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April 7, 2015

TO: Gilchrist County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Meeting Announcement

The Gilchrist County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and regular business meeting **Wednesday, April 15, 2015 at 1:30 p.m.** in the Board of County Commissioners' Meeting Room located at 210 S. Main Street in Trenton, Florida. All Board members are encouraged to attend the public hearing and business meeting.

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

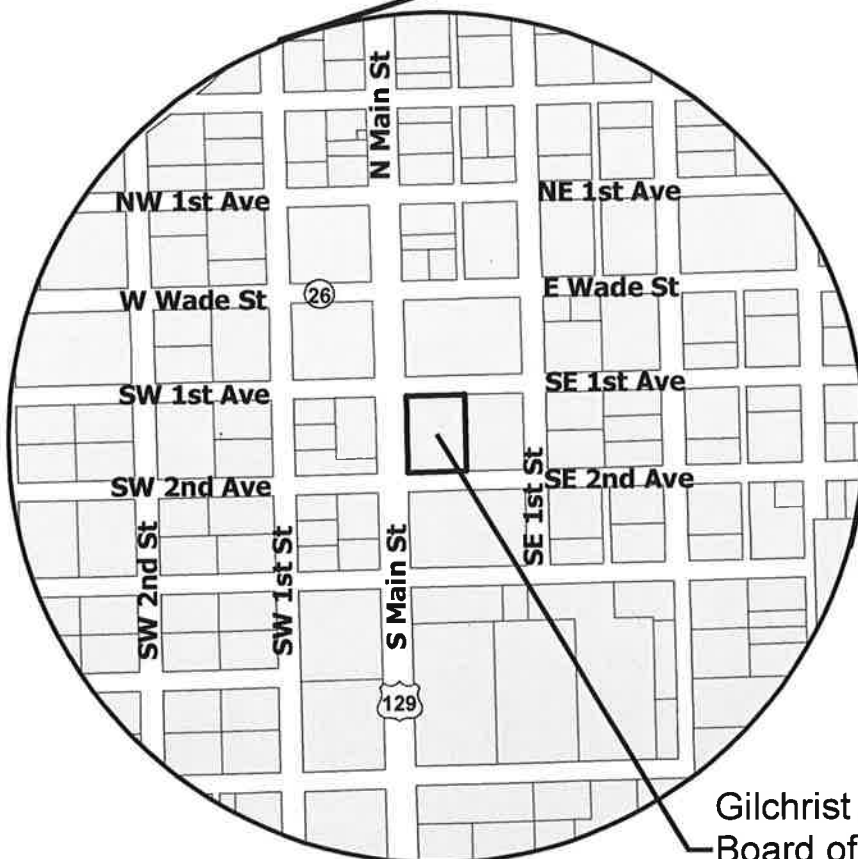
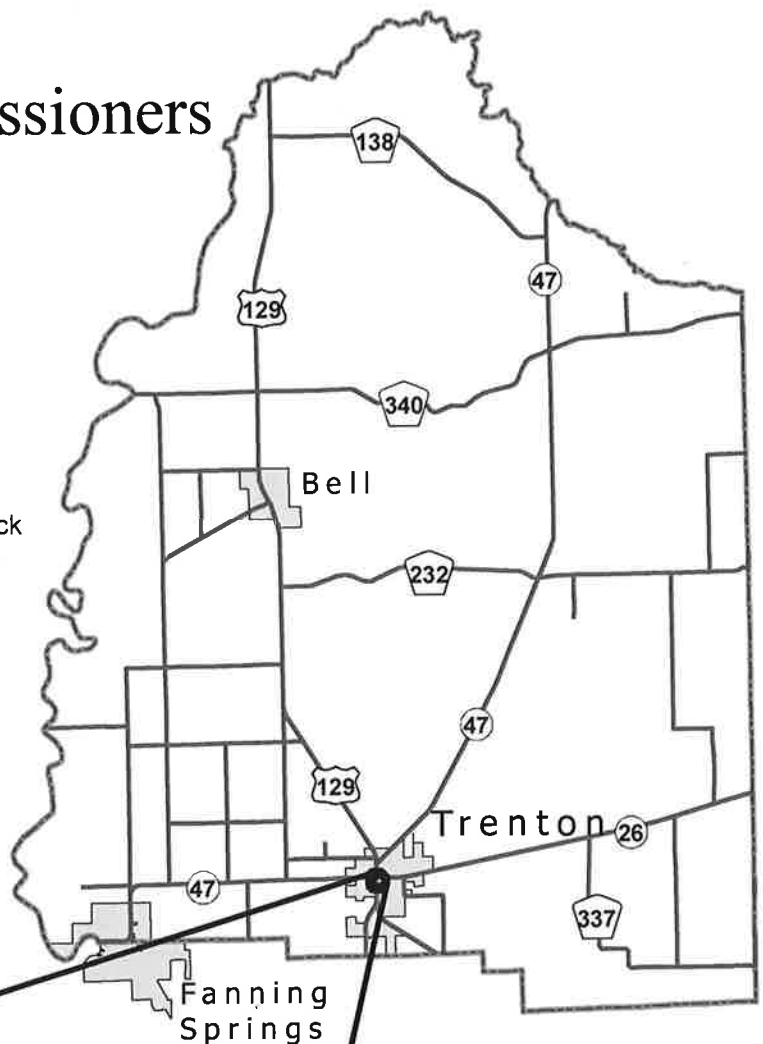
Attachments

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

Gilchrist County Board of County Commissioners Meeting Facility 210 South Main St Trenton, Florida 32693

Directions: From the intersection of U.S. Highway 129 (also known as Main St) and State Road 26 (also known as Wade St) in the City of Trenton, head South onto U.S. Highway 129 (also known as Main St) travel one block and the Gilchrist County Board of County Commissioners Meeting Facility will be on the left, on the Eastern side of U.S. Highway 129 (also known as Main St).



