural areas of the State. Eligible applicants are designated Community Transportation Coordinators.

Suwannee Valley Transit Authority staff will distribute the Rural Area Capital Assistance Program Grant application at the meeting for the Board's review. If you have any questions concerning this matter, please do not hesitate to contact me.

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August 5, 2015

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Florida Commission for the Transportation Disadvantaged Awards

RECOMMENDATION**For information only. No action is required****BACKGROUND**

The Florida Commission for the Transportation Disadvantaged is seeking nominations for the 2015 Transportation Disadvantaged Awards Program. Attached is a nomination form and awards criteria.

If you have any questions concerning this agenda item, please do not hesitate to contact me at extension 110.

Attachments

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by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

Lynn Godfrey

From: Irvine, John P. [John.Irvine@dot.state.fl.us]
Sent: Friday, July 31, 2015 5:23 PM
To: Irvine, John P.
Subject: re: 2015 CTD Awards Nomination Package
Attachments: Past Award Winners 2015.pdf; AwardsCriteria2015.pdf; AwardNominationForm2015.doc

To: CTCs and Planners
CC: Interested Parties

Hello everyone,

Please take this opportunity to recognize individuals, teams, and/or organizations who have gone above and beyond in contributing their time and/or expertise to the Transportation Disadvantaged program. Attached is information needed for the nomination process.

The deadline to receive nominations and support documentation is August 23, 2015.

Please email nomination form(s) and support documentation to:
CTDOmbudsman@dot.state.fl.us

Please review the Awards Criteria to ensure you have all of the required backup documentation prior to submission. A digital picture(s) is needed along with your nomination. If you cannot email a digital picture at the time you submit your nomination, please email by 9/01/15.

Please do not include copies of training certifications or employee recognition documentation with your nominations. You may summarize this information in your support letter.

Individuals and agencies will be recognized at our annual Awards Program on October 28, 2015, at the Daytona Beach Hilton.

If you have any questions, please let me know. Thank you –

Please forward this package to others that you think might be interested in nominating someone.

For more details about the Training & Expo, click on the link below:

<http://www.dot.state.fl.us/ctd/index.htm>

Thanks,

John

John Irvine
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Florida Commission for the Transportation Disadvantaged
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www.dot.state.fl.us/ctd
www.facebook.com/FloridaCTD



Don't forget to donate a \$1 or more to the Transportation Disadvantaged Trust Fund next time you renew your motor vehicle tag!

Ayude a alguien conseguir transporte! No olvíde donar \$1 para el fondo de Transporte del Desventajado (Transportation Disadvantaged Trust Fund) la próxima vez que usted renueve su placa del vehículo.

Annual Transportation Disadvantaged Best Practices and Training Workshop 2015 Awards Nomination Form

Award Categories (Select Category)

- William G. & Budd Bell Lifetime Achievement Award
- Safety Award
- Volunteer of the Year
- Driver of the Year
- Designated Planning Agency of the Year
- Innovation of the Year Award
- Elected Official of the Year
- Outstanding Coordinating Board of the Year
- Rural Transportation Coordinator of the Year
- Urban Transportation Coordinator of the Year
- Operator of the Year
- Dispatcher/Scheduler of the Year
- Sheila Winitzer Shining Star Award

Name of Nominee (individual or organization)

Nominee's organization _____

Nominee's Address _____

Nominee's Phone Number _____

Please include the following information in your nomination: a narrative about why this nominee deserves the award with specific examples; any additional support documentation; endorsement from CTC, if applicable.

Please review criteria prior to submittal to ensure that all required information is included. A separate nomination form and supporting information should be submitted for each nominee. Commission staff will compile information as it relates to the Annual Performance Report. If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712.

Nomination Submitted By:

Name _____

Agency _____

Address _____

City, State, Zip _____

Phone Number _____

Please email the nomination form and related materials to

CTDOmbudsman@dot.state.fl.us or mail to the address below by **August 23, 2015:**

**Commission for the Transportation
Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Florida Commission for the



Awards Criteria for the Annual Transportation Disadvantaged Training and EXPO

Urban Community Transportation Coordinator

- Purpose:** To recognize an urban CTC who has performed in an outstanding manner as part of the fully coordinated system for the community and the transportation disadvantaged population. For the purpose of this effort, this designation is based on information reported by the CTC in the Annual Operating Report.
- Criteria:** Consideration will be given to each nominee based on documented data presented in the Annual Performance Report, recent Quality Assurance reviews, the CTC evaluation conducted by the LCB and/or timely submission of deliverables. Specific information from the Annual Performance Report will be reviewed including: increase in trips as a percent of increased expenses, safety records, operating cost per trip, operating cost per mile and operating cost per hour (if available).

