



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

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

March 26, 2015

TO: Dixie County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Meeting Announcement

The Dixie County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and regular business meeting **Thursday, April 2, 2015 at 1:00 p.m.** in the County Commission Meeting Room located in the Dixie County Courthouse at 214 NE Hwy 351, Cross City, Florida. All Board members are encouraged to attend.

Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at 1-800-226-0690 extension 110.

Attachments

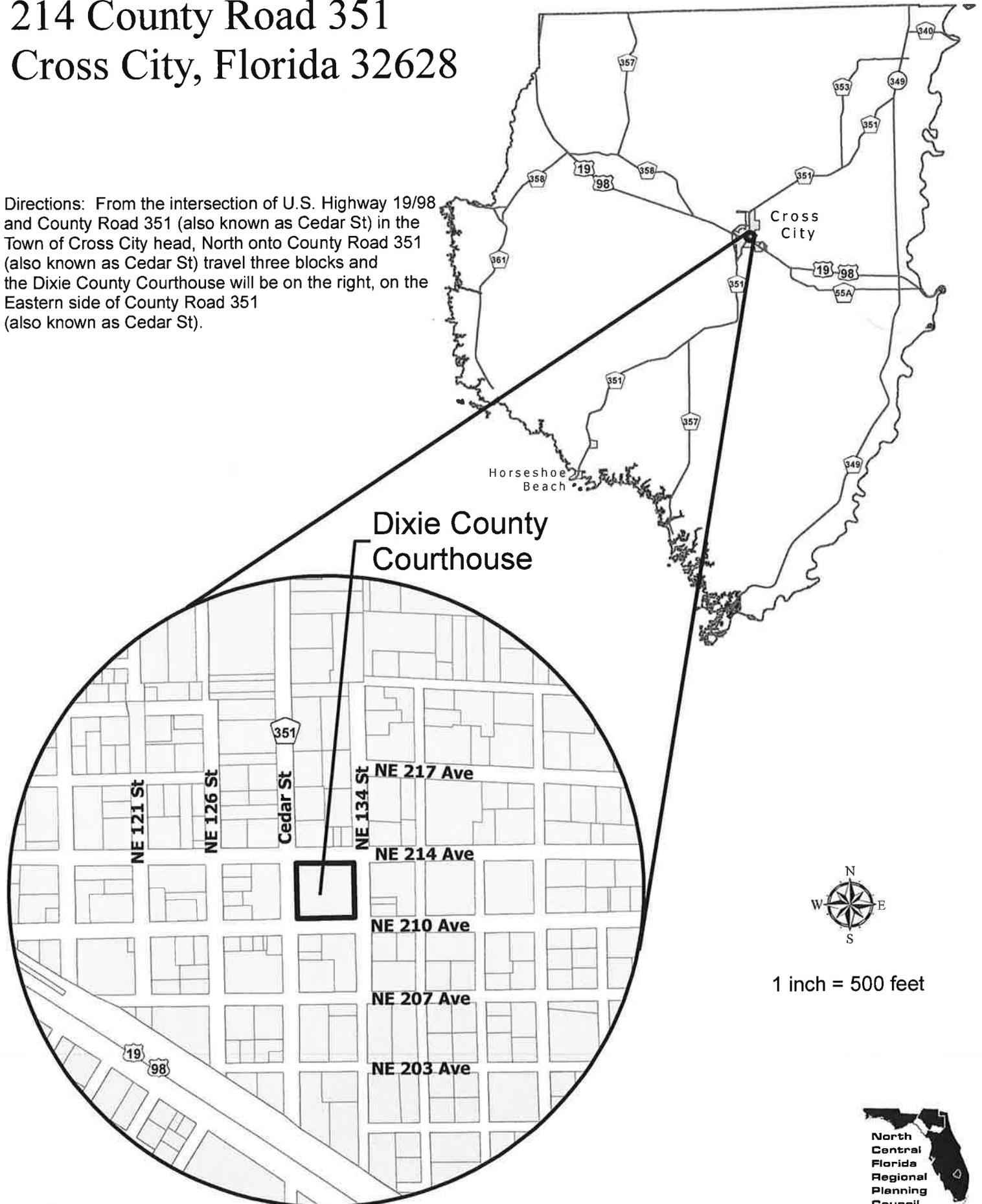
t:\lynn\td2015\dixie\memos\apr.docx

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

Dixie County Courthouse

214 County Road 351
Cross City, Florida 32628

Directions: From the intersection of U.S. Highway 19/98 and County Road 351 (also known as Cedar St) in the Town of Cross City head, North onto County Road 351 (also known as Cedar St) travel three blocks and the Dixie County Courthouse will be on the right, on the Eastern side of County Road 351 (also known as Cedar St).





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

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

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
PUBLIC HEARING/MEETING ANNOUNCEMENT AND AGENDA**

County Commissioners' Meeting Room
Dixie County Courthouse
Cross City, Florida

Thursday
April 2, 2015
1:00 p.m.

I. PUBLIC HEARING – CALL TO ORDER

- A. Invocation**
- B. Pledge of Allegiance**
- C. Introductions**
- D. Receive Public Testimony**
- E. Close Public Hearing**

II. BUSINESS MEETING – CALL TO ORDER

- A. Approval of the Meeting Agenda** **ACTION REQUIRED**
- B. Approval of the October 2, 2014 Minutes** **Page 7** **ACTION REQUIRED**

III. NEW BUSINESS

- A. Dixie County Transportation Disadvantaged Service Plan** **Page 11** **ACTION REQUIRED**
The Board needs to review and approve the Dixie County Transportation Disadvantaged Service Plan
- B. Elect Vice-Chair** **Page 77** **ACTION REQUIRED**
The Board needs to elect a new Vice-Chair

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.

- | | | | |
|-----------|---|----------------|---------------------------|
| C. | Operations Reports | Page 79 | NO ACTION REQUIRED |
| D. | 2015 Florida Legislative Session | Page 85 | NO ACTION REQUIRED |

Enclosed are the Florida Commission for the Transportation Disadvantaged's 2015
Legislative Priorities

IV. OTHER BUSINESS

A. Comments

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

V. FUTURE MEETING DATES

- A. July 2, 2015 at 1:00 p.m.**
- B. October 1, 2015 at 1:00 p.m.**

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

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

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Jason Holifield Local Elected Official/Chair	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Vacant Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Jeff Aboumrad Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Tim Alexander Public Education	Vacant Public Education
Jerry Prater Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Vacant Citizen Advocate Term ending June 30, 2015	Vacant Citizen Advocate Term ending June 30, 2015
Vacant Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Vacant Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Vacant Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Tonya Hiers Children at Risk Term ending June 30, 2016	Brooke Ward Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

Courtroom A
Dixie County Courthouse
Cross City, Florida

Thursday
January 8, 2015
1:00 p.m.

VOTING MEMBERS PRESENT

Jeff Aboumrad, Florida Department of Education Representative
Tim Alexander, Public Education Representative
Sandra Collins, Florida Department of Transportation Representative
Casey Ladd, Florida Department of Elder Affairs Representative
Alana McKay, Florida Agency for Health Care Administration - Medicaid Representative
Betty Touma, Elderly Representative, Vice-Chair

VOTING MEMBERS ABSENT

Commissioner Jason Holifield, Chair
Tonya Hiers, Early Childhood Services Representative
Jerry Prater, Veterans Representative

OTHERS PRESENT

Matthew Pearson, Suwannee River Economic Council

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Vice-Chair Touma called the meeting to order at 1:00 p.m. due to the absence of Chairman Holifield.

A. Invocation

Mr. Matthew Pearson gave the invocation.

B. Pledge of Allegiance

Vice-Chair Touma led the Board in reciting the Pledge of Allegiance.

C. Introductions

There were no introductions.

D. Approval of the Meeting Agenda

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

E. Approval of the October 2, 2014 Meeting Minutes

ACTION: Alana McKay moved to approve the October 2, 2014 meeting minutes. Casey Ladd seconded; motion passed unanimously.