1 inch = 500 feet

Gilchrist County
Board of County Commissioners
Meeting Facility





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**GILCHRIST COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**PUBLIC HEARING/MEETING
ANNOUNCEMENT AND AGENDA**

Board of County Commissioners Meeting Room
210 S. Main Street
Trenton, Florida

Wednesday
April 15, 2015
1:30 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 January 7, 2015 Minutes | Page 7 | ACTION REQUIRED |

III. BUSINESS MEETING – CALL TO ORDER

- | | | |
|--|----------------|------------------------|
| A. Gilchrist County Transportation Disadvantaged Service Plan | Page 11 | ACTION REQUIRED |
|--|----------------|------------------------|

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

B. 2015 Florida Legislative Session

Page 79 NO ACTION REQUIRED

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

C. Operations Reports

Page 81 NO ACTION REQUIRED

IV. OTHER BUSINESS

A. Comments

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

V. FUTURE MEETING DATES

- A. July 15, 2015 at 1:30 p.m.**
- B. October 14, 2015 at 1:30 p.m.**

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

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

**GILCHRIST COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Marion Poitevint 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 - Vice-Chair Florida Agency for Health Care Administration Grievance Committee Member	Andrew Singer Florida Agency for Health Care Administration
Jeannie Carr Regional Workforce Board Grievance Committee Member	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
Michelle Walker-Crawford Public Education	Julie C. Thomas Public Education
Jim Mash 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
Jim McCrone Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Leslie Esseck Persons with Disabilities Grievance Committee Member Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Richard Esseck Elderly Grievance Committee Member Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Brittney Keeling Medical Community Term ending June 30, 2016	Krishna Stemple Medical Community Term ending June 30, 2016
Tonya Hiers Children at Risk Grievance Committee Member 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

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

**GILCHRIST COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

County Commissioners' Meeting Room
Courthouse Annex
Trenton, Florida

Wednesday
January 7, 2015
1:30 p.m.

VOTING MEMBERS PRESENT

Commissioner Marion Poitevint, Chair
Jeff Aboumrad, Florida Department of Education Representative
Jeannie Carr, Regional Workforce Board Representative
Sandra Collins, Florida Department of Transportation Representative
Michelle Walker-Crawford, Public Education Representative
Leslie Eseck, Persons with Disabilities Representative
Richard Esseck, Elderly Representative
Alicia Fowler, Florida Department of Elder Affairs Representative
Brittney Keeling, Medical Community Representative
James McCrone, Citizen Advocate-User
Brooke Ward representing Tonya Hiers, Early Childhood Services Representative
Alana McKay, Florida Agency for Health Care Administration Representative, Vice-Chair

ALTERNATE MEMBERS PRESENT

Krishna Stemple, Medical Community Representative

VOTING MEMBERS ABSENT

William R. Cummings, Citizen Advocate Representative
Jim Mash, Veterans Representative
Brad Seeling, Florida Department of Children and Families 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

Vic-Chair Alana McKay called the meeting to order at 1:30 p.m.

A. Invocation

Mr. Matthew Pearson gave the invocation.

B. Pledge of Allegiance

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

C. Introductions

Vice-Chair McKay asked everyone to introduce themselves.

D. Approval of the Meeting Agenda

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

E. Approval of the November 19, 2014 Meeting Minutes

Ms. Collins noted a correction to the motion taken on agenda item II.C.

ACTION: Sandra Collins moved to approve the November 19, 2014 meeting minutes with the noted correction. James McCrone seconded; motion passed unanimously.

II. NEW BUSINESS

A. Gilchrist 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 Gilchrist 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 Gilchrist County.

Ms. Godfrey said the Board needs to review draft amendments to the Gilchrist 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: Richard Esseck moved to approve the amendments to the Gilchrist County Transportation Disadvantaged Service Plan including the deletion of the ARRA project. Alicia Fowler seconded; motion passed unanimously.

B. 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.

C. 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. Richard Esseck noted the mileage reported for the July - September 2014 is substantially higher than the mileage reported for the same quarter in 2013. He also noted a substantial increase in Transportation Disadvantaged Program sponsored trips.

Mr. Pearson said he will recheck the mileage figures and have his staff check the passenger database to make sure Medicaid eligible passengers are riding under their Medicaid Managed Care Organization.

III. OTHER BUSINESS

A. Comments

1. Members

Richard Esseck suggested appointing a Committee to meet prior to the Board meetings to discuss transportation needs in the community.

The Board discussed Mr. Esseck's recommendation and agreed it would be best

to discuss transportation needs at the Board meetings instead of at separate Committee meetings.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Vice-Chair McKay stated that the next meeting of the Board is scheduled for Wednesday, April 15, 2015 at 1:30 p.m.

ADJOURNMENT

The meeting was adjourned at 2:30 p.m.

Coordinating Board Chair

Date



III.A.

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April 7, 2015

TO: Gilchrist County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Gilchrist County Transportation Disadvantaged Service Plan Update

STAFF RECOMMENDATION

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

Attachment

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Gilchrist County Transportation Disadvantaged Service Plan

July 1, 2015 - June 30, 2016

Gilchrist County Transportation Disadvantaged
Coordinating Board



Gilchrist County Transportation Disadvantaged Service Plan

Approved by the
Gilchrist County
Transportation Disadvantaged Coordinating Board

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

Marion Poitevint, 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 15, 2015



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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 Gilchrist 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 Gilchrist 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 Gilchrist 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 Gilchrist 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.