Rural Community Transportation Coordinator

- Purpose:** To recognize a rural CTC who has performed in an outstanding manner as part of the fully coordinated system for the community and the transportation disadvantaged population. For the purpose of this effort, this designation is based on information reported by the CTC in the Annual Operating Report.
- Criteria:** Consideration will be given to each nominee based on documented data presented in the Annual Performance Report, recent Quality Assurance reviews, the CTC evaluation conducted by the LCB, and/or timely submission of deliverables. Specific information from the Annual Performance Report will be reviewed including: increase in trips as a percent of increased expenses, safety records, operating cost per trip, operating cost per mile and operating cost per hour (if available).

Transportation Volunteer of the Year

Purpose: To recognize a volunteer who has provided service to the transportation disadvantaged citizens of their community.

Criteria: This could be a driver, dispatcher, or any other person who has dedicated their time and expertise to help others. This could include a Local Coordinating Board member who is not compensated for being a member of the LCB or is not a member as part of their employment duties. This individual should have gone beyond the call of duty to serve the local transportation disadvantaged citizens in the community.

Outstanding Coordinating Board of the Year

Purpose: To recognize a coordinating board that has demonstrated their dedication and support of the local service delivery system.

Criteria: Efforts to be considered are leadership of the board, oversight of costs, evaluation of the CTC, handling of grievances, or other extraordinary efforts. Consideration will also be given to those boards who consistently have excellent member attendance and participation at LCB meetings. Also consideration shall be given for those who have had representation at Commission sponsored training and other community transportation events.

Outstanding Planning Agency of the Year

- Purpose: To recognize a planning agency that went beyond the scope of their work to implement coordinated transportation.
- Criteria: The award will be based on the success of an agency in staffing the local coordinating board, developing the Service Plan, preparing needs assessments, assisting in the evaluation of the CTC, and/or other areas. Consideration will be given to timely submission of planning grant deliverables and attendance at Commission-sponsored training. The strength of the local Coordinating Board(s) supported will also be considered in the evaluation of the nominations. In addition, nominations should include information about the agency's efforts to include transportation disadvantaged planning into local plans. This award is for the agency that has gone beyond their scope to assist transportation disadvantaged citizens in their area. Examples include working closely with their CTC and other local partners to overcome local transportation barriers and to advocate on behalf of the transportation disadvantaged. Additionally, representing the transportation disadvantaged program at local events and meetings.

Driver of the Year

- Purpose: To honor an individual, who is either a driver for the CTC or for a transportation operator/coordination contractor under contract with the CTC, who has performed in an outstanding manner and has shown care and concern for the TD passengers.
- Criteria: The safety record of the individual and their dedication should be considered when making a nomination. Please cite a specific example of the driver's work with passengers or toward fellow drivers that is exemplary of the characteristics for which the driver is being nominated. **A letter of support from the driver's supervisor and the CTC, if different, must be submitted with the nomination.** Please do not include training certifications and employee performance evaluations with your nominations. This information should be summarized in the support letter provided by the driver's supervisor or the CTC.

Safety Award of the Year

- Purpose: To recognize a system that has demonstrated an outstanding safety record or initiated new or improved safety programs.
- Criteria: Consideration will be given to those systems who have few accidents or roadcalls or who have made significant improvements over the previous period. The Annual Performance Report should be the source utilized for the data supporting these measures. In addition, DOT should be consulted to confirm the quality of the local safety program. Please cite in the nomination what programs or actions were implemented to contribute to the good safety record and describe any new or improved safety programs implemented, if applicable.

Operator Award of the Year

- Purpose: To recognize an operator who contracts with the CTC who has delivered services to the transportation disadvantaged in a safe, cost effective and efficient and quality service manner.
- Criteria: The nominations should include information about the operator's contributions to the coordinated transportation system. Safety records, Annual Operating Report information, driver training and/or rider compliments/commendations should be included to give the most comprehensive picture of the operator's role and contribution to the coordinated transportation system. **A letter of recommendation from the CTC must be included with the nomination.**

Innovation of the Year Award

- Purpose: To recognize a CTC, an individual, or a team that has used innovative approaches to coordinate transportation, improve customer service, enhance the safety of the system and/or increase efficiencies.
- Criteria: Nominations should include unique processes and/or technology used to meet the needs of customers, enhance system safety and/or efficiencies – something that is not commonly used in the industry. Although many CTCs have invested in newer technology (better scheduling software, mobile data terminals, etc), that alone is not considered innovative. A process that has been implemented or additional software program that has been developed to address a challenge, improve safety, efficiency or quality of service is considered innovative. Other examples include: creating mobility options, intercounty coordination efforts for long-distance trips, driver training programs, utilizing technology to improve customer experience, techniques used for streamlining operations and/or improve quality of service or customer relations.

