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

April 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Public Hearing and Meeting Announcement

The Bradford County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and regular business meeting **Tuesday, April 12, 2016 at 9:30 a.m.** in the City of Starke Commission Meeting Room located at 209 N. Thompson Street in the City of Starke. All Board members are encouraged to attend.

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

#### Attachments

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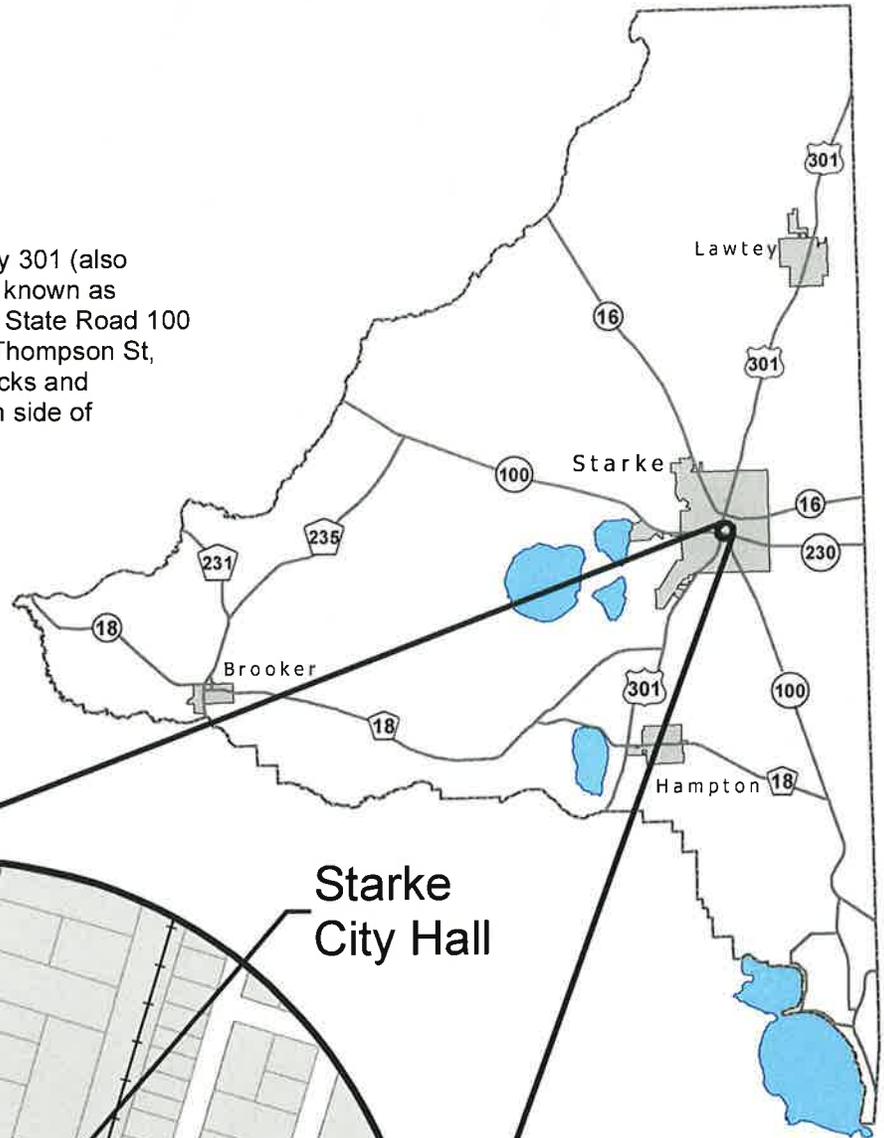
Dedicated to improving the quality of life of the Region's citizens,  
by coordinating growth management, protecting regional resources,  
promoting economic development and providing technical services to local governments.

# Starke City Hall

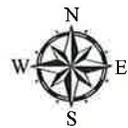
## North Thompson St

### Starke, Florida 32091

Directions: From the intersection of U.S. Highway 301 (also known as Temple Ave) and State Road 100 (also known as Madison St) in the City of Starke head, East onto State Road 100 (also known as Madison St) travel two blocks to Thompson St, turn left (North) onto Thompson St, travel two blocks and Starke City Hall will be on the left, on the Western side of North Thompson St.



Starke  
City Hall



1 inch = 450 feet





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**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**PUBLIC HEARING AND MEETING ANNOUNCEMENT**

City Commission Meeting Room  
209 N. Thompson Street  
Starke, Florida

**Tuesday**  
**April 12, 2016**  
**9:30 a.m.**

**I. PUBLIC HEARING – CALL TO ORDER**

- A. Introductions**
- B. Receive Public Testimony**
- C. Close Public Hearing**

**II. BUSINESS MEETING – CALL TO ORDER**

- A. Approval of the Meeting Agenda** **ACTION REQUIRED**
- B. Approval of the January 12, 2016 Minutes** **Page 7** **ACTION REQUIRED**

**III. NEW BUSINESS**

- A. Bradford County Transportation Disadvantaged Service Plan** **Page 11** **ACTION REQUIRED**  
The Board needs to review and approve the 2016/17 Bradford County Transportation Disadvantaged Service Plan
- B. Operations Reports** **Page 105** **NO ACTION REQUIRED**
- C. 2016 Florida Legislative Session** **Page 111** **NO ACTION REQUIRED**

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**IV. OTHER BUSINESS**

**A. Comments**

**1. Members**

**2. Citizens**

**V. FUTURE MEETING DATES**

**A. July 12, 2016 at 9:30 a.m.**

**B. October 11, 2016 at 9:30 a.m.**

**C. January 10, 2017 at 9:30 a.m.**

**D. April 11, 2017 at 9:30 a.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.

**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Danny Riddick Local Elected Official/Chair	Commissioner Tommy Chastain Local Elected Official
Sandra Collins Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Amanda Bryant Florida Department of Children and Families Grievance Committee Member	Jaime Sanchez-Bianchi Florida Department of Children and Families
Jeffrey Aboumrad Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Dewece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Linda Tatum Regional Workforce Board	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Louette Smith Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Vacant Citizen Advocate Term ending June 30, 2015	Vacant Citizen Advocate Term ending June 30, 2015
Vacant Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Sherry Ruszkowski Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Vacant Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Vacant Children at Risk Term ending June 30, 2016	Vacant Children at Risk Term ending June 30, 2016
Steve Futch - Vice -Chair 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.



**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

City Commission Meeting Room  
209 N. Thompson Street  
Starke, Florida

Tuesday  
January 12, 2016  
9:30 a.m.

**VOTING MEMBERS PRESENT**

Commissioner Danny Riddick, Chairman  
Jeffrey Aboumrad, Florida Department of Education Representative  
Sandra Collins, Florida Department of Transportation Representative  
Barbara Fischer, Veterans Representative  
Steve Futch, Private Transit Representative, Vice-Chair  
Deweece Ogden, Florida Agency for Health Care Administration Representative

**VOTING MEMBERS ABSENT**

Amanda Bryant, Florida Department of Children and Families Representative  
Richard Sapp, Public Education Representative  
Linda Tatum, Regional Workforce Development Board Representative  
Sherry Ruskowski, Persons with Disabilities Representative

**OTHERS PRESENT**

Kathy Hobbs, Communities in Schools

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Chairman Riddick called the meeting to order at 9:30 a.m.

**A. Introductions**

Chairman Riddick asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

**ACTION: Steve Futch moved to approve the meeting agenda. Barbara Fischer seconded; motion passed unanimously.**

**C. Approval of the October 13, 2015 Minutes**

**ACTION: Steve Futch moved to approve the October 13, 2015 meeting minutes. Barbara Fischer seconded; motion passed unanimously.**

**II. NEW BUSINESS**

**A. Bradford County Transportation Disadvantaged Service Plan Amendments**

Ms. Godfrey stated that transportation projects selected for Federal Transit Administration funding must be included in the Bradford County Transportation Disadvantaged Service Plan. She said Suwannee River Economic Council has applied for U.S.C. Section 5311 and 5339 grant funds. She said both transportation projects have been included in the Bradford County Transportation Disadvantaged Service Plan.