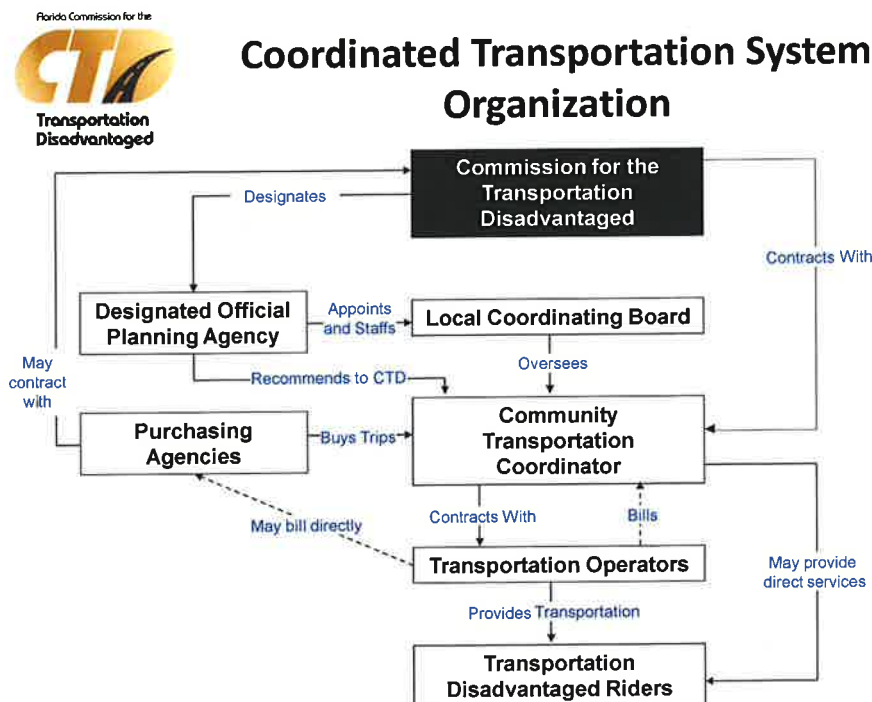
The North Central Florida Regional Planning Council recommended Suwannee River Economic Council as the designated Community Transportation Coordinator in 1991. The Commission for the Transportation Disadvantaged approved Suwannee River Economic Council's designation as the Community Transportation Coordinator for Gilchrist County on January 9, 1992.

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

The North Central Florida Regional Planning Council was designated the official planning agency for Gilchrist 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 Gilchrist 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 Gilchrist 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 Gilchrist County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Gilchrist County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

6. Gilchrist County Coordinating Board Membership Certification

GILCHRIST 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:

Carolyn B. Spooner
Carolyn B. Spooner, Chair

Date: 3/24/15

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Marion Poitevint	Vacant	No Term
Elderly	Richard Esseek	Vacant	6/30/2017
Disabled	Leslie Esseek	Vacant	6/30/2015
Citizen Advocate	Vacant	Vacant	6/30/2015
Citizen Advocate/User	Jim McCrone	Vacant	6/30/2015
Children at Risk	Tonya Hiers	Brooke Ward	6/30/2016
Community Action	Vacant	Vacant	6/30/2017
Public Education	Michelle Walker-Crawford	Julie C. Thomas	No Term
Department of Transportation	Sandra Collins	Janel Damato	No Term
Department of Children and Families	Vacant	Vacant	No Term
Department of Elder Affairs	Vacant	Vacant	No Term
Department of Education	Jeff Aboumradi	Vacant	No Term
Agency for Health Care Administration	Alana McKay	Andrew Singer	No Term
Regional Workforce Development Board	Jeannie Carr	Vacant	No Term
Veteran Services	Jim Mash	Vacant	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Transportation Industry	Vacant	Vacant	6/30/2016
Local Medical Community	Brittney Keeling	Krishna Stemple	6/30/2016

7. Gilchrist County Transportation Coordinating Board Membership

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Marion Poitevint 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
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B. Service Area Profile and Demographics

1. Gilchrist County Service Area Description

Gilchrist County has a land area of approximately 349 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Columbia and Suwannee Counties, on the east by Alachua County, on the south by Levy County and on the west by Gilchrist and Lafayette Counties.

2. Demographics

a. Land Use

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

The land use for approximately 89 percent of the acreage within the unincorporated area of the County has been designated as agricultural and approximately 5 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, have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Santa Fe and the Suwannee Rivers within the County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout the County.

b. Population/Composition

According to the 2010 Bureau of the Census Gilchrist County's total population was 16,393 in 2010. The Bureau of Economic and Business Research estimates the population of the City of Trenton as 1,965, the Town of Bell as 430, the City of Fanning Springs 272 as and the unincorporated area as 14,213 in 2013.

According to the Bureau of Economic and Business Research, 847 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.

TABLE 1
POPULATION COUNTS AND ESTIMATES
GILCHRIST COUNTY

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2013
Gilchrist County	16,939	16,880
Town of Bell	456	430
City of Fanning Springs	278	272
City of Trenton	1,999	1,965
Unincorporated Area	14,206	14,213

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

TABLE 2
POPULATION
GILCHRIST COUNTY

2010 U.S. CENSUS POPULATION	HOUSEHOLDS	PERCENT OF PERSONS BELOW POVERTY LEVEL
16,939	6,240	24%

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

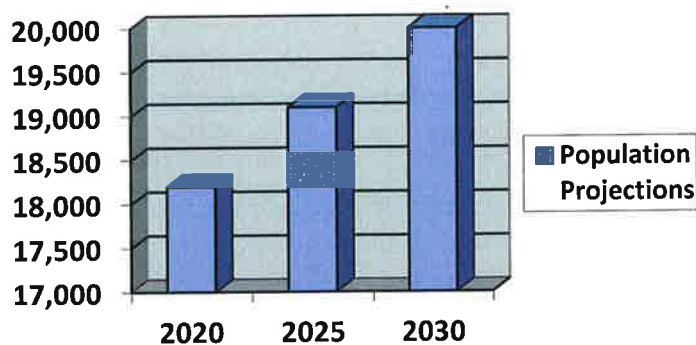
c. Population Densities

With approximately 350 square miles of land area, the County population density in 2010 was approximately 48 persons per square mile.

d. Population Projections

According to the Bureau of Economic and Business Research, Gilchrist County will have a total population of approximately 18,200 in the year 2020 and by 2025, the total County population will be approximately 19,100. 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 80 and over population is the smallest age group within the County.