Dispatcher/Scheduler of the Year

- Purpose: To honor an individual or a team, who is either a scheduler or dispatcher for the CTC or for a transportation operator/coordination contractor under contract with the CTC, who has performed in an outstanding manner and has shown care and concern for TD passengers.
- Criteria: The individual's/team's dedication should be considered when making a nomination. Please cite specific examples of work with passengers that exhibit the nominee's caring attitude and reasons for nomination. **A letter of support from the employee's supervisor or the CTC, if different, must be submitted with the nomination.** Nominations can include compliments/commendations from consumers. Please do not include training certifications and employee performance evaluations with your nominations. This information should be summarized in the support letter provided by the employee's supervisor or the CTC.

Sheila Winitzer Shining Star Award

- Purpose: This award was created to recognize Ms. Sheila Winitzer who spent her career creating programs to improve the transportation disadvantaged program. She was an enthusiastic, passionate partner who tirelessly advocated for the transportation disadvantaged program.
- Criteria: A nominee for this award should have demonstrated a long-term role in **"working within the coordinated system,"** have been successful in implementing programs to assist users of the coordinated system and have coordinated grassroots support for the Transportation Disadvantaged Program.

William G. & Budd Bell Lifetime Achievement Award

- Purpose: This award was created in honor of Dr. William (Bill) and Budd Bell. Dr. Bell had a vision in the 1970's of coordinated transportation and was instrumental in the early development of the Florida program. His wife, Budd, who shared his vision, continued to advocate and support transportation disadvantaged into the next decade.
- Criteria: A nominee for this award should have demonstrated a long-term leadership role in **"advocating transportation issues,"** have been successful in promoting the benefits of coordination of all resources and have exhibited an interest in improving the accessibility of transportation services. Leadership skills could be exhibited in the areas of research, training or advocacy.

Elected Official Award

- Purpose:** To recognize an elected official who has demonstrated his/her support to those who are transportation disadvantaged.
- Criteria:** Consideration will be given to local, state, and/or federal elected officials who have supported their constituents by working to ensure mobility options remain available to those who depend on them. This elected official has demonstrated their commitment to assisting individuals maintain their independence and quality of life.

All nominations must be received (not postmarked) by August 23, 2015. Nominations can be emailed to CTDOmbudsman@dot.state.fl.us or mailed to CTD, 605 Suwannee Street, MS 49, Tallahassee, Florida 32399-0450.

Previous year award winners are not eligible to receive an award for the same category.

PLEASE NOTE: The Awards Committee strongly encourages you to submit letters of support with your nominations. In the past, several great nominations were received and the support letters were the deciding factor. Please do not include copies of training certifications or employee recognition documentation with your nominations. You may summarize this information in your support letter. You may summarize this information in your support letter.