The Board reviewed the Service Plan amendments.

**ACTION: Steve Futch moved to approve the amendments to the Bradford County Transportation Disadvantaged Service Plan. Deweece Ogden seconded; motion passed unanimously.**

**B. Operations Reports**

Ms. Godfrey stated that the operations reports for the third quarter of 2015 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. Steve Futch asked if the Transportation Disadvantaged Program funds are still only providing trips for medical purposes.

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, stated that the funding available through the Transportation Disadvantaged Program can only support medical transportation at this time. He said the Bradford ARC and Communities in Schools provide transportation for education and employment purposes. He said there is a need for shopping trips.

Ms. Kathy Hobbs, Communities in Schools Executive Director, stated that the Clay Transit operates routes that individuals may be able to access.

### **III. OTHER BUSINESS**

#### **A. Comments**

##### **1. Members**

There were no member comments.

##### **2. Citizens**

Ms. Godfrey announced that Suwannee River Economic Council received the 2015 Rural Community Transportation Coordinator of the Year award from the Florida Commission for the Transportation Disadvantaged.

Mr. Pearson announced that the North Central Florida Regional Planning Council was awarded the 2015 Designated Official Planning Agency of the Year.

### **IV. FUTURE MEETING DATES**

Chairman Riddick stated that the next meeting of the Board will be held Tuesday, April 12, 2016 at 9:30 a.m.

### **ADJOURNMENT**

The meeting adjourned at 10:00 a.m.

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Coordinating Board Chair

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Date





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2009 NW 87th Place, Gainesville, FL 32653-1603 • 352.955.2200

April 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2016/17 Bradford County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

**Approve the 2016/17 Bradford County Transportation Disadvantaged Service Plan.**

BACKGROUND

Chapter 427, Florida Statutes requires Suwannee River Economic Council 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 2016/17 Bradford County Transportation Disadvantaged Service Plan. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

t:\lynn\td2016\bradford\memos\tdsp.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.



# Bradford County Transportation Disadvantaged Service Plan

July 1, 2016 - June 30, 2017

Bradford County Transportation Disadvantaged  
Coordinating Board





# Bradford County Transportation Disadvantaged Service Plan

Approved by the

Bradford County  
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org/mtpo](http://www.ncfrpc.org/mtpo)  
352.955.2000

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**Danny Riddick, Chair**

with Assistance from

North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

and

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

April 12, 2016



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# Table of Contents

- Chapter I: Development Plan..... 1
  - A. Introduction to The Service Area ..... 1
  - B. Service Area Profile and Demographics ..... 9
  - C. Service Analysis ..... 15
- Chapter II: Service Plan ..... 25
  - A. Operations..... 25
  - B. Cost/Revenue Allocation and Rate Structure Justification ..... 37
- Chapter III: Quality Assurance..... 39
  - A. Community Transportation Coordinator Evaluation Process ..... 39

# Appendices

- Appendix A: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures A-1
- Appendix B: Cost/Revenue Allocation and Rate Structure Justification ..... B-1
- Appendix C: Service Provider Contract ..... C-1
- Appendix D: Vehcile Inventory..... D-1
- Appendix E: Safety Compliance Self Certification..... E-1

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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 Bradford 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 Bradford 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.
- 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 Bradford 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 Bradford 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.

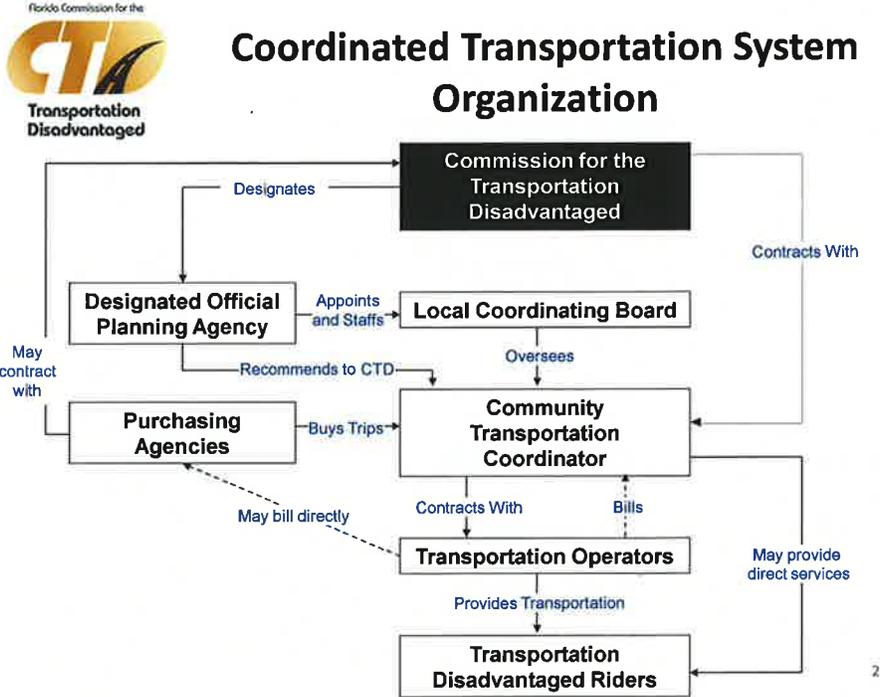
The North Central Florida Regional Planning Council recommended Suwannee River Economic Council as the designated Community Transportation Coordinator in 1991. The Florida Commission for the Transportation Disadvantaged approved Suwannee River Economic Council's designation as the Community Transportation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

In 2016, the North Central Florida Regional Planning Council recommended that Suwannee River Economic Council be re-designated the Community Transportation Coordinator for Bradford County. The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council as the Bradford County Community Transportation Coordinator effective July 1, 2016.

The North Central Florida Regional Planning Council was designated the official planning agency for Bradford 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 Bradford County Comprehensive Plan.

### b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan adopted in October 2011 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. Regional Goal 5.6. is to reduce the unmet general trip demand of the north central Florida transportation disadvantaged population.

The following policies are included in the Strategic Regional Policy Plan to reduce unmet trip demand:

- **Policy 5.6.1.** Improve mobility options for low-income, elderly and disabled citizens.
- **Policy 5.6.2.** Increase funding for coordinated transportation systems for the transportation disabled.
- **Policy 5.6.3.** The Council and/or the Metropolitan Transportation Organization for the Gainesville Urbanized Area should provide technical assistance to designated north central Florida local transportation coordinating boards and community transportation coordinators.

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 Bradford 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 Bradford County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Bradford County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

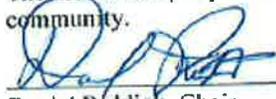
## 6. Bradford County Transportation Disadvantaged Coordinating Board Membership Certification

### BRADFORD COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION

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

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

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

Signature:  Date: 3-24-16  
 Daniel Riddick, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Daniel Riddick	Tommy Chastain	No Term
Elderly	Vacant	Vacant	6/30/2017
Disabled	Sherry Ruszkowski	Vacant	6/30/2018
Citizen Advocate	Vacant	Vacant	6/30/2018
Citizen Advocate/User	Vacant	Vacant	6/30/2018
Children at Risk	Vacant	Vacant	6/30/2019
Florida Association for Community Action	Vacant	Vacant	6/30/2017
Public Education	Richard Sapp	Vacant	No Term
Florida Department of Transportation	Sandra Collins	Janell Damato	No Term
Florida Department of Children and Families	Amanda Bryant	Vacant	No Term
Florida Department of Elder Affairs	Vacant	Vacant	No Term
Florida Department of Education	Jeffrey Aboumrad	Vacant	No Term
Florida Agency for Health Care Administration	Dewece Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Linda Tatum	Vacant	No Term
Veteran Services	Barbara Fischer	Vacant	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Steve Futch	Vacant	6/30/2019
Local Medical Community	Vacant	Vacant	6/30/2019