II. NEW BUSINESS

A. Dixie County Transportation Disadvantaged Service Plan Amendments

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, explained that transportation projects selected for Federal or State funding must be included in the Dixie County Transportation Disadvantaged Service Plan. She said the Board is also required to review all applications for local government, federal and state transportation disadvantaged funds submitted for use in Dixie County.

Ms. Godfrey said the Board needs to review draft amendments to the Dixie County Transportation Disadvantaged Service Plan that meet the Federal and State requirements.

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, noted that the U.S.C. Section 5311 ARRA Grant project should be deleted from the Needs Assessment. He explained that the ARRA Grant application was submitted by Suwannee River Economic Council prior to Statewide Medicaid reform and the project is no longer needed.

ACTION: Alana McKay moved to approve the amendments to the Dixie County Transportation Disadvantaged Service Plan including the deletion of the ARRA project. Tim Alexander seconded; motion passed unanimously.

B. Appoint Grievance Committee

Ms. Godfrey stated that the Board's Grievance Procedures requires the Chair to appoint five voting members to a Grievance Committee.

ACTION: Vice-Chair Touma appointed the following Board members to the Grievance Committee:

**Jeff Aboumrad
Tim Alexander
Sandra Collins
Casey Ladd
Alana McKay**

C. Rural Area Capital Assistance Program Grant Awards

Ms. Godfrey stated that Suwannee River Economic Council applied for Rural Area Capital Assistance Program Grant funds to purchase mobile data terminals and a computer software upgrade. She said the Florida Commission for the Transportation Disadvantaged awarded Suwannee River Economic Council funds to purchase the requested computer software and mobile data terminals. She said a list of grant awards is included in the meeting materials for the Board's information.

D. Operations Reports

Ms. Godfrey stated that the operations reports are included in the meeting packet for the Board's review. She said there is no action required on this agenda item.

The Board reviewed the operations reports.

Mr. Jeff Aboumrad asked why the cost to provide Medicaid transportation increased.

Mr. Pearson explained that the increased cost most likely was the result of the high cost to provide stretcher transport.

III. OTHER BUSINESS

A. Comments

1. Members

Vice-Chair Touma announced this would be her last meeting as a Board member. She said she will be moving out of Dixie County.

The Board expressed their appreciation for her long service on the Board and wished her well.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Vice-Chair Touma stated that the next meeting of the Board is scheduled for April 2, 2015 at 1:00 p.m.

ADJOURNMENT

The meeting adjourned at 1:30 p.m.

Coordinating Board Chair

Date



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

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

March 26, 2015

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

STAFF RECOMMENDATION

Approve the Dixie County Transportation Disadvantaged Service Plan update.

BACKGROUND

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

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

Attachment

t:\lynn\td2015\dixie\memos\tdsp.docx

Dixie County Transportation Disadvantaged Service Plan

July 1, 2015 - June 30, 2016

Dixie County Transportation Disadvantaged
Coordinating Board



Dixie County Transportation Disadvantaged Service Plan

Approved by the
Dixie County
Transportation Disadvantaged Coordinating Board

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

Jason Holifield, Chair

with Assistance from

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

and

Suwannee River Economic Council
P.O. Box 70
Live Oak, FL 32060
386.362.4115

April 2, 2015



THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

Chapter I: Development Plan.....1
 A. Introduction to The Service Area1
 B. Service Area Profile and Demographics.....8
 C. Service Analysis12
Chapter II: Service Plan 21
 A. Operations..... 21
 B. Cost/Revenue Allocation and Rate Structure Justification 32
Chapter III: Quality Assurance..... 33
 A. Community Transportation Coordinator Evaluation Process 33

Appendices

Appendix A: Dixie County Transportation Disadvantaged Coordinating Board Grievance Procedures.....A-1
Appendix B: Cost/Revenue Allocation and Rate Structure JustificationB-1
Appendix C: Vehicle InventoryC-1
Appendix D: Safety Compliance Self Certification D-1

THIS PAGE LEFT BLANK INTENTIONALLY

Chapter I: Development Plan

A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Dixie County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21).

1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

a. Florida Commission for the Transportation Disadvantaged

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

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

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

b. Designated Official Planning Agency

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

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

The North Central Florida Regional Planning Council is the Designated Official Planning Agency for Dixie County. According to Rule 41-2 of the Florida Administrative Code, responsibilities of the Designated Official Planning Agency include:

- Appointment of members to the local coordinating boards.
- Provision of staff support to the local coordinating boards.
- Provide a recommendation to the Florida Commission for the Transportation Disadvantaged regarding the initial selection or re-designation of the Community Transportation Coordinator.

c. Local Coordinating Boards

The Designated Official Planning Agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the Community Transportation Coordinator concerning the coordination of transportation services.

According to Rule 41-2 of the Florida Administrative Code, the Designated Official Planning Agency appoints an elected official, to serve as the official chairperson for all local coordinating board meetings. The Board shall elect a Vice-Chair.

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

- An elected official from Dixie County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.
- A person recommended by the local Veterans Service Office representing veterans of the county.

- A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age sixty representing the elderly.
- A person with a disability representing the disabled.
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation services of the system as their primary means of transportation.
- A local representative for children at risk.
- In areas where they exist, the Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elderly Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.

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

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

d. Community Transportation Coordinator

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Suwannee River Economic Council is the designated Community Transportation Coordinator for Dixie County.

Suwannee River Economic Council may provide all or a portion of transportation service in a designated service area. Suwannee River Economic Council may subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of Suwannee River Economic Council:

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

2. Designation Date/History

Suwannee River Economic Council is a private non-profit corporation, chartered by the State of Florida in 1966. In 1972, Suwannee River Economic Council began the Suwannee Valley Transit System in Columbia, Hamilton, Suwannee and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created to serve Columbia, Hamilton and Suwannee Counties. Suwannee River Economic Council continues to operate as the Community Transportation Coordinator for Lafayette County.

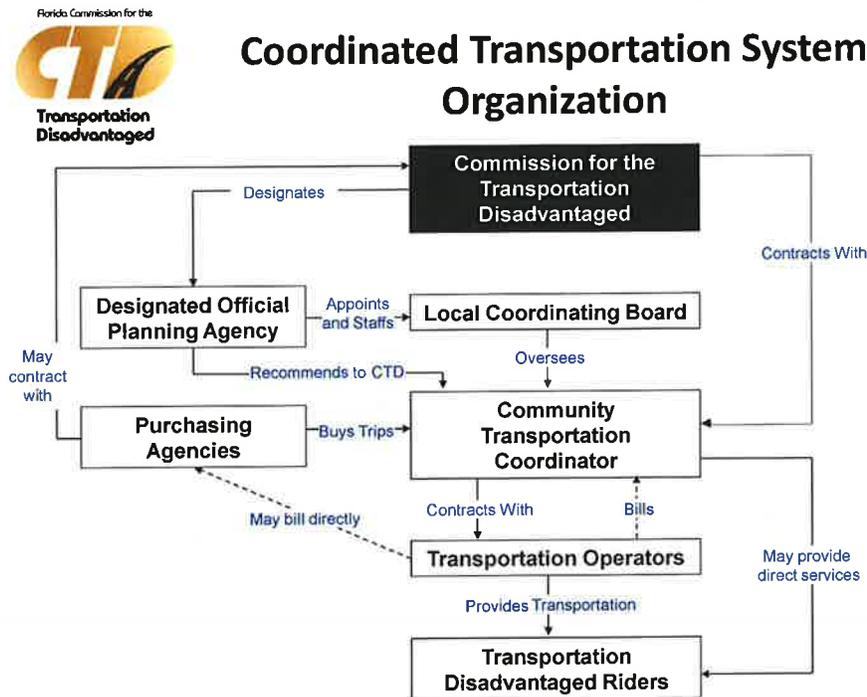
The North Central Florida Regional Planning Council recommended Suwannee River Economic Council as the designated Community Transportation Coordinator in 1991. The Commission for the Transportation Disadvantaged approved Suwannee River Economic Council's designation as the Community Transportation Coordinator for Dixie County on January 9, 1992. Suwannee River Economic Council was selected as the Community Transportation Coordinator through a request for proposals process.