Most Recent Award Winners

<p>Safety Award of the Year 2003 St. Johns County Council on Aging 2004 Suwannee River Economic Council, Lafayette County 2005 Suwannee River Economic Council, Lafayette County 2006 Suwannee Valley Transit Authority, Hamilton County 2007 Clay County Council on Aging, Clay County Transit 2008 Big Bend Transit, Inc., Gadsden Co. 2009 Zuni Transportation, Miami-Dade Co. 2010 Wakulla Co Senior Citizens Center 2011 MV Transportation, Alachua Co. 2012 Big Bend Transit, Inc., Jefferson Co. 2013 Nominations Not Submitted 2014 Collier Area Transit</p>	<p>The William G. & Budd Bell Lifetime Achievement Award 2003 Boyd Thompson 2004 Marc Wichman, DCF 2005 Walter Cadwell, Department of Transportation 2006 Jimmy Swisher 2007 Ken Fischer 2008 Marion "Mac" Glasgow 2009 Annette Stewart 2010 Marcia Staszko 2011 Ted Waters 2012 Pat Mulieri, Ed. D. 2013 Cathy Brown 2014 Joe & Kitty King</p>
<p>Operator of the Year 2003 Big Bend Transit 2004 Zuni Transportation, Inc. (Miami-Dade County) 2005 Nominations Not Submitted 2006 Sumter County BOCC/Fire Services Department 2007 MV Transportation, Inc., Lake County 2008 Two Wheels, Inc., Palm Beach Co. 2009 Advanced Transportation Solutions, LLC., Miami-Dade Co. 2010 Southeastern Christian Assembly Transport, Polk County 2011 TMS Management Group, Broward Co. 2012 Nominations Not Submitted 2013 MMG Transportation, Inc., Pasco Co. 2014 Elderpoint Ministries, Polk Co.</p>	<p>Innovation of the Year Award 2003 Okaloosa County Board of County Commissioners 2004 Sarasota County Area Transit/SCAT 2005 Polk County Transit Services 2006 Tri-County Community Council, Inc. 2007 Mr. Nathan Jones, JTrans 2008 Ride Solution, Inc. 2009 Palm Tran Connection 2010 Medical Transportation Mgmt 2011 Polk County Transit 2012 Calhoun Co Senior Citizens Assoc. – Calhoun Transit 2013 Jacksonville Trans Authority 2014 Broward County Transit</p>
<p>Dispatcher/Scheduler of the Year 2003 Pamela Baize (Citrus County) 2004 Luerine Bennett, Manatee County Area Transit 2005 Wanda Boggs, Ride Solution 2006 Lori Hall, Citrus County Transit 2008 Palm Tran Connection Scheduling Dept. 2009 Hillsborough County Dispatch/Scheduling Team 2010 Hector Betancourt, Polk Co Transit Services 2011 Delisia Pelt-Washington, Polk Co Transit 2012 Polk Co Transit Customer Svc, Scheduling & Dispatch Team</p>	<p>Sheila Winitzer Shining Star Award 2003 Dennis Dee (Palm Beach County) 2004 James Sparks, Sumter County 2005 Walter Cadwell, Department of Transportation 2006 Desiree Painter, Levy BOCC/Nature Coast Transit 2007 Ted Waters, Big Bend Transit, Inc. 2008 Marion "Mac" Glasgow 2010 Mildred Crawford, Gainesville Regional Transit System 2011 Rebecca Leng, Tampa Lighthouse for the Blind 2012 Jo Ann Hutchinson</p>

Most Recent Award Winners

<p>2013 StarMetro Call Center, Dispatch & Mobility Coord Team</p> <p>2014 Billy Bennett, Suwannee Valley Transit Authority</p> <p>2014 William Reynolds, VOTRAN</p>	<p>2013 Jim Van Pelt, Sarasota-Manatee MPO</p> <p>2014 Sharon Peeler, JTrans</p>
<p style="text-align: center;">Driver of the Year</p> <p>2003 Ernest Rittman</p> <p>2004 Rosalind Young, Clay County Council on Aging</p> <p>2005 Brenda Bland, Polk County Transit Services</p> <p>2006 Valerie Williams, Good Wheels, Inc.</p> <p>2007 Debra Christian, Polk County Transit Services</p> <p>2008 Barbara Hohmann, Space Coast Area Transit</p> <p>2009 Shelley Hardy, Space Coast Area Transit</p> <p>2009 Hector Pezzuto, Palm Beach Medical Transport</p> <p>2010 Charlene Gray, Citrus Co Transit</p> <p>2011 Brenda Bland, Polk Co Transit</p> <p>2011 Tonya Mullan, Sumter Co BOCC/Transit</p> <p>2012 Leonard "Ralph" Gagnier, Polk Co. Transit</p> <p>2012 Michael Wimberly, Calhoun Transit</p> <p>2013 Patricia Adams, Manatee Co Area Trans</p> <p>2013 Stewart Wood, VOTRAN</p> <p>2014 Eddie Romero, Clay Transit</p>	<p style="text-align: center;">Legislator of the Year</p> <p>2004 The Honorable Carole Green (R), The Florida House of Representatives</p> <p>2004 The Honorable Daniel Webster (R), The Florida Senate</p> <p>2005 The Honorable Mike Fasano (R), The Florida Senate</p> <p>2006 The Honorable Aaron P. Bean (R), The Florida House of Representatives</p> <p>2008 The Honorable Mike Fasano (R), The Florida Senate</p> <p>2008 The Honorable Julio Robaina (R), The Florida House of Representatives</p> <p>2009 The Honorable Mike Fasano (R), The Florida Senate</p> <p>2009 The Honorable Arthenia Joyner (D), The Florida Senate</p> <p>2009 The Honorable Rich Glorioso (R), The Florida House of Representatives</p> <p>2009 The Honorable Clay Ford (R), The Florida House of Representatives</p> <p>2011 The Honorable Mike Fasano (R), The Florida Senate</p> <p>2011 The Honorable Denise Grimsley (R), The Florida House of Representatives</p> <p>2011 The Honorable Garrett Richter (R), The Florida Senate</p> <p>2012 The Honorable Lizbeth Benacquisto, (R), The Florida Senate</p> <p>2012 The Honorable Denise Grimsley (R), The Florida House of Representatives</p> <p>2014 Senator Audrey Gibson</p>
<p style="text-align: center;">Urban Community Transportation Coordinator</p> <p>2003 Broward County Transit</p> <p>2004 Polk County Transportation System</p> <p>2005 Charlotte County Transit Division</p> <p>2006 Palm Tran Connection</p> <p>2007 Hillsborough County BOCC, Sunshine Line</p> <p>2008 Broward County Paratransit Services</p> <p>2009 Palm Tran Connection</p> <p>2010 LYNX Central Florida Regional Trans Auth</p>	<p style="text-align: center;">Rural Community Transportation Coordinator</p> <p>2004 Sumter County Transit</p> <p>2005 Suwannee Valley Transit Authority</p> <p>2006 Calhoun Co Senior Citizens Assoc., Inc.</p> <p>2007 Liberty Co BOCC, Liberty County Transit</p> <p>2008 Jackson Co Transportation, Inc., JTrans</p> <p>2009 Suwannee River Economic Council, Gilchrist & Lafayette Counties</p> <p>2010 Citrus County Transit</p> <p style="text-align: center;">2011 Nominations Not Submitted</p>