TABLE 3
POPULATION ESTIMATES BY AGE GROUP
GILCHRIST COUNTY

AGE GROUP	POPULATION 2013 ESTIMATES
0-4	911
5-17	2,559
18-24	2,136
25-54	5,794
55-64	2,406
65 -79	2,313
80+	761

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

f. Disability and Self Care Limitations

According to the 2010 Bureau of the Census American Fact Finder, 2009-2013 Gilchrist County had a disabled population of 3,345. The population under 18 years of age with a disability was 156. The population 18 to 64 years of age with a disability was 1,757. The population 65 years and over with a disability was 1,432.

g. Employment

The Bureau of Economic and Business Research estimates that Gilchrist County's labor force (individuals who are able to work but may not be employed) in 2013 was 7,484 with 7,081 people employed and 403 unemployed. The estimated unemployment rate for Gilchrist County in 2013 was 5.4 percent.

h. Income

According to the 2010 Census, the per capita personal income for Gilchrist County in 2012 was \$20,180 and the median household income was \$38,406. Table 4 characterizes the levels of household income in Gilchrist County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4
Income And Poverty Status
Gilchrist County

MEDIAN HOUSEHOLD INCOME 2009-2013	PERSONS BELOW POVERTY LEVEL, PERCENT, 2009-2013
\$38,406	24.1%

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

The Bureau of Economic and Business Research reports the number of families receiving Temporary Aid to Needy Families assistance in 2014 was 87. The total number of Medicaid recipients in 2013 was 3,795.

Table 6 shows individuals who received Supplemental Security Income.

TABLE 6
SUPPLEMENTAL SECURITY INCOME
GILCHRIST COUNTY

RECIPIENTS	2013
Aid to the Blind and Disabled	432
65 and Over	69
Under 18	87
18-65	299
Aged	23

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

i. Housing

The 2010 Bureau of the Census estimates that in 2009-2013, the total number of households in Gilchrist County was 6,240 and that the average household size was 2.51.

TABLE 8
HOUSING
GILCHRIST COUNTY

HOUSING UNITS 2013	HOME OWNERSHIP RATE, 2008-2012	MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS, 2009- 2013
7,157	79.7%	\$102,300

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

j. Health

Gilchrist County does not have a hospital. The Bureau of Economic and Business Research reported there were five licensed physicians of medicine and 270 total nurses in 2014.

k. Transportation

According to the 2010 Bureau of the Census 2009-2013 American Community Survey 5-Year Estimates, 396 occupied housing units in Gilchrist County had no vehicle available.

l. Major Trip Generators/Attractors

Being a rural area, there are a limited number of trip generators in the County. Trips are distributed from the outlying areas to and from the county seat for business, shopping and recreational activities. Major trip generators/attractors include: Medic-Ayers Nursing Home, Tri-County Nursing Home, Lancaster Correctional Institution, Trenton Medical Center, Fanning Springs Conservation and Recreation Area, local government offices and Suwannee River Economic Council's meal site.

Travel to Gainesville continues to be necessary for many County residents, particularly for medical purposes. Approximately 41 percent of Gilchrist County's employed residents work in Alachua County, 7.8 percent work in Levy County, 3.6 percent work in Gilchrist County, 1.8 percent work in Suwannee County, 1.7 percent work in Duval County and 1.5 percent work in Putnam 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.'

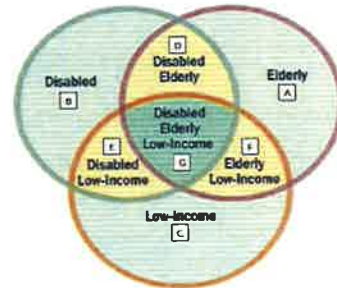
The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities,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

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

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Gilchrist 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	634	642	649	657	664	672	680	688	696	704	712
B - Estimate non-elderly/ disabled/not low income	1,569	1,587	1,606	1,624	1,643	1,662	1,682	1,701	1,721	1,741	1,761
G - Estimate elderly/disabled/low income	252	255	258	261	264	267	270	273	276	280	283
D - Estimate elderly/ disabled/not low income	1,107	1,120	1,133	1,146	1,159	1,172	1,186	1,200	1,214	1,228	1,242
F - Estimate elderly/non-disabled/low income	136	138	139	141	142	144	146	147	149	151	153
A - Estimate elderly/non-disabled/not low income	1,579	1,598	1,616	1,635	1,654	1,673	1,693	1,712	1,732	1,753	1,773
C - Estimate low income/not elderly/not disabled	2,757	2,789	2,821	2,854	2,887	2,921	2,955	2,989	3,024	3,059	3,095
TOTAL GENERAL TD POPULATION	8,034	8,127	8,222	8,317	8,414	8,512	8,611	8,711	8,812	8,915	9,019
TOTAL POPULATION	16,880	17,076	17,275	17,476	17,679	17,884	18,092	18,303	18,516	18,731	18,949