In 2011, the North Central Florida Regional Planning Council issued a request for proposals for Dixie County Community Transportation Coordinator. The North Central Florida Regional Planning Council recommended that Suwannee River Economic Council be designated the Community Transportation Coordinator for Dixie County. The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council as the Dixie County Community Transportation Coordinator effective July 1, 2011.

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

3. Organization Chart

The following chart identifies the partners involved in Florida's Transportation Disadvantaged Program.



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

1. the collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. the formulation of goals for future growth and development;
3. the development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan;
4. the implementation of the Comprehensive Plan.

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

b. Regional Policy Plans

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

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

c. Transit Development Plans

Not applicable.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

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

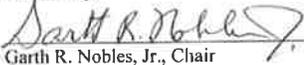
6. Dixie County Coordinating Board Membership Certification

**DIXIE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEMBERSHIP CERTIFICATION**

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

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

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature:  Date: 12-12-13
Garth R. Nobles, Jr., Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Jason Holifield	Vacant	No Term
Elderly	Betty Touma	Vacant	6/30/2014
Disabled	Vacant	Vacant	6/30/2015
Citizen Advocate	Vacant	Vacant	6/30/2015
Citizen Advocate/User	Vacant	Vacant	6/30/2015
Children at Risk	Tonya Hiers	Brooke Ward	6/30/2016
Community Action	Vacant	Vacant	6/30/2014
Public Education	Tim Alexander	Vacant	No Term
Department of Transportation	Sandra Collins	Janell Damato	No Term
Department of Children and Families	Brad Seeling	Vacant	No Term
Department of Elder Affairs	Cindy Roberts	Vacant	No Term
Department of Education	Rayford Riels	Vacant	No Term
Agency for Health Care Administration	Alana McKay	Andrew Singer	No Term
Regional Workforce Development Board	Elizabeth Davis	Vacant	No Term
Veteran Services	Jerry Prater	Vacant	6/30/2014
Local Mass Transit	Not Applicable	Not Applicable	No Term
Transportation Industry	Vacant	Vacant	6/30/2016
Local Medical Community	Vacant	Vacant	6/30/2016

7. Dixie County Transportation Coordinating Board Membership

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Jason Holifield Local Elected Official/Chair	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Vacant Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Jeff Aboumrad Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Tim Alexander Public Education	Vacant Public Education
Jerry Prater Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Vacant Citizen Advocate Term ending June 30, 2015	Vacant Citizen Advocate Term ending June 30, 2015
Vacant Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Vacant Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Vacant Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Tonya Hiers Children at Risk Term ending June 30, 2016	Brooke Ward Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

B. Service Area Profile and Demographics

1. Dixie County Service Area Description

Dixie County has a land area of approximately 704 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Lafayette County, on the east by Gilchrist and Levy Counties, and on the west by Taylor County. The Suwannee River forms a boundary on the east, the Steinhatchee River forms a boundary on the northwest and the Gulf of Mexico forms a boundary on the west.

2. Demographics

a. Land Use

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

The land use for approximately 92 percent of the acreage within the unincorporated area of the County has been designated as agricultural, forested lands and approximately 1.4 percent is residential.

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

b. Population/Composition

The 2010 US Census Bureau reports Dixie County's total population in 2010 as 16,422. As Table 1 shows, approximately 78 percent of the County's population is located within the unincorporated areas. Approximately 68 percent of the population live in the Cross City North census division which covers 41 percent of the County's land area. The population/land area percentage for the Cross City South census division is 31.7/58.7.

TABLE 1

**Population Counts And Estimates
Dixie County**

Area	Census 2010	Population Estimate 2013
Dixie County	16,422	16,263
Town of Cross City	1,728	1,713
Town of Horseshoe Beach	169	165
Unincorporated Area	14,525	14,385

Source: Bureau of Economic and Business Research, University of Florida

According to the Bureau of Economic and Business Research, 1,281 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

c. Population Densities

With approximately 705 miles of land area, the County population density in 2010 was approximately 23 persons per square mile.

TABLE 2
Population Density
Dixie County

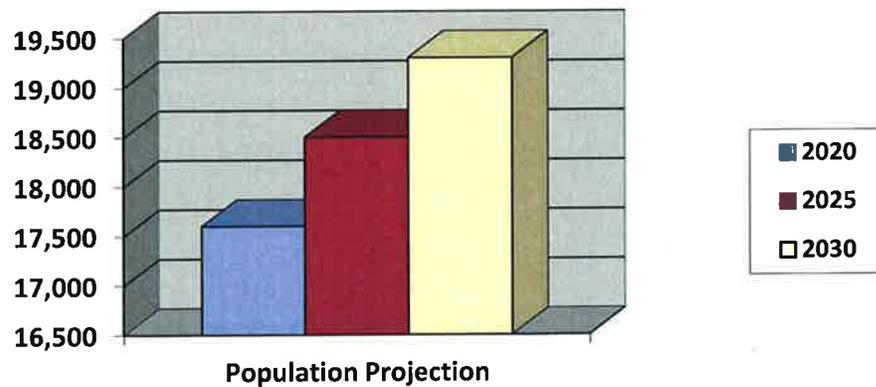
Location	2010 U.S. Census Population	Square Miles	Persons Per Square Mile
Dixie County	16,422	705	23

Source: 2010 Census Bureau State and County Quick Facts

d. Population Projections

According to the Bureau of Economic and Business Research, Dixie County will have a total population of approximately 17,600 by the year 2020 and by 2025, the total County population will be approximately 18,500. Illustration I shows population projections for 2020, 2025 and 2030.

ILLUSTRATION I



Source: Bureau of Economic and Business Research, University of Florida

e. Population Age Distribution

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-54 year-old age group is the largest age group within the County. The 65 and over population is the smallest age group within the County, comprising 13 percent of the population.

TABLE 3
Population Estimates By Age Group
Dixie County
April 2013

Age Group	Population
0-4	847
5-17	2,181
18-24	1,210
25-54	6,100
55-64	2,592
65-79	2,669
80+	664

Source: Bureau of Economic and Business Research, University of Florida

f. Disability and Self Care Limitations

According to the 2010 Census Bureau American Fact Finder, Dixie County had an estimated disabled population of 3795 in 2013,. The population under 18 years of age with a disability was 202. The population 18 to 64 years of age with a disability was 2,117. The population 65 years and over with a disability was 1,476.

g. Employment

The 2010 Bureau of the Census American Fact Finder estimates that Dixie County's labor force (individuals who are able to work but may not be employed) in 2013 was 5,738 with 5,204 people employed and 534 unemployed. The unemployment rate for Dixie County in 2013 was 9 percent.

h. Income

According to the 2010 Bureau of the Census State and County Quick Facts, the median household income for Dixie County in 2013 was \$33,981. In addition, the 2010 Census reports that persons below poverty level in 2013 in Dixie County was 17.4 percent. Table 4 characterizes the levels of household income in Dixie County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4
Income And Poverty Status
Dixie County

Median Household Income 2013	Persons Below Poverty Level
\$33,981	17.4%

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

TABLE 5
2015 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

Persons In Family/Household	Poverty Guideline
1	\$11,770
2	\$15,930
3	\$20,090
4	\$24,250
5	\$28,410
6	\$32,570
7	\$36,730
8	\$40,890

* For families/households with more than 8 persons, add \$4,160 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

According to the Bureau of Economic and Business Research, the total number of Medicaid recipients for Fiscal Year 2008-2009 in Dixie County was 3,740. Table 6 shows individuals who received Supplemental Security Income.

TABLE 6
Supplemental Security Income
Dixie County
2014

Type Of Assistance	Average Monthly Cases
Aged Assistance	43
Blind and Disabled	743
65 & Older	555
Total	786

Source: Bureau of Economic and Business Research, University of Florida

i. Housing

The 2010 Bureau of the Census estimates that in 2013, the total number of households in Dixie County was 6,130 and that the average household size was 2.49.