Most Recent Award Winners

2011 Senior Resource Association, Inc., Indian River Co. 2012 StarMetro 2013 Hillsborough Co Sunshine Line 2014 Pinellas Suncoast Transit Authority	2012 Sumter County Transit 2013 Citrus County Transit 2014 Lake Co. Board of Co. Commissioners, Lake Co. Transit
Transportation Volunteer of the Year 2003 Gregg Hall (Polk County) 2003 Lindon Lindsey, (Levy County) 2004 David Evans, Palm Beach County 2005 Karen Nolte, Sumter County LCB 2006 Mildred Haygood, Sumter County LCB 2007 Leroy Clay, Liberty County Transit 2008 Valerie Barber-Simpson, Orange, Osceola & Seminole Co. LCB's 2009 Robert "Bob" Garlanger, St. Johns County Council on Aging, Inc. 2010 David Dixon, Volusia Co LCB 2011 William "Lundy" Parden, Indian River Co. 2012 Roberta "Rusty" Van Sickle 2013 Mary Link Bennett 2014 Jane Walker 2014 Michael Raposa	Outstanding Coordinating Board of the Year 2003 Sumter Co Coordinating Board 2004 Sumter Co Coordinating Board 2005 Jefferson Co Coordinating Board 2006 Volusia Co Coordinating Board 2007 Citrus Co Coordinating Board 2008 Liberty Co Coordinating Board 2009 Lake Co Coordinating Board 2010 Palm Beach Co Coordinating Board 2011 Polk Co Coordinating Board 2012 Alachua Co Coordinating Board 2013 Miami-Dade Co Local Coordinating Board 2014 Monroe Co Coordinating Board
Outstanding Designated Official Planning Agency of the Year 2003 North Central Florida RPC 2004 Withlacoochee Regional Planning Council 2005 Capital Region Transportation Planning Agency 2006 Central Florida Regional Planning Council 2007 Capitol Region Transportation Planning Agency 2008 Volusia County MPO 2009 Miami-Dade MPO 2010 Indian River MPO 2011 Apalachee Regional Planning Council 2012 Broward MPO 2013 Lake-Sumter MPO 2014 Northeast Florida RPC	Elected Official of the Year 2013 Comm Doug Conkey, Clay County BOCC 2013 Comm Donna Fiala, Collier Co BOCC 2014 Commissioner Eula Clark, City of Stuart 2014 Hillsborough Co Board of Co Commissioners



August 5, 2015

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating 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;
2. Fiscal Year 2014/15 Transportation Disadvantaged Trust Fund Status Report;
3. Complaint Report; and
4. Unmet Transportation Needs Report.

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

Attachments

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QUARTERLY OPERATING REPORT
COLUMBIA HAMILTON SUWANNEE
APRIL MAY JUNE 2015

JAN (CK)