Gilchrist County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	886	897	907	918	928	939	950	961	972	984	995
Low Income Not Disabled No Auto/Transit	787	796	805	815	824	834	843	853	863	873	883
Total Critical Need TD Population	1,673	1,693	1,712	1,732	1,752	1,773	1,793	1,814	1,835	1,857	1,878
Daily Trips - Critical Need TD Population											
Severely Disabled	43	44	44	45	45	46	47	47	48	48	49
Low Income - Not Disabled - No Access	1,494	1,511	1,529	1,547	1,565	1,583	1,601	1,620	1,639	1,658	1,677
Total Daily Trips Critical Need TD Population	1,538	1,564	1,590	1,617	1,644	1,673	1,703	1,733	1,764	1,795	1,823
Annual Trips	561,202	570,687	580,331	590,139	600,112	610,734	621,544	632,546	643,742	655,136	665,421

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 1.16%

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

Gilchrist County

Census Data from: 2013

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	239	6.90%	56	1.60%
18-64	1,964	19.00%	579	5.60%
Total Non Elderly	2,203	15.96%	634	4.59%
65+	1,359	44.20%	252	8.20%
Total Elderly	1,359	44.20%	252	8.20%
Total	3,562	21.10%	886	5.25%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	181
11.70%	29
	211

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	453	181	634
Elderly	223	29	252
TOTAL	675	211	886

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			
Assumes	2,893		
27.2%	xx % without auto access	787	
100%	xx % without transit access	787	
Calculation of Daily Trips			
Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	886	0.049	43
Low Income ND	787	1.899	1,494
Totals	1,673		1,538

CALCULATION OF DAILY TRIPS
FOR THE
CRITICAL NEED TD POPULATION

3. Barriers to Coordination

Medicaid non-emergency transportation services are no longer coordinated through Florida's Coordinated Transportation System in Gilchrist 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

U.S.C. Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide transportation services for the transportation disadvantaged.	2015/16	Gilchrist County	\$115,000 \$115,000	U.S.C. Section 5311 Suwannee River Economic Council

Rural Area Capital Assistance Program

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

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2014/15	Gilchrist County	\$108,423 \$12,047	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 Gilchrist 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 Gilchrist 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:** The 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 Gilchrist 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

(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.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually
(1) Maintain a data base with pertinent information relative to clients needs and limitations.	(1) Ongoing
The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.	Annually

Chapter II: Service Plan

A. Operations

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

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 Friday, 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 Friday. 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

Not applicable.

4. Public Transit Utilization

Not applicable. There is no fixed route, public transit system operating in Gilchrist 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 Gilchrist County School Board will be contacted for assistance.

6. Vehicle Inventory

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

7. System Safety Program Plan Certification

Suwannee River Economic Council's System Safety Program Plan Certification is shown as Appendix 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 Gilchrist 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 Gilchrist 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 Gilchrist 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 Gilchrist 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.

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Appendix A: Gilchrist County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Gilchrist 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 Gilchrist 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) Meeting 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:

Gilchrist 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:

Gilchrist 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: Gilchrist

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

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER MILE
Transportation Disadvantaged Program Ambulatory	\$1.55/passenger mile
Transportation Disadvantaged Program Wheelchair	\$2.66/passenger mile
Transportation Disadvantaged Program Stretcher	\$5.55/passenger mile

Preliminary Information Worksheet Version 1.4

CTC Name: Suwannee River Economic Council, Inc.
County (Service Area): Gilchrist
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: Gilchrist

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

July 1st of 2013	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

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

Local Non-Govt

Farebox						Reverest \$21,542 into current (13/14) and upcoming year (14/15) budget. \$25,093 into 14-15 and \$31,949 into 14-15 Budget year
Medicaid Co-Pay Received						
Donations/Contributions	\$ 1,129			-100.0%		
In-Kind, Contributed Services						
Other	\$ 19,374	\$ 56,180	\$ 40,455	255.4%	-30.4%	
Bus Pass Program Revenue						

Local Government

District School Board						
County 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-Sponsored Trip Program	\$ 91,078	\$ 91,978	\$ 105,417	0.0%	17.8%	
Non-Sponsored Capital Equipment						
Rural Capital Equipment	\$ 56,378	\$ 58,500	\$ 58,500	5.6%	0.0%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)	\$ 82,762	\$ 82,760	\$ 82,600	-25.1%	0.0%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 76,724	\$ 83,658	\$ 24,624	9.1%	-70.2%	Other AHCA = HMO Medicaid
Other AHCA (specify in explanation)			\$ 34,635			
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (State)

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

AWI

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

DOEA

Elder Americans Act	\$ 4,658	\$ 2,400	\$ 5,000	-50.6%	106.3%	
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: Gilchrist

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 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 Field 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 Reserve

Balancing Revenue is Short By =
Total Revenues = \$329,704 \$358,785 \$333,771 8.2% -6.4%

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

Operating Expenditures	\$ 65,925	\$ 88,105	\$ 68,100	33.6%	0.0%
Labor	\$ 34,038	\$ 40,619	\$ 41,113	18.3%	1.2%
Fringe Benefits	\$ 12,962	\$ 18,105	\$ 19,155	38.7%	-11.0%
Services	\$ 111,484	\$ 65,202	\$ 70,210	-40.6%	6.1%
Materials and Supplies	\$ 6,404	\$ 9,351	\$ 7,405	46.6%	-21.1%
Utilities	\$ 6,408	\$ 8,400	\$ 8,500	-0.1%	6.0%
Casualty and Liability	\$ 79	\$ 60	\$ 10	13.9%	0.0%
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 7,750	\$ 30,635	\$ 11,000	203.8%	-64.1%
Other					
Miscellaneous	\$ 282	\$ 600	\$ 525	112.8%	-12.5%
Operating Debt Service - Principal & Interest					
Leases and Rentals	\$ 14,415	\$ 16,400	\$ 15,100	13.8%	-7.9%
Contrib. to Capital Equip. Replacement Fund					
In-kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect	\$ 10,374	\$ 13,220	\$ 10,220	-19.3%	-22.7%
Capital Expenditures					
Equip. Purchases with Grant Funds		\$ 65,000	\$ 65,000		0.0%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
ACTUAL YEAR GAIN	\$11,442				
Total Expenditures =	\$278,162	\$355,785	\$333,771	28.3%	-6.4%