## 7. Bradford County Transportation Disadvantaged Coordinating Board Membership

### BRADFORD COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Danny Riddick Local Elected Official/ Chair	Commissioner Tommy Chastain Local Elected Official
Sandra Collins Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Amanda Bryant Florida Department of Children and Families Grievance Committee Member	Jaime Sanchez-Bianchi Florida Department of Children and Families
Jeffrey Aboumrad Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
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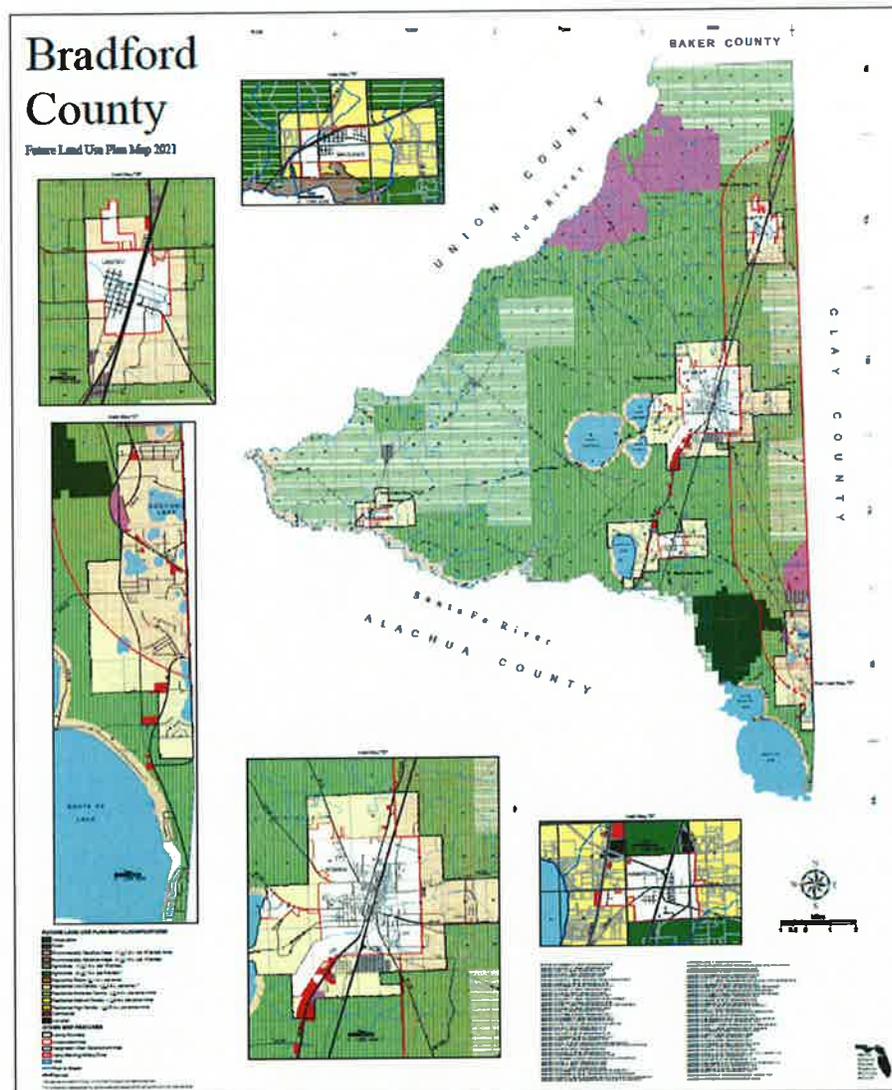
## 2. Demographics

### a. Land Use

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

The land use for approximately 86 percent of the acreage within the unincorporated area of the County has been designated as agricultural and approximately 4 percent is residential.

Within the unincorporated areas of the County, four types of growth have occurred. The first type of land use pattern is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates within and around the unincorporated market centers. The third type of land use pattern is the development of residential lots along the Santa Fe River 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 US Census Bureau, Bradford County's 2010 population was 27,310. The Bureau of Economic and Business Research estimated Bradford County's 2015 total population as 27,217. The Bureau of Economic Research also estimated the population of the City of Starke as 5,442, the Town of Brooker as 322, the City of Hampton as 477, the City of Lawtey as 711 and the unincorporated area as 20,358. As Table 1 shows, 74 percent of the County's population is located within the unincorporated areas.

**TABLE 1**

**Population Counts and Estimates  
Bradford County**

<b>AREA</b>	<b>POPULATION COUNT 2010 Census</b>	<b>POPULATION ESTIMATES 2015</b>
Bradford County	28,520	27,310
Town of Brooker	338	322
City of Hampton	500	477
City of Lawtey	730	711
City of Starke	5,449	5,442
Unincorporated Area	21,503	20,358

Sources: 2010 Bureau of the Census/Bureau of Economic and Business Research, University of Florida

It is important to note that, according to the Bureau of Economic and Business Research, 2,926 individuals in Bradford County are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

**c. Population Densities**

With approximately 294 square miles of land area, the County population density in 2010 was approximately 97 persons per square mile.

Table 2 shows that the City of Starke is the most densely populated area in Bradford County, with 839 persons per square mile. The Brooker census division, which has the lowest population density within the County, has only 15 persons per square mile.

**TABLE 2**

**Population Density  
Bradford County**

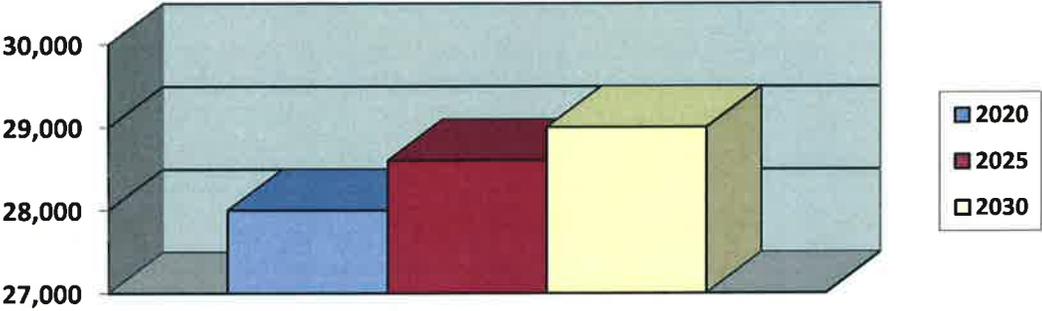
<b>2010 U.S. CENSUS POPULATION</b>	<b>SQUARE MILES</b>	<b>PERSONS PER SQUARE MILE</b>
28,520	294	97

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

**d. Population Projections**

According to the Bureau of Economic and Business Research, it is estimated that Bradford County will have a total population of 28,000 by the year 2020, and by 2025, the total County population will be 28,600. Illustration I shows population projections for 2020, 2025 and 2030.

**ILLUSTRATION I  
Population Projections  
Bradford County**



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 25-44 year-old age group is the largest age group within the County. The 65 and over population is the smallest age group within the County, comprising 13 percent of the population.

**TABLE 3  
Population Estimates By Age Group  
Bradford County  
2014**

Age Group	Population
0-4	1,623
5-17	3,974
18-24	2,339
25-54	11,163
55-64	3,616
65-79	3,423
80+	1,185

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

**f. Disability and Self Care Limitations**

According to the 2010 Bureau of the Census, 4,450 civilian residents who are 5 years of age and over who are not institutionalized, have disabilities.

**g. Employment**

The Bureau of Economic and Business Research estimates that Bradford County's monthly labor force (individuals who are able to work but may not be employed) in 2015 was 10,752 with 10,297 people employed and 455 unemployed. The monthly estimated unemployment rate for Bradford County was 4.2 percent.

**h. Income**

According to the 2010 Bureau of the Census, the per capita income for Bradford County in 2014 was \$18,540. The percent of persons below poverty level in 2014 was 22.6%. Table 4 shows per capita income and the percentage of persons below poverty level. Table 5 shows income levels that are currently used to define the federal poverty level. Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use.

**TABLE 4**  
**Income and Poverty Status**  
**Bradford County**

Per Capita Income In 2014	Percentage Of Persons Below Poverty Level 2014
\$18,540	22.6%

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

**TABLE 5**  
**2016 Poverty Guidelines For The 48 Contiguous States**  
**And The District of Columbia**

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	\$11,880
2	\$16,202
3	\$20,160
4	\$24,300
5	\$28,440
6	\$32,580
7	\$36,730
8	\$40,890

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

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

According to the Bureau of Economic and Business Research, the number of families receiving public assistance in 2014 was 131. The total number of Medicaid recipients in 2013 was 6,591.