TABLE 8

**Housing
Dixie County**

Housing Units	Home Ownership Rate, 2009-2013	Median Value Of Owner- Occupied Housing Units, 2009-2013
9,076	78.5%	\$85,300

Source: 2012 U.S. Bureau of the Census, Quick Facts

j. Health

Currently, there are no hospitals or nursing homes in Dixie County. According to the Bureau of Economic and Business Research, there are 2 licensed doctors of medicine and 179 registered and practical nurses practicing in Dixie County.

k. Transportation

According to the 2010 Bureau of the Census American Fact Finder, 289 occupied housing units in Dixie County had no vehicle available in 2013. .

l. Major Trip Generators/Attractors

Major trip generators/attractors include: Dixie-Union Vocational Technical Center, Shands Hospital at Starke, local government offices, Florida State Prison, Suwannee River Economic Council's Starke office, Sunshine Industries and Windsor Manor and Whispering Pines nursing homes.

Travel to Gainesville continues to be necessary for many County residents, particularly for employment and medical purposes. Approximately 15 percent of Dixie County's employed residents work in Alachua County.

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

The National Center for Transit Research Center for Urban Transportation Research developed a methodology for estimating the general and critical need Transportation Disadvantaged population based on the most current U.S. Census Bureau demographic and socio-economic data available. The general Transportation Disadvantaged population includes the estimates of all disabled, elderly, low income persons and children who are 'high-risk' or "at-risk."

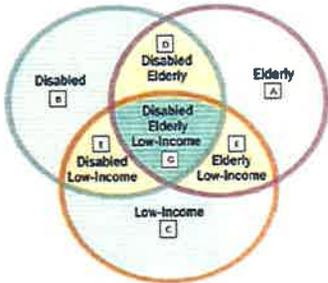
The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

The following tables show general and critical need Transportation Disadvantaged population estimates for Dixie County.

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Dixie County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	547	554	561	567	574	581	588	595	602	610	617
B - Estimate non-elderly/ disabled/not low income	1,354	1,370	1,387	1,404	1,421	1,438	1,455	1,473	1,490	1,508	1,526
G - Estimate elderly/disabled/low income	266	269	272	275	279	282	286	289	292	296	300
D- Estimate elderly/ disabled/not low income	1,167	1,181	1,195	1,209	1,224	1,239	1,254	1,269	1,284	1,300	1,315
F - Estimate elderly/non-disabled/low income	-105	-105	-107	-109	-110	-111	-113	-114	-115	-117	-118
A - Estimate elderly/non-disabled/not low income	1,913	1,936	1,960	1,983	2,007	2,031	2,056	2,081	2,106	2,131	2,157
C - Estimate low income/not elderly/not disabled	906	917	928	939	950	962	973	985	997	1,009	1,021
TOTAL GENERAL TD POPULATION	6,048	6,121	6,195	6,269	6,345	6,421	6,499	6,577	6,656	6,737	6,818
TOTAL POPULATION	15,176	15,359	15,544	15,731	15,921	16,113	16,307	16,503	16,702	16,903	17,107



Dixie County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	813	823	833	843	853	863	874	884	895	906	917
Low Income Not Disabled No Auto/Transit	218	220	223	226	229	231	234	237	240	243	246
Total Critical Need TD Population	1,031	1,043	1,056	1,069	1,082	1,095	1,108	1,121	1,135	1,148	1,162
Daily Trips - Critical Need TD Population											
Severely Disabled	40	40	41	41	42	42	43	43	44	44	45
Low Income - Not Disabled - No Access	414	419	424	429	434	439	445	450	455	461	466
Total Daily Trips Critical Need TD Population	454	461	469	477	485	494	502	511	520	529	538
Annual Trips	165,541	168,339	171,184	174,077	177,019	180,152	183,341	186,586	189,888	193,249	196,283

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 1.20%

2. Paratransit Service Demand Estimation

The National Center for Transit Research Center for Urban Transportation Research developed a paratransit service demand estimation tool based on the most current U.S. Census Bureau demographic and socio-economic data available. The following table shows trip demand for the critical Transportation Disadvantaged population.

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Dixie County

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	209	6.90%	48	1.60%
18-64	1,693	19.00%	499	5.60%
Total Non Elderly	1,902	15.93%	547	4.59%
65+	1,433	44.20%	266	8.20%
Total Elderly	1,433	44.20%	266	8.20%
Total	3,334	21.97%	813	5.36%

Census Data from: 2013

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	157
11.70%	31
	188

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	391	157	547
<i>Elderly</i>	235	31	266
TOTAL	625	188	813

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
<i>Assumes 27.2%</i>	801		
	xx % without auto access		
	218		
100%	xx % without transit access		
	218		
		Calculation of Daily Trips	
		Daily Trip Rates Per Person	Total Daily Trips
Total Actual Critical TD Population			
<i>Severely Disabled</i>	813	0.049	40
<i>Low Income ND</i>	218	1.899	414
Totals			454

3. Barriers to Coordination

Medicaid non-emergency transportation services are no longer coordinated through Florida's Coordinated Transportation System in Dixie County. In May 2014, the Florida Agency for Health Care Administration implemented Florida's Managed Medical Care Program. The Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available.

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. According Chapter 2 of the Florida Agency for Health Care Administration Transportation Coverage, Limitations and Reimbursement Handbook, July 1997, "Medicaid is required by Chapter 427, Florida Statutes to purchase transportation services through the designated Community Transportation Coordinator, unless those services are not cost effective or the Community Transportation Coordinator does not coordinate Medicaid transportation services."

4. Needs Assessment

United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Provide transportation services for the transportation disadvantaged.	2015/16	Dixie County	\$139,953 \$139,953	Section 5311 Suwannee River Economic Council

United States Code Section 5339 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Purchase one vehicle	2015/16	Dixie County	\$56,000 \$7,000 \$7,000	Section 5339 Florida Department of Transportation Suwannee River Economic Council

Rural Area Capital Assistance Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Purchase scheduling software upgrade and mobile data terminals.	2014/15	Bradford, Dixie, Gilchrist and Lafayette Counties	\$31,500 \$3,500	Rural Area Capital Assistance Program Grant Suwannee River Economic Council

Trip & Equipment Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Provide trips to transportation disadvantaged individuals.	2014/15	Dixie County	\$189,434 \$21,048	Transportation Disadvantaged Trust Fund Suwannee River Economic Council

5. Goals, Objectives and Strategies

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

OBJECTIVE: Identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator.

Strategy a: Identify agencies in Dixie County that receive local, state and/or federal funds to transport clients or purchase vehicles.

Strategy b: Contact agencies to obtain information about coordination opportunities.

Strategy c: Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: **Identify unmet transportation needs in Dixie County.**

OBJECTIVE: Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy: The Community Transportation Coordinator shall report quarterly the number and types of transportation services that are requested which it is unable to provide.

GOAL III: **The Community Transportation Coordinator shall provide transportation services that are consumer oriented and effectively coordinate trips.**

OBJECTIVE: Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

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

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

- Strategy c:** The Community Transportation Coordinator shall document the reduction of single passenger trips.
- Strategy d:** The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.
- GOAL IV:** **The Community Transportation Coordinator shall develop creative ways to provide additional trips.**
- OBJECTIVE:** Identify additional funding opportunities to provide transportation.
- Strategy:** Using information concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.
- GOAL V:** **The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**
- OBJECTIVE:** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a:** The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI:** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VII:** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.

- Strategy b:** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VIII:** **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL IX:** **The Community Transportation Coordinator shall provide quality service.**
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE:** **The Community Transportation Coordinator shall provide courteous and professional service.**
- Strategy:** Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- GOAL X:** **The Community Transportation Coordinator shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.
- Strategy:** The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.
- GOAL XI:** **The Community Transportation Coordinator shall insure the provision of safe transportation services.**
- OBJECTIVE:** The Community Transportation Coordinator shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.
- Strategy:** he System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes and Rule and 14-90, Florida Administrative Code.*

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Dixie County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2015 (4) 2015
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2015
(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Ongoing (2) Annually (3) Quarterly
(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.	(1) Ongoing (2) Ongoing

<p>(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually</p>
<p>(1) Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>(1) Ongoing</p>
<p>The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>Annually</p>

Chapter II: Service Plan

A. Operations

The operations element is a profile of the Dixie County coordinated transportation system. This element is intended to provide basic information about the daily operations of Suwannee River Economic Council and its contracted transportation operators.