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: Gilchrist

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

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

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Fares	\$	-
Medicaid Co-Pay Reimburse	\$	-
Donational Contributions	\$	-
In Kind, Contributed Services	\$	-
Other	\$	40,490
Bus Pass Program Revenue	\$	-

Local Government

County School Board	\$	-
County 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-Sports Trip Program	\$	108,417
Non-Sports Capital Equipment	\$	-
Rural Capital Equipment	\$	58,500
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

48 USC 5307	\$	-
49 USC 5310	\$	-
48 USC 5311 (Operating)	\$	82,000
48 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	24,824
Other AHCA	\$	34,435
Bus Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Glenn - Care (In-Kind & Adult Ref)	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

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

DOE (state)

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

AWI

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

DOEA

Other Americans Act	\$	6,000
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 Rates per Mile/Trip Charges

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

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

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

GOLD cells

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee River Economic Council, Inc.

County: Gilchrist

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

Upcoming Year's BUDGETED Revenues	What amount of the Budgeted Revenue in col. 2 will be generated by the rate per unit determined by the spreadsheet, OR used as local match for these type revenues?	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment. OR will be used in match for the purchase of equipment?
From July 1st of 2014 to June 30th of 2015	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	
1	2	3
APD		
Office of Disability Determination	\$	\$
Developmental Services	\$	\$
Other APD	\$	\$
Bus Pass Program Revenue	\$	\$
DJJ	\$	\$
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 Reserve	\$	\$
Total Revenue = \$	\$	\$
	184,822	145,949
		65,629

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures	
Labor	\$ 88,100
Fringe Benefits	\$ 21,153
Services	\$ 18,100
Materials and Supplies	\$ 28,210
Utilities	\$ 7,408
Capital and Liability	\$ 8,600
Taxes	\$ 90
Purchased Transportation	
Purchased Bus Pass Expenses	\$
Scholar Bus Utilization Expenses	\$
Capitalized Transportation Services	\$ 11,600
Other	\$
Miscellaneous	\$ 525
Operating Debt Service - Principal & Interest	\$
Leases and Rentals	\$ 15,100
Contrib. to Capital Equip. Replacement Fund	\$
In-kind, Contributed Services	\$
Allocated Interest	\$ 10,220
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 65,600
Equip. Purchases with Local Revenue	\$
Equip. Purchases with Rate Generated Rev.	\$
Capital Debt Service - Principal & Interest	\$
Total Expenditures = \$	333,771
minus EXCLUDED Subsidy Revenue = \$	145,949
Budgeted Total Expenditures INCLUDED in	
Rate Base = \$	184,822
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate	
Base = \$	184,822

\$ 63,949
 Amount of
 Budgeted
 Operating Rate
 Subsidy Revenue

¹ Rate Base Adjustment Cell

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

¹ The Difference Between Expenses and Revenues for Fiscal Year:

2012 - 2013

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

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

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	96,000
Rate Per Passenger Mile = \$	1.93
Total Projected Passenger Trips =	4,132
Rate Per Passenger Trip = \$	44.73

Fiscal Year
2014 - 2015

Avg. Passenger Trip Length = 23.2 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.48

Rate Per Passenger Trip = \$ 80.78

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.

Category	14-19 CTD_Rate_Calc v1.4 approved data	Multiple Service Rates
14-19 CTD_Rate_Calc v1.4 approved data	Multiple Service Rates	

Worksheet for Multiple Service Rates

CTC: **Savannah River Version 1.4**
County: **Gilchrist**

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
Skip #2, 4 and Section IV and Go to Section V

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

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

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

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) Do NOT Complete 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) = 95,000	69,000	25,000	2,000	
Rate per Passenger Mile =	\$1.55	\$2.66	\$5.55	\$0.00
				\$0.00

RATES FOR FY 2014 - 2015				
Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 4,132	3,187	895	50	
Rate per Passenger Trip =	\$37.72	\$64.66	\$134.71	\$0.00
				\$0.00

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

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				\$0.00
Rate per Passenger Mile for Balance =	\$1.55	\$2.66	\$5.55	\$0.00
				\$0.00

Rates if No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	\$2.80	\$4.61	\$10.02	\$0.00
				\$0.00

Rates if No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	\$68.12	\$116.77	\$243.28	\$0.00
				\$0.00

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Appendix C: Vehicle Inventory

COUNTY	BUS #	VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MILEAGE AS OF 11/30/13
Dixie/Gilchrist	133	1GBJG31K481232418	2009	Chevy Cutaway	136,925
Dixie/Gilchrist	134	1FD4E45S39DA88332	2009	Ford Cutaway	126,412
Dixie/Gilchrist	135	1FD4E45S59DA88333	2009	Ford Cutaway	148,460
Dixie/Gilchrist	136	1GBJG31K191172261	2010	Chevy Cutaway	79,811
Dixie/Gilchrist	137	1GB3G2BG4B1171025	2011	Chevy Cutaway	35,288
Dixie/Gilchrist	138	1GB3G2BG9D1175852	2013	Chevy Cutaway	13,618
Dixie/Gilchrist	139	1GB3G2BG9D1175641	2013	Chevy Cutaway	12,285

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Appendix D: Safety Compliance Self Certification

Commission for the Transportation Disadvantaged NET Safety Compliance and Emergency Management Self Certification

THIS CERTIFIES CALENDAR YEAR 2013

DATE: 3/13/2013

SUBCONTRACTED TRANSPORTATION PROVIDER: SUWANNEE RIVER ECONOMIC COUNCIL, INC.