Table 6 shows individuals who received Supplemental Security Income.

**TABLE 6**  
**Supplemental Security Income**  
**Bradford County**  
**2014**

Type Of Assistance	Recipients
Aged Assistance	54
Aid to the Blind & Disabled	786

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

**i. Housing**

The 2010 Bureau of the Census estimates that in 2014, the total number of households in Bradford County was 8,824 and that the average household size was 2.71. Table 7 presents data on housing units below poverty level.

**TABLE 7**  
**Housing Units**  
**Bradford County**  
**2013**

Housing Units	Percent of Families Below the Poverty Level	Occupied Housing Units	Renter Occupied Housing Units
10,909	22.6%	9,479	2,244

Source: 2010 Bureau of the Census Quick Facts

**j. Health**

One hospital and two nursing homes are located in Bradford County. According to Bureau of Economic and Business Research, in 2014, there were 10 licensed doctors of medicine and 328 registered, practical and advanced nurses.

**k. Transportation**

According to the 2010 Census 2010-1014 American Community Survey, an estimated 750 households in Bradford County had no vehicle available in 2014.

## I. Major Trip Generators/Attractors

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

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

## C. Service Analysis

### 1. General and Critical Need Transportation Disadvantaged Populations

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

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

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

**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

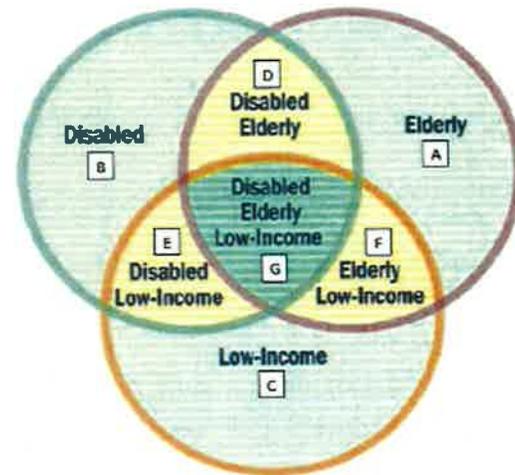
**Bradford County**

Census Data from 2013

County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	1,565	6.5%	364	1.5%	0	0.0%	0	0.00%
5-17	3,789	15.8%	665	2.8%	144	0.6%	131	0.55%
18-34	4,683	19.5%	804	3.3%	335	1.4%	98	0.41%
35-64	9,609	40.0%	1,315	5.5%	1,897	7.9%	709	2.95%
<b>Total Non Elderly</b>	<b>19,646</b>	<b>81.8%</b>	<b>3,148</b>	<b>13.1%</b>	<b>2,376</b>	<b>9.9%</b>	<b>938</b>	<b>3.90%</b>
65-74	2,303	9.6%	76	0.3%	992	4.1%	322	1.34%
75+	2,078	8.6%	144	0.6%	1,198	5.0%	114	0.47%
<b>Total Elderly</b>	<b>4,381</b>	<b>18.2%</b>	<b>220</b>	<b>0.9%</b>	<b>2,190</b>	<b>9.1%</b>	<b>436</b>	<b>1.81%</b>
<b>Total</b>	<b>24,027</b>	<b>100%</b>	<b>3,368</b>	<b>14.0%</b>	<b>4,566</b>	<b>19.0%</b>	<b>1,374</b>	<b>5.72%</b>

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	938
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	1,438
G - Estimate elderly/disabled/low income	From Base Data (I14)	436
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	1,754
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(216)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	2,407
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	2,210
<b>Total - Non-Duplicated</b>		<b>8,967</b>

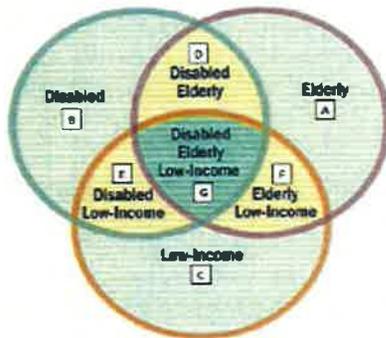
General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	<b>8,967</b>	37.3%



**FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS**

Bradford County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	938	943	948	952	957	962	967	972	977	982	986
B - Estimate non-elderly/ disabled/not low income	1,438	1,445	1,453	1,460	1,467	1,475	1,482	1,490	1,497	1,505	1,512
G - Estimate elderly/disabled/low income	436	438	440	443	445	447	449	452	454	456	459
D - Estimate elderly/ disabled/not low income	1,754	1,763	1,772	1,781	1,790	1,799	1,808	1,817	1,826	1,835	1,845
F - Estimate elderly/non-disabled/low income	-216	-217	-218	-219	-220	-222	-223	-224	-225	-226	-227
A - Estimate elderly/non-disabled/not low income	2,407	2,419	2,431	2,444	2,456	2,468	2,481	2,493	2,506	2,519	2,531
C - Estimate low income/not elderly/not disabled	2,210	2,221	2,232	2,244	2,255	2,266	2,278	2,289	2,301	2,313	2,324
<b>TOTAL GENERAL TD POPULATION</b>	<b>8,967</b>	<b>9,012</b>	<b>9,058</b>	<b>9,104</b>	<b>9,150</b>	<b>9,196</b>	<b>9,242</b>	<b>9,289</b>	<b>9,336</b>	<b>9,383</b>	<b>9,431</b>
<b>TOTAL POPULATION</b>	<b>24,027</b>	<b>24,148</b>	<b>24,270</b>	<b>24,393</b>	<b>24,516</b>	<b>24,640</b>	<b>24,765</b>	<b>24,890</b>	<b>25,016</b>	<b>25,142</b>	<b>25,269</b>



Bradford County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
<b>Total Critical TD Population</b>											
Disabled	1,116	1,122	1,128	1,133	1,139	1,145	1,151	1,156	1,162	1,168	1,174
Low Income Not Disabled No Auto/Transit	542	545	548	551	553	556	559	562	565	568	570
<b>Total Critical Need TD Population</b>	<b>1,659</b>	<b>1,667</b>	<b>1,676</b>	<b>1,684</b>	<b>1,693</b>	<b>1,701</b>	<b>1,710</b>	<b>1,718</b>	<b>1,727</b>	<b>1,736</b>	<b>1,745</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	55	55	55	56	56	56	56	57	57	57	58
Low Income - Not Disabled - No Access	1,030	1,035	1,040	1,046	1,051	1,056	1,062	1,067	1,072	1,078	1,083
<b>Total Daily Trips Critical Need TD Population</b>	<b>1,085</b>	<b>1,103</b>	<b>1,122</b>	<b>1,141</b>	<b>1,160</b>	<b>1,180</b>	<b>1,201</b>	<b>1,223</b>	<b>1,244</b>	<b>1,266</b>	<b>1,286</b>
<b>Annual Trips</b>	<b>395,901</b>	<b>402,592</b>	<b>409,396</b>	<b>416,314</b>	<b>423,350</b>	<b>430,843</b>	<b>438,469</b>	<b>446,230</b>	<b>454,128</b>	<b>462,167</b>	<b>469,423</b>

## 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

**Bradford 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
< 5 Years of Age	0	4.20%	-	-
5-17	144	4.20%	6	0.16%
18-34	335	6.30%	21	0.45%
35-64	1,897	13.84%	263	2.73%
<b>Total Non Elderly</b>	<b>2,376</b>		<b>290</b>	<b>1.47%</b>
65-74	992	27.12%	269	11.68%
75+	1,198	46.55%	558	26.84%
<b>Total Elderly</b>	<b>2,190</b>		<b>827</b>	<b>18.87%</b>
<b>Total</b>	<b>4,566</b>		<b>1,116</b>	<b>4.65%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>83</b>
<b>11.70%</b>	<b>97</b>
	<b>180</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	207	83	290
<i>Elderly</i>	730	97	827
<b>TOTAL</b>	<b>937</b>	<b>180</b>	<b>1,116</b>