OPERATING DATA	OPERATOR										TOTAL
	SVTA APRIL	SVTA MAY	SVTA JUNE								
TOTAL TRIPS	2,722	2,392	2,722	0	0	0	0	0	0	0	7,836
Arc of N FL	524	461	446	0	0	0	0	0	0	0	1,431
TD Trust Fund	2,112	1,873	2,173	0	0	0	0	0	0	0	6,158
Vocational Rehabilitation	0	4	4	0	0	0	0	0	0	0	8
Disability Determination	0	2	0	0	0	0	0	0	0	0	2
Ryan White	6	2	2	0	0	0	0	0	0	0	10
Acess 2 Care	80	48	34	0	0	0	0	0	0	0	162
Other	0	2	63	0	0	0	0	0	0	0	65
									VERIFIED		7,836
TOTAL DOLLARS INVOICED	67,625	58,740	132,961	0	0	0	0	0	0	0	\$259,325.58
Arc of N FL	5,900	5,415	5,082	0	0	0	0	0	0	0	\$16,396.82
TD Trust Fund	59,913	52,143	126,528	0	0	0	0	0	0	0	\$238,583.81
Vocational Rehabilitation	0	10	10	0	0	0	0	0	0	0	\$20.00
Disability Determination	0	65	0	0	0	0	0	0	0	0	\$65.20
Ryan White	196	65	65	0	0	0	0	0	0	0	\$326.00
Acess 2 Care	1,617	1,035	484	0	0	0	0	0	0	0	\$3,135.75
Other	0	6	792	0	0	0	0	0	0	0	\$798.00
									VERIFIED		\$259,325.58
TRIP PURPOSE	-	-	-	-	-	-	-	-	-	-	-
Adult Daycare	3	2	0	0	0	0	0	0	0	0	5
Day Treatment	46	38	28	0	0	0	0	0	0	0	112
Dialysis	530	546	546	0	0	0	0	0	0	0	1,622
Education/Training	883	783	836	0	0	0	0	0	0	0	2,502
Medical/Life Sustaining	980	756	903	0	0	0	0	0	0	0	2,639
Nutrition	0	2	134	0	0	0	0	0	0	0	136
Other	36	30	50	0	0	0	0	0	0	0	116
Pharmacy	25	16	16	0	0	0	0	0	0	0	57
Shopping	68	57	57	0	0	0	0	0	0	0	182
Eligibility	0	0	0	0	0	0	0	0	0	0	0
Social	78	97	76	0	0	0	0	0	0	0	251
Substance Abuse Treatment	0	0	0	0	0	0	0	0	0	0	0
Volunteer	14	16	18	0	0	0	0	0	0	0	48
Work	59	49	58	0	0	0	0	0	0	0	166
	2,722	2,392	2,722						verified		7,836
NUMBER OF TRIPS DENIED	1	0	6	0	0	0	0	0	0	0	7

** JUNE TD TOTAL DOLLARS INVOICED INCLUDES THE VEHICLE PURCHASE

COLUMBIA			HAMILTON			SUWANNEE	
APRIL 2015			APRIL 2015			APRIL 2015	
AMBULATORY	\$23,651.51		AMBULATORY	\$11,792.49		AMBULATORY	\$21,666.39
WC	\$4,894.88		WC	\$121.02		WC	\$6,600.47
TOTAL BILLED TO CTD	\$28,546.39		TOTAL BILLED TO CTD	\$11,913.51		TOTAL BILLED TO CTD	\$28,266.86
MAY 2015			MAY 2015			MAY 2015	
AMBULATORY	\$19,802.60		AMBULATORY	\$8,031.36		AMBULATORY	\$19,583.69
WC	\$4,002.06		WC	\$0.00		WC	\$6,517.29
TOTAL BILLED TO CTD	\$23,804.66		TOTAL BILLED TO CTD	\$8,031.36		TOTAL BILLED TO CTD	\$26,100.98
JUNE 2015			JUNE 2015			JUNE 2015	
AMBULATORY	\$22,737.34		AMBULATORY	\$8,504.15		AMBULATORY	\$20,643.95
WC	\$5,495.74		WC	\$262.13		WC	\$7,962.81
TOTAL BILLED TO CTD	\$28,233.08		TOTAL BILLED TO CTD	\$8,766.28		TOTAL BILLED TO CTD	\$28,606.76
TOTAL BILLED TO CTD	\$80,584.13		TOTAL BILLED TO CTD	\$28,711.15		TOTAL BILLED TO CTD	\$82,974.60