ADDRESS: P.O. BOX 70, LIVE OAK, FLORIDA, 32064

In accordance with the Medicaid Non-Emergency Transportation Subcontracted Transportation Provider (STP) Contract with the Commission for the Transportation Disadvantaged, the above STP, hereby certifies to the following:

1. The adoption of a System Safety Program Plan and a Security Program Plan (a.k.a. Emergency Management Plan) based on established standards set forth in **Rule Chapter 14.90, F.A.C.** Such plans ensure the continuation of appropriate services during an emergency, including but not limited to localized acts of nature, accidents, and technological and/or attached-related emergencies, both natural and manmade;
2. Compliance with its adopted System Safety Program Plan and Security Program Plan, including:
 - a. Safety inspections of all service vehicles;
 - b. Applicable Drug and Alcohol procedures, including training and monitoring;
 - c. Driver Training and Monitoring.
3. Compliance with requirement of monitoring subcontracted operators;
4. Compliance with maintenance of support documentation for plans, inspections, training and monitoring, and that said documentation is available upon request by an authorized representative of the Commission or the Agency for Health Care Administration.

I understand that providing false information may result in an unfavorable action by the Commission.

Signature: Frances Terry

Name: FRANCES L. TERRY
(Type or Print)

Title: EXECUTIVE DIRECTOR

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



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Gilchrist County Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org/td

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



III.C.

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April 7, 2015

TO: Gilchrist 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\gilchrist\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
GILCHRIST COUNTY
JULY - SEPTEMBER 2014**

OPERATING DATA	OPERATOR		TOTAL
	Suwannee River Economic Council	Dixie County EMS	
NUMBER OF INVOICED TRIPS	1,157	2	1,159
FCTD Medicaid	0		0
Title III-B	60	2	62
TD Trust Fund	930		930
HMO Medicaid	167		167
TOTAL VEHICLE MILES	15,726	61	15,787
TOTAL REVENUE VEHICLE MILES	13,212	61	13,273
TOTAL VEHICLE HOURS	874	1	875
TOTAL DOLLARS INVOICED	\$58,396.14	\$273.89	\$58,670.03
FCTD Medicaid	\$0.00		\$0.00
Title III-B	\$928.80		\$928.80
TD Trust Fund	\$30,696.84	\$273.89	\$30,970.73
HMO Medicaid	\$26,770.50		\$26,770.50
AVERAGE COST PER TRIP	\$50.47	\$136.95	\$50.62
FCTD Medicaid	#DIV/0!	\$0.00	#DIV/0!
Title III-B	\$15.48	-	\$14.98
TD Trust Fund	\$33.01	\$0.00	\$33.30
HMO Medicaid	\$160.30	-	\$160.30
AVG. COST PER VEHICLE MILE	\$3.71	\$4.49	\$3.72
AVG. COST PER REVENUE VEHICLE MILE	\$4.42	\$4.49	\$4.42
AVG. COST PER VEHICLE HOUR	\$66.81	\$273.89	\$67.05
TRIP PURPOSE*	-	-	-
Medical	1,097	2	1,099
Employment			0
Education/Training			0
Shopping			0
Meal Site	60		60
Recreation			0
NUMBER OF TRIPS DENIED			0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	47	2	49
% OF SINGLE PASSENGER TRIPS	4%	100%	4%
NUMBER OF ACCIDENTS	0		0
NUMBER OF VEHICLES	9	2	11
AVERAGE TRIPS PER VEHICLE	129	1	105
AVERAGE MILES PER TRIP	14	31	14
NUMBER OF ROADCALLS	1		1

**QUARTERLY OPERATING REPORT
GILCHRIST COUNTY
JULY - SEPTEMBER 2013**

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	912
Medicaid	265
Title III-B	124
TD Trust Fund	523
Other	0
TOTAL VEHICLE MILES	16,178
TOTAL REVENUE VEHICLE MILES	14,458
TOTAL VEHICLE HOURS	858
TOTAL DOLLARS INVOICED	\$51,503.00
Medicaid	\$32,353.11
Title III-B	\$1,919.52
TD Trust Fund	\$17,230.37
Other	\$0.00
AVERAGE COST PER TRIP	\$56.47
Medicaid	\$122.09
Title III-B	\$15.48
TD Trust Fund	\$32.95
Other	#DIV/0!
AVG. COST PER VEHICLE MILE	\$3.18
AVG. COST PER REVENUE VEHICLE MILE	\$3.56
AVG. COST PER VEHICLE HOUR	\$60.06
TRIP PURPOSE*	-
Medical	779
Employment	0
Education/Training	0
Shopping	0
Meal Site	124
Recreation	0
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	35
% OF SINGLE PASSENGER TRIPS	4%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	11
AVERAGE TRIPS PER VEHICLE	83
AVERAGE MILES PER TRIP	18
NUMBER OF ROADCALLS	0