1. Types, Hours and Days of Service

Provider	Ambulatory	Wheelchair	Stretcher	Advance Reservation	Subscription	Door to Door
Suwannee River Economic Council	✓	✓	✓	✓	✓	✓

a. Bariatric Transportation

Suwannee River Economic Council is required to transport all "common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight may not to be transported.

b. Hours and Days of Service

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

c. Holidays

Transportation Disadvantaged Program sponsored service will not be provided on the following observed holidays.

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

2. Accessing Services

a. Office Hours

Suwannee River Economic Council's office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.

b. Phone Number

352.498.7366 (Cross City office) or 1.800-597.7579.

c. Advance Notification Time

Twenty-four hours advance notification must be given for trips provided Tuesday through Saturday. Seventy-two hours advance notification must be given for trips provided on Mondays.

d. Trip Cancellation Process

Trip cancellations should be made to Suwannee River Economic Council with 24-hour advance notification. However, a no-show will not be credited to a rider if the cancellation is received before the vehicle is dispatched.

e. No-Show Policies

Transportation Disadvantaged Program sponsored trips must be canceled a minimum of two hours before the scheduled pick-up time. If trips are not cancelled at least two hours in advance, the passenger will be considered a no-show. Cancellations at the door will be considered no-shows. If an individual is charged with frequent no-shows, they may be temporarily suspended from service.

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

f. After Hours Service

After hours service is not sponsored by the Transportation Disadvantaged Program.

g. Passenger Fares

Suwannee River Economic Council does not charge fares to passengers sponsored by Florida's Transportation Disadvantaged Program.

h. Transportation Disadvantaged Program Eligibility

Suwannee River Economic Council will use the following criteria when determining Transportation Disadvantaged Program eligibility:

Unable to transport themselves: Individual is not sponsored by any agency for their transportation or is unable to purchase transportation.

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

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Suwannee River Economic Council determines eligibility by conducting phone interviews at the time assistance is requested. Additional eligibility verification may be required by Suwannee River Economic Council.

i. Transportation Disadvantaged Program Trip Priorities

Suwannee River Economic Council in cooperation with the Coordinating Board has established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds:

- Life Sustaining Medical Trips
- General Medical Trips
- Employment Trips
- Essential Business Trips
- Education/Training Trips
- Nutrition/Mealsite Trips
- Recreational/Social Trips

3. Transportation Operators And Coordination Contractors

Suwannee River Economic Council does not have any subcontractors.

4. Public Transit Utilization

Not applicable. There is no fixed route, public transit system operating in Dixie County.

5. School Bus Utilization

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

6. Vehicle Inventory

Suwannee River Economic Council's vehicle inventory is shown as Exhibit C.

7. System Safety Program Plan Certification

Suwannee River Economic Council's System Safety Program Plan Certification is shown as Exhibit D.

8. Inter-County Services

Suwannee River Economic Council does not have any inter-county agreements with other Community Transportation Coordinators at this time.

9. Natural Disaster/Emergency Preparedness

The Dixie County Emergency Management Department does not have a formal agreement with Suwannee River Economic Council to provide transportation during natural disasters.

10. Marketing

Currently, there are no efforts to market the availability of transportation services sponsored by Transportation Disadvantaged Trust Funds due to the limited availability of these funds.

11. Acceptable Alternatives

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

12. Service Standards

The Community Transportation Coordinator and any transportation operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Florida Commission for the Transportation Disadvantaged approved standards. These standards include:

a. Drug and Alcohol Policy

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

Suwannee River Economic Council shall comply with this standard.

b. Transport of Escorts and Dependent Children

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

Local Policy: Children under age 16 will be required to be accompanied by an escort. Escorts must be provided by the passenger. Escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

c. Use, Responsibility and Cost of Child Restraint Devices

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

Local Policy: All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device will be provided by the passenger.

d. Passenger Property

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

Local Policy: Passengers shall be allowed to have two pieces of personal property which they can place in their lap or stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle.

e. Vehicle Transfer Points

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

The Community Transportation Coordinator shall comply with this standard.

f. Local Toll Free Phone Number

Rule 41-2.006 (4) (f), F.A.C.: A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The Transportation Disadvantaged Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) Will include the Transportation Disadvantaged Helpline phone number.

The Community Transportation Coordinator shall comply with this standard.

g. Out-Of-Service Area Trips

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

Local Policy: The Community Transportation Coordinator may require medical provider certification for any out of county trip.

h. Vehicle Cleanliness

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

Local Policy: All vehicles shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

i. Billing Requirements

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

Local Policy: If the Community Transportation Coordinator without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the Community Transportation Coordinator of full or partial payment, the Community Transportation Coordinator shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. (F.S. 2000/ Ch 287/Part I/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.)

j. Passenger/Trip Database

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

The Community Transportation Coordinator shall comply with this standard.

k. Adequate Seating

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

The Community Transportation Coordinator shall comply with this standard.

I. Driver Identification

Rule 41-2.006 (4) (l), F.A.C.: Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

Local Policy: The Community Transportation Coordinator shall comply with this standard.

m. Passenger Assistance

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

Local Policy: The Community Transportation Coordinator shall comply with this standard.

n. Smoking, Eating, and Drinking

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

Local Policy: Eating and drinking on board the vehicle will not be allowed. Stops may be made to accommodate the needs of the passengers at the discretion of the driver.

o. Passenger No-Shows

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

Local Policy - The Community Transportation Coordinator shall attempt to reduce the number of no-shows annually.

p. Two-Way Communications

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

The Community Transportation Coordinator shall comply with this standard.

q. Air Conditioning/Heating

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

The Community Transportation Coordinator shall comply with this standard.

r. First Aid

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

Local Policy: All vehicles will be equipped with first aid kits and bio-hazard kits as required by state and federal regulations.

s. Cardiopulmonary Resuscitation

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

Local Policy: Drivers are not required to be trained in cardiopulmonary resuscitation.

t. Driver Criminal Background Screening

Rule 41-2.006 (4) (t), F.A.C.: Driver background screening shall be determined locally, dependent up on purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. All drivers must also have a driving records check.

u. Fixed Route Transit Utilization

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

Local Policy: Not applicable.

v. Pick-Up Window

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

Local Policy: There is a thirty (30) minute pickup window in place for all intra-county trips based on the arrival/departure time of the passenger. The passenger is given a pick-up time at the time of scheduling the ride.

w. On-Time Performance

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

Local Policy: The Community Transportation Coordinator will have an 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

x. Advance Reservation Requirement

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

Local Policy: Twenty-four hours advanced notice is required for all trips scheduled within the coordinated system. Trips scheduled for Sunday require 48 hours advance notification. Monday service requires 72 hours advance notice. Riders are encouraged to schedule return trips in advance to avoid the two hour pick up window.

y. Safety

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

Local Policy: There shall be no more than 1 accident per 100,000 miles during the evaluation period.

z. Reliability

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

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

aa. Call-Hold Time

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

This standard is not applicable to this service area.

bb. Quality of Service

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

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

13. Local Grievance Procedure/Process

The Transportation Disadvantaged Program Grievance Procedures are shown in Appendix A.

14. Passenger Code of Conduct

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

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke on board any vehicle.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS it is connected to a headset.
- Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

a. Verbal Abuse

Verbal abuse by a rider against staff, drivers or other clients will not be tolerated. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers or other clients may be suspended from service.

b. Physical Abuse

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

c. Substance Abuse

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

d. Penalties

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program. Service suspension for Medicaid NET sponsored passengers must follow the Medicaid Program guidelines.