TRIP RATES USED	
<b>Low Income Non Disabled Trip Rate</b>	
Total	2.400
<u>LESS</u>	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
<b>Severely Disabled Trip Rate</b>	
Special Transit	0.049

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION		
<b>Low Income &amp; Not Disabled = C + F</b>		
<i>Assumes</i>	1,994	
27.2%	542	
100.0%	542	
<b>Calculation of Daily Trips</b>		
	Daily Trip Rates	Total Daily Trips
<b>Total Actual Critical TD Population</b>	<b>Per Person</b>	
<i>Severely Disabled</i>	1,116	0.049
<i>Low Income ND</i>	542	1.899
<b>Totals</b>	<b>1,659</b>	<b>1,085</b>

### 3. Barriers to Coordination

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

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

### 4. Needs Assessment

#### United States Code Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide transportation services for the transportation disadvantaged.	2016/17	Bradford County	\$182,052	United States Code Section 5311
			\$182,052	Suwannee River Economic Council

#### United States Code Section 5339 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase one replacement vehicle	2016/17	Bradford, County	\$55,200	United States Code Section 5339
			\$13,800	Florida Department of Transportation

#### Rural Area Capital Assistance Program

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

**Transportation Disadvantaged Trust Fund Grant**

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2015/16	Bradford County	\$119,844	Transportation Disadvantaged Trust Fund
			\$13,316	Suwannee River Economic Council

## 5. Goals, Objectives and Strategies

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

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

**Strategy a:** Identify agencies in Bradford 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 Bradford 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 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 maintain the quality of 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 Bradford 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) 2016 (4) 2016
(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.	2016
(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 Bradford County coordinated transportation system. This element is intended to provide basic information about the daily operations of Suwannee River Economic Council and its contracted transportation operators.

#### 1. Types, Hours and Days of Service

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

##### a. Bariatric Transportation

Suwannee River Economic Council will 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

Transportation Disadvantaged Program sponsored service is provided 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**

904.964.6696.

### **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 Policy**

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 provided through the Transportation Disadvantaged Program.

### **g. Passenger Fares**

Suwannee River Economic Council will 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 does not have an operational vehicle or the ability to operate a vehicle.

**Unable to obtain transportation:** Individual is not sponsored by any agency for transportation services; is unable to purchase transportation; is unable 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 local Coordinating Board has established the following Transportation Disadvantaged Program trip priorities:

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

## 3. Transportation Operators And Coordination Contractors

Suwannee River Economic Council has a coordination contract with the Bradford ARC (Exhibit C).

## 4. Public Transit Utilization

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

## 6. Vehicle Inventory

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

## 7. System Safety Program Plan Certification

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

## 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 Bradford 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 Bradford 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 a 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. Monday service requires 72 hours advance notice.

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.

cc. Safety Belt Usage

**Chapter 316.614 (4), Florida Statutes:** It is unlawful for any person: (a) To operate a motor vehicle in this state unless each passenger and the operator of the vehicle under the age of 18 years are restrained by a safety belt or by a child restraint device pursuant to s. 316.613, if applicable; or (b) To operate a motor vehicle in this state unless the person is restrained by a safety belt. (5) It is unlawful for any person 18 years of age or older to be a passenger in the front seat of a motor vehicle unless such person is restrained by a safety belt when the vehicle is in motion. (6)(a) Neither a person who is certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous nor an employee of a newspaper home delivery service while in the course of his or her employment delivering newspapers on home delivery routes is required to be restrained by a safety belt.

**Local Policy:** Passengers whose transportation is sponsored by Florida's Transportation Disadvantaged Program shall wear a safety belt while being transported unless they are certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous.

### **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 Bradford 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 Bradford 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 Process**

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.

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## **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: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures**

# Transportation Disadvantaged Grievance Procedures

July 21, 2015

Bradford County  
Transportation Disadvantaged Coordinating Board



# Transportation Disadvantaged Grievance Procedures

Approved by the  
Bradford County  
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org/mtpo](http://www.ncfrpc.org/mtpo)  
352.955.2000

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**Danny Riddick, Chair**

with Assistance from



North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

July 21, 2015

## Table of Contents

Chapter I: Bradford County Transportation Disadvantaged Coordinating Board .....	1
Grievance Procedures .....	1
A. Preamble .....	1
B. Agency Description .....	1
C. Definitions .....	1
D. Purpose .....	2
E. Membership .....	3
F. Officers.....	3
G. Meetings.....	3
H. Administration .....	4
I. Duties.....	4
J. Procedures.....	4
K. Appeals .....	6
L. Suspension Reconsideration .....	7
M. Prohibition Against Retaliation .....	8
N. Alternative Recourse.....	8
O. Certification .....	8

## Appendices

No table of contents entries found.

# Chapter I: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures

## A. Preamble

The following sets forth the procedures for the Bradford 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 Bradford 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.

**Bradford County Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

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.

**Bradford County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

- (3) The Grievance Committee and the Board shall have the authority to hear and advise on grievances. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance. Chapter 427, Florida Statutes grants no adjudicative powers to anyone.

## **E. Membership**

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

## **F. Officers**

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

## **G. Meetings**

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints and grievances. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.
- (5) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the

**Bradford County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse themselves from hearing the grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

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

## **H. Administration**

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

## **I. Duties**

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

## **J. Procedures**

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.
- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.

**Bradford County Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

- (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:
- Bradford 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.

Bradford County Transportation Disadvantaged Coordinating Board  
Grievance Procedures

- (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:

Bradford 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."

**Bradford County Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

- (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.

**Bradford County Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

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## **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.

## **O. Certification**

The undersigned hereby certifies that he/she is the Chair of the Bradford County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Bradford County Transportation Disadvantaged Coordinating Board the 21st day of July 2015.

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Danny Riddick, Chair  
Bradford County Transportation Disadvantaged Coordinating Board

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## Appendix B: Cost/Revenue Allocation and Rate Structure Justification

**COMMUNITY TRANSPORTATION COORDINATOR:** Suwannee River Economic Council, Inc.

**COUNTY:** Bradford

**CONTRACT PERIOD:** July 1, 2016 - June 30, 2017

**PURCHASING AGENCY:** Florida Commission for the Transportation Disadvantaged

<b>PROGRAM/SERVICE TYPE</b>	<b>COST PER MILE</b>
Transportation Disadvantaged Program Ambulatory	\$1.83/passenger mile
Transportation Disadvantaged Program Wheelchair	\$3.14/passenger mile
Transportation Disadvantaged Program Stretcher	\$6.55/passenger mile

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** Suwannee River Economic Council, Inc.  
**County (Service Area):** Bradford County  
**Contact Person:** Matt Pearson  
**Phone #** 386/362-4115 ext. 223

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

#### NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Suwannee River Economic Council, Inc.  
 County: Bradford County

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

	Prior Year's ACTUALS from July 1st of 2016 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2017	% 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 + or - 10% and Also + or - \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors)						
<b>Local Non Govt</b>						
Farebox						Change in excess collected no longer required due to increase in fares
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 14,140	\$ 20,146	\$ 14,216	05.0%	-35.9%	
<b>Bus Pass Program Revenue</b>						
<b>Local Government</b>						
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						
<b>Bus Pass Program Revenue</b>						
<b>CTD</b>						
Non-Sponsor Trip Program	\$ 119,648	\$ 119,244	\$ 119,844	0.0%	0.0%	
Non-Sponsor Capital Equipment	\$ 9,262				-100.0%	
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>USDOT &amp; FDOT</b>						
49 USC 5307		\$ 30,000	\$ 60,000		3.4%	
49 USC 5310						
49 USC 5311 (Operating)	\$ 133,647	\$ 112,000	\$ 115,000	-15.8%	2.7%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AHCA</b>						
Medicaid						
Other AHCA (specify in explanation)	\$ 92,544	\$ 93,372	\$ 93,450	13.1%	0.1%	
<b>Bus Pass Program Revenue</b>						
<b>DCF</b>						
Alcohol Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Div. Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOH</b>						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOE (state)</b>						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AWI</b>						
WAGEE/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOEA</b>						
Elder Americans Act	\$ 10,001	\$ 12,000	\$ 10,000	-28.0%	50.0%	Increase in budget from previous year
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DCA</b>						
Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Suwannee River Economic Council, Inc.  
 County: Bradford County