QUARTERLY OPERATING REPORT
GILCHRIST COUNTY
OCTOBER - DECEMBER 2014

OPERATING DATA	OPERATOR		TOTAL
	Suwannee River Economic Council	Dixie County EMS	
NUMBER OF INVOICED TRIPS	847	0	847
FCTD Medicaid	10		10
Title III-B	44		44
TD Trust Fund	592		592
HMO Medicaid	201		201
TOTAL VEHICLE MILES	13,427		13,427
TOTAL REVENUE VEHICLE MILES	11,281		11,281
TOTAL VEHICLE HOURS	746		746
TOTAL DOLLARS INVOICED	\$38,598.55	\$0.00	\$38,598.55
FCTD Medicaid	\$1,290.80		\$1,290.80
Title III-B	\$681.12		\$681.12
TD Trust Fund	\$21,833.63		\$21,833.63
HMO Medicaid	\$14,793.00		\$14,793.00
AVERAGE COST PER TRIP	\$45.57	#DIV/0!	\$45.57
FCTD Medicaid	\$129.08	\$0.00	\$129.08
Title III-B	\$15.48	-	\$15.48
TD Trust Fund	\$36.88	\$0.00	\$36.88
HMO Medicaid	\$73.60	-	\$73.60
AVG. COST PER VEHICLE MILE	\$2.87	#DIV/0!	\$2.87
AVG. COST PER REVENUE VEHICLE MILE	\$3.42	#DIV/0!	\$3.42
AVG. COST PER VEHICLE HOUR	\$51.74	#DIV/0!	\$51.74
TRIP PURPOSE*	-	-	-
Medical	803		803
Employment			0
Education/Training			0
Shopping			0
Meal Site	44		44
Recreation			0
NUMBER OF TRIPS DENIED			0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	28		28
% OF SINGLE PASSENGER TRIPS	3%	#DIV/0!	3%
NUMBER OF ACCIDENTS	0		0
NUMBER OF VEHICLES	9	2	11
AVERAGE TRIPS PER VEHICLE	94	0	77
AVERAGE MILES PER TRIP	16	#DIV/0!	16
NUMBER OF ROADCALLS	0		0

QUARTERLY OPERATING REPORT
GILCHRIST COUNTY
OCTOBER - DECEMBER 2013

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	869
Medicaid (FCTD)	210
Title III-B	76
TD Trust Fund	583
Other	0
TOTAL VEHICLE MILES	16,182
TOTAL REVENUE VEHICLE MILES	16,129
TOTAL VEHICLE HOURS	871
TOTAL DOLLARS INVOICED	\$47,164.92
Medicaid	\$22,749.92
Title III-B	\$1,176.48
TD Trust Fund	\$23,238.52
Other	\$0.00
AVERAGE COST PER TRIP	\$54.27
Medicaid	\$108.33
Title III-B	\$15.48
TD Trust Fund	\$39.86
Other	#DIV/0!
AVG. COST PER VEHICLE MILE	\$2.91
AVG. COST PER REVENUE VEHICLE MILE	\$2.92
AVG. COST PER VEHICLE HOUR	\$54.15
TRIP PURPOSE*	-
Medical	793
Employment	0
Education/Training	0
Shopping	0
Meal Site	76
Recreation	0
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	30
% OF SINGLE PASSENGER TRIPS	3%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	11
AVERAGE TRIPS PER VEHICLE	79
AVERAGE MILES PER TRIP	19
NUMBER OF ROADCALLS	0

CTC: Suwannee River Economic Council

Rates Charged to TD Trust Fund:

Ambulatory: \$1.55 per passenger mile

Wheelchair: \$2.66 per passenger mile

Stretcher: \$5.55 per passenger mile

**2014-2015 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
GILCHRIST 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-14	\$120,471.00	\$10,000.19	\$9,000.17	\$1,752.63	\$110,470.81	298	\$33.56
Aug-14	-	\$10,074.96	\$9,067.46	\$1,755.58	\$100,395.85	338	\$29.81
Sep-14	-	\$9,966.78	\$8,970.10	\$1,723.90	\$90,429.07	296	\$33.67
Oct-14	-	\$10,113.86	\$9,102.47	\$11,011.39	\$80,315.21	269	\$37.60
Nov-14	-	\$7,158.97	\$6,443.07	\$715.90	\$73,156.24	194	\$36.90
Dec-14	-	\$4,560.80	\$4,104.72	\$456.08	\$68,595.44	129	\$35.36
Jan-15	-						#DIV/0!
Feb-15	-						#DIV/0!
Mar-15	-						#DIV/0!
Apr-15	-				#VALUE!		#DIV/0!
May-15	-				#VALUE!		#DIV/0!
Jun-15	-				#VALUE!		#DIV/0!
TOTAL	-	\$51,875.56	\$46,687.99	\$17,415.48	-	1,524	\$34.04

GILCHRIST 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	-
Tardiness - Late pickup	0	0	-
Tardiness - Late dropoff	0	0	-
No Show by Operator	0	0	-
Dispatch/Scheduling	0	0	-
Other	0	0	-
TOTALS	0	0	-
COMMENDATIONS	0	0	-

**GILCHRIST 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

ATTENDANCE RECORD

GILCHRIST COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	9/17/2014	10/15/2014	11/19/2014	1/7/2015
Chair	Commissioner Marion Poitevint				P
Florida Department of Transportation	Sandra Collins	A	A	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Brad Seeling	A	A	A	A
Alternate Member	(Vacant)				
Florida Agency for Health Care Administration	Alana McKay	P	A	P	P
Alternate Member	Andrew Singer	A	A	A	A
Florida Department of Education	(Vacant)				
Alternate Member	Jeffrey Aboumrad	P	P	A	P
Public Education	Michelle Walker-Crawford			P	P
Alternate Member	Julie C. Thomas				A
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate-User	James McCrone	A	A	A	P
Alternate Member	(Vacant)				
Elderly	Richard Esseck	P	P	P	P
Alternate Member	(Vacant)				
Veterans	Jim Mash	A	A	A	A
Alternate Member	(Vacant)				
Persons with Disabilities	Leslie Esseck			P	P
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	Tonya Hiers	P	P	P	A
Alternate Member	Brooke Ward	A	A	A	P
Local Medical Community	Brittney Keeling			P	P
Alternate Member	Krishna Stemple			P	P
Regional Workforce Board	Jeannie Carr	P	A	P	P
Alternate Member	(Vacant)				

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 on the Board who fails to attend three consecutive meetings."