Verbal Abuse

- First offense – written warning
- Second offense – one week suspension of services
- Third offense – 30 day suspension of services
- Fourth offense – 90 day suspension of services
- Fifth offense – permanently removed from service

Physical Abuse

First offense - Suwannee River Economic Council will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Suwannee River Economic Council intends to suspend his or her riding privileges and the reason for such action.

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. Appeals

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

Suwannee River Economic Council
P.O. Box 70
Live Oak, FL 32060

and

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

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

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

15. Evaluation Processes

Suwannee River Economic Council in cooperation with the local Coordinating Board will determine whether agencies, from a total system approach, can perform more effectively and more efficiently their own transportation.

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

Chapter III: Quality Assurance

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

A. Community Transportation Coordinator Evaluation Process

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

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix A: Dixie County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Dixie County 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 Dixie County 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 and grievances. 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:

Dixie County 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:

Dixie County 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. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension of service 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.

M. 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.

N. 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.

Appendix B: Cost/Revenue Allocation and Rate Structure Justification

COMMUNITY TRANSPORTATION COORDINATOR: Suwannee River Economic Council, Inc.

COUNTY: Dixie

CONTRACT PERIOD: July 1, 2014 - June 30, 2015

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

SERVICE TYPE	COST PER MILE
Transportation Disadvantaged Program Ambulatory	\$1.40/passenger mile
Transportation Disadvantaged Wheelchair	\$2.39/passenger mile
Transportation Disadvantaged Stretcher	\$4.99/passenger mile

Preliminary Information Worksheet Version 1.4

CTC Name: Suwannee River Economic Council, Inc.
County (Service Area): Dixie County
Contact Person: Matt Pearson
Phone #: 386-362-4115 ext 242

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input checked="" type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

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

Comprehensive Budget Worksheet Version 1.4 CTC: Suwannee River Economic Council, Inc.
 County: Dixie County

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

	Prior Year's ACTUALS from July 1st of 2012 to June 30th of 2013	Current Year's APPROVED Budget, as amended from July 1st of 2013 to June 30th of 2014	Upcoming Year's PROPOSED Budget from 2014 to June 30th of 2015	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of services at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Fares	\$ 2,162			-100.0%		revised 868,343 into current (13/14) and upcoming (14/15) year budget. \$20,000 was 13/14 and 548,343 into the 14/15 budget year
Medicaid Co-Pay Received		1,575			-100.0%	
Donations/Contributions						
In-Kind, Contributed Services						
Other	\$ 23,504	\$ 52,214	\$ 69,390	118.4%	32.9%	
Bus Pass Program Revenue						
Local Government						
District School Board						
Comp. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 159,319	\$ 171,133	\$ 189,424	7.4%	10.7%	
Non-Spons. Capital Equipment						
Rural Capital Equipment		\$ 59,400			-100.0%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						
49 USC 5310	\$ 55,813	\$ 68,400	\$ 59,400	0.4%	0.0%	
49 USC 5311 (Operating)	\$ 71,783	\$ 71,800	\$ 71,800	0.0%	0.0%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid	\$ 149,859	\$ 153,672	\$ 17,349	2.7%	-88.7%	other AHCA = HMO Medicaid
Other AHCA (specify in explanation)			\$ 48,025			
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Div. (Aging & Adult Serv.)						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act	\$ 8,261	\$ 6,200	\$ 6,200	-24.9%	0.0%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet Version 1.4 CTC: Suwannee River Economic Council, Inc.
 County: Dixie County

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

APD	Prior Year's ACTUALS from July 1st of 2012 to June 30th of 2013	Current Year's APPROVED Budget, as amended from July 1st of 2013 to June 30th of 2014	Upcoming Year's PROPOSED Budget from 2014 to June 30th of 2015	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7
APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
XXX						
XXX						
XXX						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserves						
Balancing Revenue is Short By =						
Total Revenues =	\$470,901	\$575,327	\$461,588	22.2%	-19.8%	
EXPENDITURES (CTC Operations ONLY / Do NOT include Coordination Contractors!)						
Operating Expenditures						
Labor	\$ 103,145	\$ 137,100	\$ 120,000	32.9%	-12.5%	
Fringe Benefits	\$ 53,455	\$ 68,503	\$ 64,300	29.2%	-6.2%	
Services	\$ 20,085	\$ 24,459	\$ 23,405	18.5%	-4.3%	
Materials and Supplies	\$ 81,050	\$ 89,617	\$ 85,014	9.8%	-3.4%	
Utilities	\$ 8,757	\$ 12,936	\$ 12,467	47.8%	-3.6%	
Casualty and Liability	\$ 13,583	\$ 15,845	\$ 15,645	15.2%	0.0%	
Taxes	\$ 274	\$ 245	\$ 245	-10.0%	0.0%	
Purchased Transportation						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 15,322	\$ 50,156	\$ 29,113	228.7%	-42.2%	
Other						
Macellaneous	\$ 477	\$ 202	\$ 332	-36.7%	9.8%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 19,540	\$ 21,000	\$ 23,000	7.5%	9.5%	
Contribs to Capital Equip. Replacement Fund						
In Kind. Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 23,904	\$ 23,702	\$ 21,047	-0.8%	-11.2%	
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 62,014	\$ 132,000	\$ 68,000	112.9%	-50.0%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
ACTUAL YEAR GAIN	\$62,742					
Total Expenditures =	\$462,558	\$575,327	\$461,588	42.9%	-19.8%	
See NOTES Below.						

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

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Budgeted Rate Base Worksheet		Version 1.4	CTC: Suwannee River Economic Council, Inc.		
			County: Dixie County		
1 Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3					
2 Complete applicable GOLD cells in column and 5					
Upcoming Year's BUDGETED Revenues from July 1st of 2014 to June 30th of 2015	1	2	3	4	5
			What amount of the Budgeted Revenues in col. 3 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for issue type "outout"?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
REVENUES (CTC/Operators ONLY)					
Local Non-Gov					
Farebox	\$	-	\$	-	
Medicaid Co-Pay Received	\$	-	\$	-	
Donations/Contributions	\$	-	\$	-	
In-Rent, Contributed Services	\$	-	\$	-	
Other	\$	60,300	\$	21,047	\$ 3,500
Bus Pass Program Revenue	\$	-	\$	-	
Local Government					
District School Board	\$	-	\$	-	
Comp. ADA Services	\$	-	\$	-	
County Cash	\$	-	\$	-	
County In-Rent, Contributed Services	\$	-	\$	-	
City Cash	\$	-	\$	-	
City In-Rent, Contributed Services	\$	-	\$	-	
Other Cash	\$	-	\$	-	
Other In-Rent, Contributed Services	\$	-	\$	-	
Bus Pass Program Revenue	\$	-	\$	-	
CTD					
Non-Sports Trip Program	\$	189,424	\$	189,424	\$ -
Non-Sports Capital Equipment	\$	-	\$	-	\$ -
Bus Capital Equipment	\$	-	\$	-	\$ -
Other TD	\$	-	\$	-	\$ -
Bus Pass Program Revenue	\$	-	\$	-	
USDOT & FDOT					
49 USC 5307	\$	-	\$	-	
49 USC 5310	\$	59,400	\$	59,400	\$ 9,600
49 USC 5311 (Operating)	\$	71,806	\$	71,806	
49 USC 5311 (Capital)	\$	-	\$	-	
Bus Capital	\$	-	\$	-	
Service Development	\$	-	\$	-	
Commuter Assistance	\$	-	\$	-	
Other DOT	\$	-	\$	-	
Bus Pass Program Revenue	\$	-	\$	-	
AHCA					
Medicaid	\$	17,340	\$	17,340	
Other AHCA	\$	48,626	\$	48,626	
Bus Pass Program Revenue	\$	-	\$	-	
DCF					
Alcohol, Drug & Mental Health	\$	-	\$	-	
Family Safety & Prevention	\$	-	\$	-	
Domestic Violence & Adult Surv.	\$	-	\$	-	
Other DCF	\$	-	\$	-	
Bus Pass Program Revenue	\$	-	\$	-	
DOH					
Children Medical Services	\$	-	\$	-	
County Public Health	\$	-	\$	-	
Other DOH	\$	-	\$	-	
Bus Pass Program Revenue	\$	-	\$	-	
DOE (state)					
Call Phones	\$	-	\$	-	
Deaf Blind Services	\$	-	\$	-	
Vocational Rehabilitation	\$	-	\$	-	
Day Care Programs	\$	-	\$	-	
Other DOE	\$	-	\$	-	
Bus Pass Program Revenue	\$	-	\$	-	
AWW					
WAGES/Workforce Board	\$	-	\$	-	
AWW	\$	-	\$	-	
Bus Pass Program Revenue	\$	-	\$	-	
DOEA					
Older Americans Act	\$	6,250	\$	6,250	
Community Care for Elderly	\$	-	\$	-	
Other DOEA	\$	-	\$	-	
Bus Pass Program Revenue	\$	-	\$	-	
DCA					
Community Services	\$	-	\$	-	
Other DCA	\$	-	\$	-	
Bus Pass Program Revenue	\$	-	\$	-	