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

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% 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		
	2	3	4				5	6
	1	2	3				4	5

**APD**

Office of Disability Determination Developmental Services Other APD (specify in explanation) Bus Pass Program Revenue						
--	--	--	--	--	--	--

**DJJ**

(specify in explanation) Bus Pass Program Revenue						
--	--	--	--	--	--	--

**Other Fed or State**

XXXX XXXX XXXX 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 =		None	None			
Total Revenue =	\$373,777	\$425,366	\$426,626	13.8%	0.1%	

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

	2014	2015	2016	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	
<b>Operating Expenditures</b>						
Labor	\$ 155,850	\$ 149,000	\$ 154,200	-3.2%	3.5%	Fringe Benefits: Anticipated increase in budgeted employee benefits from previous budget year. Services: Anticipated decrease in budgeted auto expenses. Materials and Supplies: Anticipated decrease in budgeted expense due to fluctuations in gas prices.
Fringe Benefits	\$ 63,973	\$ 67,500	\$ 64,800	10.1%	11.3%	
Services	\$ 21,180	\$ 26,250	\$ 21,200	23.9%	-19.2%	
Materials and Supplies	\$ 49,136	\$ 67,400	\$ 50,400	-19.1%	-11.6%	
Utilities	\$ 16,660	\$ 15,500	\$ 16,000	-6.4%	1.0%	
Contingency and Liability	\$ 25,000	\$ 22,400	\$ 21,500	-8.5%	-2.9%	
Taxes	\$ 157		\$ 220	-100.0%		
<b>Purchased Transportation:</b>						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses		\$ 2,000	\$ 2,000		0.0%	
Contracted Transportation Services						
Other						
Miscellaneous	\$ 1,454	\$ 1,200	\$ 1,250	-18.0%	4.2%	
<b>Operating Debt Service - Principal &amp; Interest</b>						
Leases and Rentals	\$ 4,664	\$ 16,000	\$ 15,300	9.0%	-4.4%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 14,014	\$ 13,100	\$ 13,500	-6.0%	0.0%	
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds	\$ 0,000	\$ 65,000	\$ 65,000	845.5%	1.6%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
<b>ACTUAL YEAR GAIN</b>	\$ 117,222					
Total Expenditures =	\$392,048	\$425,366	\$426,626	17.3%	0.1%	

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.





**Worksheet for Program-wide Rates**

CTC: Suwannee River Et Version 1.4  
County: Bradford County

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

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

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger Miles =	128,200	2016 - 2017
<b>Rate Per Passenger Mile = \$</b>	<b>1.95</b>	
Total Projected Passenger Trips =	10,050	<b>Avg. Passenger Trip Length = 12.8 Miles</b>
<b>Rate Per Passenger Trip = \$</b>	<b>24.94</b>	
<b>Rates if No Revenue Funds Were Identified As Subsidy Funds</b>		
<b>Rate Per Passenger Mile = \$</b>	<b>3.32</b>	
<b>Rate Per Passenger Trip = \$</b>	<b>42.35</b>	

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

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

**Vehicle Revenue Miles (VRM)**  
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

**Passenger Miles (PM)**  
The cumulative sum of the distances ridden by each passenger.

**Worksheet for Multiple Service Rates**

CTC: Sourthern River version: 1.4  
 County: Bradford County

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

**SECTION I: Services Provided**

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

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

**SECTION II: Contracted Services**

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			
Skip # 2, 3 & 4 and Go to Section II for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section II for Wheelchair Service	Answer # 2 for Stretcher Service	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

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

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

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

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

**Worksheet for Multiple Service Rates**

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

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

**SECTION III: Escort Service**

1. Do you want to charge an escort a fee?  Yes  No  
Step #1 - 8 and Section IV are to be completed. Go to Section V.
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?  
 Per Trip  Per Mile Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)  Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.30 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: 2016 - 2017			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	126,200	114,320	13,260	200	0
Rate per Passenger Mile =		\$1.81	\$3.10	\$6.45	\$0.00
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	10,050	8,140	1,900	10	0
Rate per Passenger Trip =		\$21.92	\$37.55	\$78.29	\$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			
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =		\$1.81	\$3.10	\$6.45	\$0.00

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.07	\$5.25	\$10.95	\$0.00
Rate per Passenger Trip =		\$37.23	\$63.82	\$122.96	\$0.00

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# Appendix C: Service Provider Contract

Effective: 01/23/2012 to 01/22/2013

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
STANDARD COORDINATION/OPERATOR CONTRACT

RCVD JAN 5 '12

**THIS CONTRACT** is entered into between the COMMUNITY TRANSPORTATION COORDINATOR, Suwannee River Economic Council, Inc., designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Bradford county, and hereinafter referred to as the "Coordinator" and Sunshine Industries, hereinafter referred to as the "Agency/Operator". The terms and conditions of this Contract are effective January 23, 2012 and will continue through January 22, 2013.

WHEREAS, the Coordinator is required, under Rule 41-2, F.A.C., Contractual Arrangements, to provide and/or enter into where cost effective and efficient; to enter into subcontract(s) or to broker transportation services to transportation operators; and

WHEREAS, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged; and

WHEREAS, the Coordinator desires to contract with the Agency/Operator for the provision of transportation services for the transportation disadvantaged; and

WHEREAS, the Coordinator believes it to be in the public interest to provide such transportation services through the Agency/Operator for the residents of the service area who are clients of the Agency/Operator; and

WHEREAS, the Agency/Operator will provide the Coordinator the opportunity to develop a proposal for any new transportation services needed; and

WHEREAS, the Agency/Operator, in an effort to coordinate available resources, will make available transportation services to the Coordinator.

WHEREAS, this Contract allows for the provisions of transportation services to be provided by the Agency/Operator, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current Community Transportation Coordinator policies.

Standard Coordination/Operator Contract  
Form

1 of \_\_\_\_\_

NOW, THEREFORE, in consideration of the mutual covenants, promises and representations herein, the parties agree as follows:

THE AGENCY/OPERATOR SHALL:

- A. Provide services and vehicles according to the conditions specified in Attachment I.
- B. Coordinate available resources and make available transportation services to the Coordinator. Such services shall be provided in accordance with Attachment I.
- C. Every three (3) months, submit to the Coordinator a Quarterly Year to Date Operating Report (from the Annual Operating Report) detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission for the Transportation Disadvantaged, hereinafter Commission, and according to the instructions for the forms.
- D. Comply with audit and record keeping requirements by:
  - 1. Utilizing the Commission recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Agencies/Operators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.
  - 2. Maintaining and filing with the Coordinator such progress, fiscal, inventory and other reports as the Coordinator may require during the period of this contract.
  - 3. By reserving to the Coordinator, the right to conduct finance and compliance audits at any time. Such audits conducted by the Coordinator will be at the expense of the Coordinator.
- E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The Agency/Operator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly

authorized by the Coordinator or Commission or this Agreement. The Commission and the Coordinator shall have full access to and the right to examine any of the records and documents during the retention period.