***THIS REPORTS REFLECTS ONLY WHAT WAS BILLED TO CTD. IT DOES NOT SHOW THE ACTUAL AMOUNT RECEIVED FROM CTD.

COMPLAINTS

COMPLAINT #	3/4/2015
DATE OF COMPLAINT	3/4/2015
TIME OF COMPLAINT	8:34
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COUNTY OF RESIDENCE	Columbia
COMPLAINT'S ISSUE	Ms. said she was bitten by fleas from a service dog when she road with us on 3/3/2015.
SVTA'S ACTION TAKEN	Thoroughly Inspected the bus for "any" infestation. None found. Spoke to the driver. Driver stated dog appeared groomed and was well behaved. He also stated that Ms. was very fearful of the dog.
RESOLUTION	Told dispatch not to schedule Ms. and client with the service animal together in the future.
COMPLAINT #	3/6/2015
DATE OF COMPLAINT	3/6/2015
TIME OF COMPLAINT	4:16
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COUNTY OF RESIDENCE	Columbia
COMPLAINT'S ISSUE	Ms. felt the driver was impatient with her.
SVTA'S ACTION TAKEN	Drivers Supervisor called the driver in. Driver did not feel he was but, he was running behind schedule. Driver was informed how Important our riders are and that the proper attitude is always expected and we do not to have these complaints.
RESOLUTION	complaint noted in drivers file and driver is aware that future complaints will cause time off without pay.
COMPLAINT #	4/3/2015
DATE OF COMPLAINT	4/3/2015
TIME OF COMPLAINT	11:34AM
COMPLAINANT'S NAME	Micah Miller (FTA)from Congressman Yoho
COMPLAINT'S POC	404-865-5474
COUNTY OF RESIDENCE	Columbia
COMPLAINT'S ISSUE	Mr. complaint stems from a 2013 Incident. Past Administrator mailed him a letter regarding his eligibility. She also scanned the letter in e-mail form. The letter contained Mr. Medicald number. He felt that his personal information was now in "cyberspace" and anyone could "hack" his personal account.
SVTA'S ACTION TAKEN	We addressed the complaint with Mr. Miller. SVTA will not e-mail personal information in the future.
RESOLUTION	
COMPLAINT #	4/6/2015
DATE OF COMPLAINT	4/6/2015
TIME OF COMPLAINT	9:50
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COUNTY OF RESIDENCE	Columbia
COMPLAINT'S ISSUE	Complainant stated that Bus #13 blocked the driveway at the FL Pain & Rehab Center in Lake City. He said that our driver (#128) was unprofessional.
SVTA'S ACTION TAKEN	SVTA staff pulled the video from vehicle #13. The driver did block the entrance as there was no where else for her to park the vehicle. The driver was parked from 8:50-8:55, only a 5 minute period. SVTA does not believe the driver could have handled the situation any differently.

RESOLUTION	
COMPLAINT #	4/23/2015
DATE OF COMPLAINT	4/23/2015
TIME OF COMPLAINT	4:00pm
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COUNTY OF RESIDENCE	
COMPLAINT'S ISSUE	Rider was not allowed to bring chips and soda on the bus.
SVTA'S ACTION TAKEN	Drivers supervisor talked to the driver, view the video, spoke to other passenger and interviewed Ms. While the driver clearly stated to the riders "not" to bring any groceries back with them from making a restroom stop. Ms. did bring a bag of chips and soda. The driver refused to allow them on board and they were left in the parking lot.
RESOLUTION	We asked the driver to hold onto the riders belongings rather than leaving them in the future. We also refunded her for the chips and soda.
COMPLAINT #	4/28/2015
DATE OF COMPLAINT	4/28/2015
TIME OF COMPLAINT	10:20
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COUNTY OF RESIDENCE	Columbia
COMPLAINT'S ISSUE	Waited 1 hour for pickup on 1st grocery trip and took to long too get home on second grocery trip and food got hot.
SVTA'S ACTION TAKEN	A one hour wait for pickup of non medical trips is acceptable. Ride time for second trip was 11:23 pickup 12:19 dropoff. This is also acceptable as medical riders are priority.
RESOLUTION	Recommend that reservationist strongly suggest grocery riders bring thermal shopping bags for refrigerated items.

COMMENDATIONS

EMPLOYEE NAME/#	Johnny Hostick #130
COMMENDATION #	4/14/2015
DATE OF COMMENDATION	4/14/2015
TIME OF COMMENDATION	15:23
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Columbla
COMMENDATION TAKEN BY	Drivers Supervisor
COMMENDATION	Ms. stated that PBO Johnny Hostick was a very safe and good driver. She was also very thankful for SVTA and stated that she would not be able to get to her doctors without us.
EMPLOYEE NAME/#	Karen Monroe
COMMENDATION #	4/14/2015
DATE OF COMMENDATION	4/14/2015
TIME OF COMMENDATION	3:23
RIDER NAME	
COMMENDATION MADE BY	same
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Columbia
COMMENDATION TAKEN BY	Drivers Supervisor
COMMENDATION	MS. stated that Karen is excellent and very helpful in setting up her trips.
EMPLOYEE NAME/#	Pat 120, Jessica 123, Debbie 150, Karen
COMMENDATION #	5/11/2015
DATE OF COMMENDATION	5/11/2015
TIME OF COMMENDATION	9:42
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	
COMMENDATION TAKEN BY	Drivers Supervisor
COMMENDATION	Stated that all our drivers are very good and she is very thankful for our service and the above have always been helpful and kind.
EMPLOYEE NAME/#	Karen M.
COMMENDATION #	7/7/2015
DATE OF COMMENDATION	7/7/2015
TIME OF COMMENDATION	900 am
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Suwannee
COMMENDATION TAKEN BY	Administrator-Larry S.
COMMENDATION	Stated that Karen is very nice and always helpful, a good employee