YELLOW cells are NEVER Generated by Applying Authorized Rates

BLUE cells Should be funds generated by rates in this spreadsheet

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

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

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

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

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

Worksheet for Program-wide Rates CTC: Suwannee River Et Version 1.4
County: Dixie County

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

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

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger Miles =	152,000	2014 - 2015
Rate Per Passenger Mile = \$	1.86	
Total Projected Passenger Trips =	6,120	
Rate Per Passenger Trip = \$	46.08	Avg. Passenger Trip Length = 24.8 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	3.04
Rate Per Passenger Trip = \$	75.42

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

CTC: Savannah River Section 1.4
 County: Dixie County

Worksheet for Multiple Service Rates

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

SECTION I: Services Provided

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

Ambulatory On 10 Sections 6 for Ambulatory Services	Wheelchair On 10 Sections 6 for Wheelchair Services	Stretcher On 10 Sections 6 for Stretcher Services	Group On 10 Sections 6 for Group Services
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

SECTION II: Contracted Services

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

Ambulatory On 10 Sections 6 for Ambulatory Services	Wheelchair On 10 Sections 6 for Wheelchair Services	Stretcher On 10 Sections 6 for Stretcher Services	Group On 10 Sections 6 for Group Services
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

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

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

Leave Blank	Leave Blank	Leave Blank	Do NOT Complete. See Section 1.4 for Group Services
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Ambulatory On 10 Sections 6 for Ambulatory Services	Wheelchair On 10 Sections 6 for Wheelchair Services	Stretcher On 10 Sections 6 for Stretcher Services	Group On 10 Sections 6 for Group Services
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. If you answered # 2 & 3, what is Combined Rate per Trip PLUS a per Mile add-on for 1 or more services. INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) - Rate per Passenger Mile by Balance =

Ambulatory On 10 Sections 6 for Ambulatory Services	Wheelchair On 10 Sections 6 for Wheelchair Services	Stretcher On 10 Sections 6 for Stretcher Services	Group On 10 Sections 6 for Group Services
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Combination Trip and Mile Rate

Ambulatory On 10 Sections 6 for Ambulatory Services	Wheelchair On 10 Sections 6 for Wheelchair Services	Stretcher On 10 Sections 6 for Stretcher Services	Group On 10 Sections 6 for Group Services
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Worksheet for Multiple Service Rates

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

CTC: Suwannee River Version 1.4
 County: Dixie County

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
Skip #3, #4 and Section IV and Go to Section V

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

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

4. How much will you charge each escort? Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) Do NOT Complete Section IV

And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2014 - 2015			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	152,000	109,460	32,040	10,500	Leave Blank 0
Rate per Passenger Mile =		\$1.40	\$2.39	\$4.99	\$0.00 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	8,120	5,355	580	205	Leave Blank 0
Rate per Passenger Trip =		\$40.03	\$88.61	\$142.93	\$0.00 per passenger per group

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					Leave Blank \$0.00
Rate per Passenger Mile for Balance =		\$1.40	\$2.39	\$4.99	\$0.00 per passenger per group

Rates if No Revenue Funds Were Identified As Subsidy Funds

		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.29	\$3.92	\$8.17	\$0.00 per passenger per group
Rate per Passenger Trip =		\$65.50	\$112.29	\$233.93	\$0.00 per passenger per group

THIS PAGE LEFT BLANK INTENTIONALLY

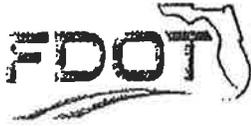
Appendix C: Vehicle Inventory

Suwannee River Economic Council, Inc.
DIXIE COUNTY TRANSPORTATION VEHICLE INVENTORY
 Updated 11/12/14

BUS #	VEHICLE IDENTIFICATION NUMBER	YEAR*	MAKE	SEATS	SOURCE	CONTRACT NUMBER or FDOT #	TAG NUMBER
133	1GBJG31K481232418	2009	Chevy Cutaway	8+2	TD-RC	AP591	X2338B
134	1FDDE45S39DA88332	2009	Ford Cutaway	12+2	FDOT 531 1-STIM	80201	X2858B
135	1FDDE45S59DA88333	2009	Ford Cutaway	12+2	FDOT 531 1-STIM	80204	X2856B
136	1GBJG31K191172261	2010	Chevy Cutaway	8+2	FDOT 5310	90275	X1688B
137	1GB3G2BG2B1171025	2011	Chevy Cutaway	8+2	TD-RC	AQ155	X8689B
138	1GB3G2BG7D1175852	2013	Chevy Cutaway	8+2	FDOT 5310	91217	X7482B
139	1GB3G2BG2D1175641	2013	Chevy Cutaway	8+2	TD-RC	AQU17	X7476B
140	1GB3G2BG8E1174790	2014	Chevy Cutaway	8+2	TD-RC	AR770	X3594C

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix D: Safety Compliance Self Certification



Bus Transit System Annual Safety and Security Certification

*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

Certification Date (Current): 2015
Certification Year (Previous): 2014
Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.
PO Box 70
Five Oak, FL 32064

The Bus Transit System (Agency) named above hereby certifies the following:

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

Blue Ink Signature: Matt Pearson Date: 1/12/15
(Individual Responsible for Assurance of Compliance)

Name: Matt Pearson Title: Executive Director

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: Sec. Management
Address:
Name and Address of Manufacturer of the Vehicle(s) Annual Inspections:

Signature of the individual certifying compliance

THIS PAGE LEFT BLANK INTENTIONALLY

North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



Use the QR Reader App
on your smart phone to
visit our website!

**Dixie County
Transportation Disadvantaged Coordinating Board**

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

www.ncfrpc.org/td



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

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

March 26, 2015

TO: Dixie County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Elect Vice-Chair

RECOMMENDATION

Elect a Vice-Chair.

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to hold an organizational meeting each year for the purpose of electing a Vice-Chair. 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.

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

t:\lynn\td2015\dixie\memos\vicechair.docx



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

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

March 26, 2015

TO: Dixie County 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 for the Board's review:

1. Suwannee River Economic Council Operations Report;
2. Fiscal Year 2014/15 Transportation Disadvantaged Trust Fund Status Report;
3. Suwannee River Economic Council Complaint/Commendation Report; and
4. Suwannee River Economic Council Trip Denial Report.

If you have any questions regarding the attached reports, please do not hesitate to contact me.