- F. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board;
  2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing, and;
  3. Complying with Coordinator's System Safety Program Plan (SSPP) for designated service area.
- G. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$300,000 per occurrence, general liability insurance rate of \$100,000 each accident and disease, and a \$1,000,000 policy limit in effect at all times during the existence of this Contract. Upon the execution of this Contract, the Agency/Operator shall add the Coordinator as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Coordinator. The Agency/Operator shall furnish the Coordinator written verification of the existence of such insurance coverage prior to the execution of this Contract. School board vehicle insurance coverage shall be in accordance with Section 234.03, F.S. and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Coordinator and/or the local Coordinating Board before inclusion in this contract or in the justification of rates and fare structures, s. 41-2.006(1), FAC.
- H. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations, including but not limited to 45 CFR, Part 205.50, except upon order of a court of competent jurisdiction, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- I. Protect Civil Rights by:
1. Complying with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended. The Agency/Operator gives this

assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so required by the Coordinator. Agency/Operator shall also assure compliance with:

- a. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
  - b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.
  - c. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 et seq., which prohibits discrimination on the basis of sex in education programs and activities receiving or benefiting from federal financial assistance.
  - d. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance.
  - e. The Omnibus Budget Reconciliation Act of 1981, P.L. 97-35, which prohibits discrimination on the basis of sex and religion in programs and activities receiving or benefiting from federal financial assistance.
  - f. All regulations, guidelines, and standards lawfully adopted under the above statutes.
  - g. The Americans with Disabilities Act of 1990, as it may be amended from time to time.
2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Agency/Operator, its successors, subcontractors, transferees, and assignees for the period during which such assistance is provided. Assuring that operators, subcontractors, sub grantees, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating

against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Agency/Operator agrees that the Coordinator may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

- J. Agency/Operator's obligation to indemnify, defend, and pay for the defense or at the Coordinator's option, to participate and associate with the Coordinator in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the Coordinator's notice of claim for indemnification to the Agency/Operator. Agency/Operator's inability to evaluate liability or its evaluation of liability shall not excuse the Agency/Operator's duty to defend and indemnify within seven days after such notice by the Coordinator is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the Coordinator solely negligent shall excuse performance of this provision by the Agency/Operator. Agency/Operator shall pay all costs and fees related to this obligation and its enforcement by the Coordinator. The Coordinator's failure to notify Agency/Operator of a claim shall not release Agency/Operator of the above duty to defend.
- K. Comply with all standards and performance requirements of the:
1. The Commission for the Transportation Disadvantaged (Attachment II);
  2. The local Coordinating Board approved Transportation Disadvantaged Service Plan and;
  3. Any entities that purchase service.

Failure to meet the requirements or obligations set forth in this Contract, and performance requirements established and monitored by the Coordinating Board in the approved Transportation Disadvantaged Service Plan shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Coordinator.

- L. Provide Corrective Action. A corrective action notice is a written notice to the Agency/Operator that the Agency/Operator is in breach of certain provisions of this Contract and that correction is required. Any corrective action notice will specify a reasonable time for corrective action to be completed. The Agency/Operator agrees to implement the Corrective Action specified in the notice and provide written documentation to substantiate the implementation of the Corrective Action.

- M. All contracts, subcontracts, coordination contracts will be reviewed annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Contract.
- N. Return to the Coordinator any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Agency/Operator by the Coordinator. The Agency/Operator shall return any overpayment within thirty (30) calendar days after either discovery by the Agency/Operator, or notification of the Agency/Operator by the Coordinator or entity purchasing transportation, whichever is earlier. In the event that the Coordinator first discovers an overpayment has been made, the Coordinator will notify the Agency/Operator by letter of such a finding. Should repayment not be made in a timely manner, the Coordinator or purchasing entity will charge interest after thirty (30) calendar days after the date of notification or discovery, or the Coordinator will deduct said amount from future invoices.
- O. In performing this Contract, the Agency/Operator shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Agency/Operator shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such contractors to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The Agency/Operator shall post, in conspicuous places available to employees and applicants for employment for Project work, notices setting forth the provisions of the nondiscrimination clause.
- P. By execution of this Contract, the Agency/Operator represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the Agency/Operator under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

THE COORDINATOR SHALL:

- A. Recognize the Agency/Operator as described in Chapter 427, F.S., and Rule 41-2,

F.A.C.

- B. Insure that entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the coordinated system.
- C. At a minimum, annually monitor the Agency/Operator for insurance, safety and reporting requirements, pursuant to Chapter 427, F.S., and Rule 41-2, F.A.C. The information contained in the Annual Operating Report must be collected, at a minimum, quarterly from the Agency/Operator.

THE OPERATOR AND COORDINATOR FURTHER AGREE:

- A. Nothing in the Contract shall require the Coordinator to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the Coordinator in writing in order that appropriate changes and modification may be made by the Coordinator and the Agency/Operator to the end that the Agency/Operator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Contract is held invalid, the remainder of this Contract shall be binding on the parties hereto.
- C. Termination Conditions:
  - 1. Termination at Will - This Contract may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  - 2. Termination due to Lack of Designation - In the event that the Coordinator so designated by the local Coordinating Board and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.
  - 3. Termination due to Disapproval of Memorandum of Agreement - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of

- delivery. Notice shall be effective upon receipt.
4. Termination due to Lack of Funds - In the event funds to finance this contract become unavailable, the Coordinator may terminate the contract with no less than twenty-four (24) hours written notice to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt. The Coordinator shall be the final authority as to the availability of funds.
  5. Termination for Breach - Unless the Agency/Operator's breach is waived by the Coordinator in writing, the Coordinator may, by written notice to the Agency/Operator, terminate this Contract upon no less than twenty-four (24) hours notice. Notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Coordinator of breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract, and shall not act as a waiver or estoppel to enforcement of any provision of this Contract. The provisions herein do not limit the Coordinator's right to remedies at law or to damages.
  6. Upon receipt of a notice of termination of this Contract for any reason, the Agency/Operator shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the Coordinator within thirty (30) days after the termination of this Contract.
- D. Renegotiations or Modifications of this Contract shall only be valid when they have been reduced to writing, duly approved by the Coordinator, and signed by both parties hereto.
- E. Agency/Operator shall assign no portion of this Contract without the prior written consent of the Coordinator.
- F. This Contract is the entire agreement between the parties.
- G. Attachments I and II are an integral part of the Contract and are hereby incorporated by reference into this Contract. All subsequent attachments are of an optional nature.

ATTACHMENT I  
AGENCY/OPERATOR CONTRACT

SERVICE DESCRIPTION

1. The Agency/Operator will be able to provide:  
Type of Service – ambulatory, wheelchair
2. The Agency/Operator will be available to provide transportation  
6:00 AM through 6:00 PM, Monday through Friday  
  
Days Agency/Operator will not be able to provide services:  
Holidays and Sundays
3. Vehicles Agency/Operator will use to transport all passengers  
Attach Inventory
4. Vehicle/Equipment Standards (if any)  
Functioning air conditions/heating, grab rails, stanchions, first aid kits, fire extinguishers, adequate communication equipment are standard.
5. Driver Requirements  
Current valid license, DOT Physical, working knowledge of Coordinators SSPP, pre hire and random drug test.
6. Training  
Annual Driver training is required.
7. Agency/Operator' fare structure

H. Notice and Contact:

The name and address of the contract manager for the Coordinator for this Contract is:

Frances Terry, Executive Director  
P.O. Box 70  
Live Oak, FL 32064

The representative/position of the Agency/Operator responsible for administration of the program under this contract is:

Sherry Ruskowski, Executive Director  
P.O. Box 509  
Starke, FL 32091

In the event that either party designates different representatives after the execution of this Contract, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Contract.

This contract and its attachments contain all the terms and conditions agreed upon by the parties hereto.

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

AGENCY/OPERATOR:

COMMUNITY TRANSPORTATION  
COORDINATOR

Bradford ARC

Suwannee River Economic Council, Inc.

Sherry Ruskowski

Frances Terry

Typed Name of Authorized Individual

Typed Name of Authorized Individual

Signature: Sherry Ruskowski

Signature: Frances Terry

Title: EXECUTIVE DIRECTOR

Title: Executive Director

Date: 1/5/12

Date: 1-9-12

Standard Coordination/Operator Contract  
Form

9 of \_\_\_\_\_

\$1.50 per mile when providing services for Coordinator

8. Billing/Invoicing and Reimbursement procedure for Agency/Operator.

Submit invoice (if any) and reports monthly

9. Reporting Requirements

Total miles, revenue miles, trips, total drivers, total vehicles, accidents, driver hours, total transportation revenues, total expenses.