EMPLOYEE NAME/#	Karen M.
COMMENDATION #	7/8/2015
DATE OF COMMENDATION	7/8/2015
TIME OF COMMENDATION	1245 pm
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Hamilton
COMMENDATION TAKEN BY	Communications Mgr-Sarai K
COMMENDATION	Karen is very nice and always helpful. Ms. stated that she has never met Karen but feels like she knows her personally.
EMPLOYEE NAME/#	Gloria S.
COMMENDATION #	7/8/2015
DATE OF COMMENDATION	7/8/2015
TIME OF COMMENDATION	1245 pm
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Hamilton
COMMENDATION TAKEN BY	Communications Mgr-Sarai K.
COMMENDATION	Gloria is very nice and always helpful. Ms. stated that she has never met Gloria but feels like she knows her personally.

UNMET TRIP NEEDS

TRIP DATE	PICK UP	DESTINATION	DENIAL REASON
4/29/2015	FT. WHITE	DOCTOR'S OFFICE, LAKE CITY	RIDER REQUESTED TRIP ON 4-28-15, SVTA SCHEDULE FULL
5/4/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/5/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/6/2015	LIVE OAK	DOCTOR'S OFFICE, LIVE OAK	NO TD FUNDS AVAILABLE
5/6/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/6/2015	LIVE OAK	GROCERY STORE, LIVE OAK	NO TD FUNDS AVAILABLE
5/7/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/7/2015	JENNINGS	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/8/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/8/2015	LIVE OAK	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/8/2015	FT. WHITE	DOCTOR'S OFFICE, LAKE CITY	RIDER REQUESTED TRIP ON 5-7-15, SVTA SCHEDULE FULL
5/11/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/14/2015	LIVE OAK	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
5/15/2015	LAKE CITY	DOCTOR'S OFFICE, GAINESVILLE	NO TD FUNDS AVAILABLE
5/18/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
6/1/2015	LIVE OAK	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
6/1/2015	LIVE OAK	DOCTOR'S OFFICE, GAINESVILLE	NO TD FUNDS AVAILABLE
6/1/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	NO TD FUNDS AVAILABLE
6/9/2015	LAKE CITY	DOCTOR'S OFFICE, LAKE CITY	RIDER REQUESTED TRIP 6-8-15, SVTA SCHEDULE FULL
6/12/2015	LAKE CITY	BANK, LAKE CITY	RIDER REQUESTED TRIP 6-11-15, SVTA SCHEDULE FULL
6/16/2015	JASPER	DOCTOR'S OFFICE, LAKE CITY	RIDER REQUESTED TRIP 6-15-15, SVTA SCHEDULE FULL

ATTENDANCE RECORD

COLUMBIA, HAMILTON AND SUWANNEE TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	8/13/14	11/12/14	2/11/15	6/17/15
Chair	Commissioner Bucky Nash	P	P	P	P
Hamilton County Elected Official	Commissioner Beth Burnam	P	P	P	A
Suwannee County Elected Official	Commissioner Bashaw				
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	A	A
Alternate Member	Jaime Sanchez-Bianchi	P	P	P	P
Florida Agency for Health Care Administration	Deweese Ogden				
Alternate Member	Vacant				
Florida Department of Education	Jeffrey Aboumrad	A	P	A	P
Alternate Member	Allison Gill	A	A	P	A
Public Education	Keith Hatcher	P	P	P	A
Alternate Member	Vacant				
Florida Department of Elder Affairs	Bruce Evans	A	A	P	A
Alternate Member	Dwight Law	P	P	A	P
Citizen Advocate	Sandra Pauwels				
Alternate Member	Louie Goodin	A	A	A	A
Citizen Advocate - User	Richard Bryant				
Alternate Member	LJ Johnson	P	P	P	P
Elderly	Reverend Charles Burke	P	P	P	A
Alternate Member	Vacant				
Veterans	Bo Beauchemin				
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	A	P
Alternate Member	Vacant				
Children at Risk	Colleen Cody	P	A	A	P
Alternate Member	Audre J. Washington	P	A	A	A
Private Transit	Vacant				
Alternate Member	Vacant				
Regional Workforce Board	Sheryl Rehberg	P	P	P	A
Alternate Member	Jeannie Carr	A	P	A	P
Medical Community	Sandra Buck-Camp	P	P	P	P
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.