Attachments

t:\lynn\td2015\dixie\memos\statapr.docx

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

**QUARTERLY OPERATING REPORT
DIXIE COUNTY
OCTOBER - DECEMBER 2014**

OPERATING DATA	OPERATOR		
	Suwannee River Economic Council	Dixie County	TOTAL
NUMBER OF INVOICED TRIPS	1,478	17	1,495
Medicaid FCTD	17	1	18
Title III-B Aging Program	63	0	63
Transportation Disadvantaged Program	729	16	745
Medicaid HMO	669	0	669
TOTAL VEHICLE MILES	22,474	580	23,054
TOTAL REVENUE VEHICLE MILES	20,002	0	20,002
TOTAL VEHICLE HOURS	1,284	0	1,284
TOTAL DOLLARS INVOICED	\$88,573.02	\$3,053.20	\$91,626.22
Medicaid FCTD	\$959.12	\$408.50	\$1,367.62
Title III-B Aging Program	\$910.35	\$0.00	\$910.35
Transportation Disadvantaged Program	\$30,572.05	\$2,644.70	\$33,216.75
Medicaid HMO	\$56,131.50	\$0.00	\$56,131.50
AVERAGE COST PER TRIP	\$59.93	\$179.60	\$61.29
Medicaid FCTD	\$56.42	\$408.50	\$75.98
Title III-B Aging Program	\$14.45	\$0.00	\$14.45
Transportation Disadvantaged Program	\$41.94	\$165.29	\$44.59
Medicaid HMO	\$83.90	\$0.00	\$83.90
AVG. COST PER VEHICLE MILE	\$3.94	\$5.26	\$3.97
AVG. COST PER REVENUE VEHICLE MILE	\$4.43	#DIV/0!	\$4.58
AVG. COST PER VEHICLE HOUR	\$68.98	#DIV/0!	\$71.36
TRIP PURPOSE*	-	-	-
Medical	1,415	17	
Employment	0	0	
Education/Training	0	0	
Shopping	0	0	
Meal Site	63	0	
Recreation	0	0	
Other	0	0	
NUMBER OF TRIPS DENIED	0	0	
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	95	17	
PERCENT OF SINGLE PASSENGER TRIPS	6%	100%	0%
NUMBER OF ACCIDENTS	0	0	0
NUMBER OF VEHICLES	8	2	10
AVERAGE TRIPS PER VEHICLE	185	9	150
AVERAGE MILES PER TRIP	15	34	15
NUMBER OF ROADCALLS	3	0	3

**QUARTERLY OPERATING REPORT
DIXIE COUNTY
OCTOBER - DECEMBER 2013**

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	1,807
Medicaid	713
Title III-B	90
TD Trust Fund	1,004
Other	0
TOTAL VEHICLE MILES	32,644
TOTAL REVENUE VEHICLE MILES	29,419
TOTAL VEHICLE HOURS	1,721
TOTAL DOLLARS INVOICED	\$125,286.90
Medicaid	\$72,872.78
Title III-B	\$1,350.00
TD Trust Fund	\$51,064.12
Other	\$0.00
AVERAGE COST PER TRIP	\$69.33
Medicaid	\$102.21
Title III-B	\$15.00
TD Trust Fund	\$50.86
Other	#DIV/0!
AVG. COST PER VEHICLE MILE	\$3.84
AVG. COST PER REVENUE. VEH. MI.	\$4.26
AVG. COST PER VEHICLE HOUR	\$72.80
TRIP PURPOSE*	-
Medical	1,502
Employment	0
Education/Training	0
Shopping	0
Meal Site	305
Recreation	0
Other	0
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	110
% OF SINGLE PASSENGER TRIPS	6%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	11
AVERAGE TRIPS PER VEHICLE	164
AVERAGE MILES PER TRIP	18
NUMBER OF ROADCALLS	2

CTC: Suwannee River Economic Council

Transportation Disadvantaged Program Service Rates:

Ambulatory: \$1.40 per passenger mile

Wheelchair: \$2.39 per passenger mile

Stretcher: \$4.99 per passenger mile

**2014-2015 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
DIXIE COUNTY**

MONTH/YEAR	CONTRACT AMOUNT	TOTAL DOLLARS SPENT	STATE FUNDS SPENT 90%	LOCAL MATCH 10%	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-13	\$210,482.00	\$17,526.33	\$15,773.70	\$1,752.63	\$192,955.67	345	\$50.80
Aug-13	-	\$17,555.79	\$15,800.21	\$1,755.58	\$175,399.88	342	\$51.33
Sep-13	-	\$17,239.04	\$15,515.14	\$1,723.90	\$158,160.84	341	\$50.55
Oct-13	-	\$17,836.54	\$16,052.89	\$1,783.65	\$140,324.30	309	\$57.72
Nov-13	-	\$14,161.38	\$12,745.24	\$1,416.14	\$126,162.92	206	\$68.74
Dec-13	-	\$18,546.39	\$16,691.75	\$1,854.64	\$107,616.53	230	\$80.64
Jan-14	-				\$107,616.53		#DIV/0!
Feb-14	-				\$107,616.53		#DIV/0!
Mar-14	-				\$107,616.53		#DIV/0!
Apr-14	-				\$107,616.53		#DIV/0!
May-14	-				\$107,616.53		#DIV/0!
Jun-14	-				\$107,616.53		#DIV/0!
TOTAL	-	\$102,865.47	\$92,578.93	\$10,286.54	-	1,773	\$58.02

\\p\legspd\dix\0405.123

DIXIE COUNTY
QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS
OCTOBER - DECEMBER 2014

TYPE OF COMPLAINT	Suwannee River Economic Council	Dixie County EMS	Resolved
Vehicle Condition	0	0	-
Driver's Behavior	0	0	-
Client Behavior	0	0	-
No Show by Client	0	0	-
Early pickup	0	0	-
Tardiness - Late dropoff	0	0	-
No Show by Operator	0	0	-
Dispatch/Scheduling	0	0	-
Other (manager behavior)	0	0	-
TOTALS	0	0	
COMMENDATIONS	0	0	

\\p\griev\servco~1\dix\206,123

**DIXIE COUNTY
UNMET TRANSPORTATION NEEDS
OCTOBER - DECEMBER 2014**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Out of Service Area Trip	0
Insufficient Advance Notice	0
After Hours Trip Request	0
Weekend Trip Request	0
Other	0
TOTALS	0

Source: Suwannee River Economic Council

Florida Commission for the



**Transportation
Disadvantaged**



2015 Legislative Priorities:

- Monitor legislation to ensure program integrity is maintained.
- Monitor the Transportation Disadvantaged Trust Fund.

2014 Performance Information:

- Total People Served - 588,845
- Total Trips Provided Statewide- 29.2 million
 - Medical Trips Provided - 7.3 million
 - Employment Trips Provided - 2.9 million
- Cost per trip - \$10.70
- Cost per Paratransit trip - \$24.02
- Unmet trip requests - 169,412

Ensuring Coordination.....Enhancing Access
 Phone 850-410-5700 or toll free 1-800-983-2435
www.dot.state.fl.us/ctd

ATTENDANCE RECORD

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	7-3-14	9-2-14	10-2-14	1-8-15
Chair	Commissioner Jason Holifield	A	P	A	A
Florida Department of Transportation Alternate Member	Sandra Collins Janell Damato	P A	A A	A A	P A
Florida Department of Children and Families Alternate Member	Brad Seeling (Vacant)	A	A	A	A
Florida Agency for Health Care Administration Alternate Member	Alana McKay Andrew Singer	P A	P A	P A	P A
Florida Department of Education Alternate Member	(Vacant) Jeffrey Aboumrad		P	Angie White	P
Public Education Alternate Member	Tim Alexander (Vacant)	A	A	A	P
Citizen Advocate Alternate Member	(Vacant) (Vacant)				
Citizen Advocate-User Alternate Member	(Vacant) (Vacant)				
Elderly Citizen Advocate	(Vacant) (Vacant)				
Veterans Alternate Member	Jerry Prater (Vacant)	A	P	P	A
Persons with Disabilities Alternate Rep.	(Vacant) (Vacant)				
Florida Department of Edler Affairs Alternate Member	(Vacant) (Vacant)				
Children at Risk Alternate Member	Tonya Hiers Brooke Ward	A A	P A	P A	A A
Local Medical Community Alternate Member	(Vacant) (Vacant)				
Regional Workforce Board Alternate Member	(Vacant) (Vacant)				

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

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

03/26/2015