ATTACHMENT II

The Commission for the Transportation Disadvantaged  
Standards and Performance Requirements

Pursuant to Rule 41-2.006, Florida Administrative Code, the Community Transportation Coordinator and any Transportation Operator/Agency from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards shall include:

- (a) 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;
- (b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;
- (c) Child restraint devices shall be determined locally as to their use, responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;
- (d) Passenger property that can be carried by the passenger and/or driver in one trip and can be safely be 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;
- (e) Vehicle transfer points shall provide shelter, security, and safety of passengers;
- (f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local 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;
- (g) 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;
- (h) Interior of all vehicles shall be free from 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;
- (l) 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 15 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, except in instances where the Community Transportation Coordinator is a non-governmental entity;
  - (j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system;
  - (k) Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, 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;
  - (i) 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 the specific passenger, 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;
  - (m) 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 utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also 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 wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;
  - (n) All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the

base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the Rule;

- (o) All vehicles ordered or put into service after the adoption of this section of the Rule, and 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. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance after the adoption date of this section of the Rule;
- (r) First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan; and
- (s) Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

LIST OF OPTIONAL ADDITIONAL ATTACHMENTS

Coordinator's Memorandum of Agreement, including Transportation Disadvantaged Service Plan (Attachment III)

Coordinator's and Local Coordinating Board's Grievance Procedures (Attachment IV)

Coordinator's Safety System Plan (Attachment V)

Annual Operating Report Instructions/Forms (Attachment VI)

Any Entities Purchasing Transportation's Standards (Attachment VII)

Any Reporting Forms (Quarterly Reports to Local Coordinating Board or Coordinator) (Attachment VIII)

Any Billing/Invoicing Forms (Attachment IX)

Current Coordinator Policies (Attachment X)

Contract Extension

Between Agency and Provider

Hereby extends the Standard Coordination Contract between Suwannee River Economic Council, Inc., P.O. Box 70, Live Oak, Florida 32064 and

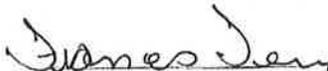
Coordinator Name Sunshine Industries  
~~P.O. Box 509~~ 1351 SOUTH WATER STREET  
Starke, Florida 32091

Until 02/22/14. All conditions remain the same as in original contract.

Extension approval

  
Sherry Buszkowski, Executive Director  
Bradford ARC

2/5/13  
Date

  
Frances Terry, Executive Director  
Suwannee River Economic Council, Inc.

2/7/13  
Date

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# Appendix D: Vehicle Inventory

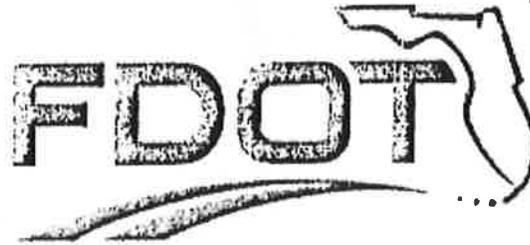
## FORM C-4: CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a) (ONLY IF GRANT IS FOR VEHICLES/EQUIPMENT)

Name of Applicant: SUWANNEE RIVER ECONOMIC COUNCIL, INC.      Date of Inventory: 11/13/15

Model Yr. (b)	Make/size /type (C)	FDOT control # and VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/ Yr.	Current Mileage	Vehicle Status (Active/Spare/ Other)	Expected retirement date	Other equipment (e)	Funding source (f)
2009	Ford Cutaway	80205	w/c Lift	12+2	10,986	65,914	Active	2016		FDOT 5311-STIM
2010	Ford Van	90273	w/c Lift	ST+2	3,718	18,588	Active	2017		FDOT 5310
2009*	Chevy Cutaway	AP585	w/c Lift	8+1	15,876	95,257	Active	2016		TD-RC
2010	Chevy Cutaway	90276	w/c Lift	8+1	12,986	64,930	Active	2017		FDOT 5310
2012	Chevy Cutaway	91204	w/c Lift	8+2	24,990	74,971	Active	2019		FDOT 5310
2011	Chevy Cutaway	AQ150	w/c Lift	8+2	10,935	43,739	Active	2018		TD-RC
2013	Chevy Cutaway	91216	w/c Lift	8+2	29,656	59,312	Active	2020		FDOT 5310
2015	Chevy Cutaway	91229	w/c Lift	8+2	20,530	22,300	Active	2022		FDOT 5310

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# Appendix E: Safety Compliance Self Certification



**Bus Transit System Annual Safety and Security Certification**

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

Certification Date (Current): 2016

Certification Year: (Previous): 2015

Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.  
POB 70  
Live Oak FL 32064

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

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

Blue Ink Signature: Matt Pearson Date: 1/16/16  
(Individual Responsible for Assurance of Compliance)

Name: Matt Pearson Title: Executive Director

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

Name: See Attachment

Name of Qualified Mechanic who Performed Annual Inspections: See Attachment

\* Note: Please do not edit or otherwise change this form.

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# North Central Florida Regional Planning Council

## *Transportation Disadvantaged Service Plan Team*

Scott R. Koons, AICP, Executive Director

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility  
\*\* Secondary Responsibility



Use the QR Reader App  
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visit our website!

**Bradford County  
Transportation Disadvantaged Coordinating Board**

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

[www.ncfrpc.org/td](http://www.ncfrpc.org/td)



## III.B.

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Levy • Madison

Marion • Suwannee • Taylor • Union Counties

---

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

April 5, 2016

TO: Bradford 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. October - December 2015 Operations Report;
2. Fiscal Year 2015/16 Transportation Disadvantaged Trust Fund Status Report;
3. October - December 2015 Complaint/Commendation Report; and
4. October - December 2015 Trip Denial Report.

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

### 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.



**QUARTERLY OPERATING REPORT  
BRADFORD COUNTY  
OCTOBER - DECEMBER 2015**

OPERATING DATA	SREC	ARC of Bradford	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>2,380</b>	<b>3,161</b>	<b>5,541</b>
Aging Program - Title III-B	125	0	125
Transportation Disadvantaged Program	1,187	0	1,187
Florida Agency for Persons with Disabilities	0	3,161	3,161
Florida Managed Medical Care Program (Medicaid)	1,068	0	1,068
<b>TOTAL VEHICLE MILES</b>	<b>25,840</b>	<b>23,776</b>	<b>49,616</b>
<b>TOTAL REVENUE VEHICLE MILES</b>	<b>18,863</b>	<b>Not reported</b>	<b>18,863</b>
<b>TOTAL VEHICLE HOURS</b>	<b>1,975</b>	<b>1,090</b>	<b>3,065</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$68,495.06</b>	<b>\$39,068.26</b>	<b>\$107,563</b>
Aging Program - Title III-B	\$1,920.00	\$0.00	\$1,920
Transportation Disadvantaged Program	\$33,289.11	\$0.00	\$33,289
Florida Agency for Persons with Disabilities	\$0.00	\$39,068.26	\$39,068
Florida Managed Medical Care Program (Medicaid)	\$33,285.95	\$0.00	\$33,286
<b>AVERAGE COST PER TRIP</b>	<b>\$28.78</b>	<b>\$12.36</b>	<b>\$19.41</b>
Aging Program - Title III-B	\$15.36	#DIV/0!	\$15.36
Transportation Disadvantaged Program	\$28.04	#DIV/0!	\$28.04
Florida Agency for Persons with Disabilities	#DIV/0!	\$12.36	\$12.36
Florida Managed Medical Care Program (Medicaid)	\$31.17	#DIV/0!	\$31.17
<b>AVERAGE COST PER MILE</b>	<b>\$2.65</b>	<b>\$1.64</b>	<b>\$2.17</b>
<b>AVERAGE COST PER REVENUE VEHICLE MILE</b>	<b>\$3.63</b>	<b>#VALUE!</b>	<b>\$5.70</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$34.68</b>	<b>\$35.84</b>	<b>\$35.09</b>
<b>TRIP PURPOSE*</b>	-	-	-
Medical	2,255	123	2,378
Employment	0	0	0
Education/Training	0	0	0
Fixed	0	2,493	2,493
Inclusion	0	118	118
Shopping	0	0	0
Meal Site	125	0	125
Recreation	0	0	0
Other	0	427	427
<b>NUMBER OF TRIPS DENIED</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>255</b>	<b>0</b>	<b>255</b>
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	<b>11%</b>	<b>0%</b>	<b>5%</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NUMBER OF VEHICLES</b>	<b>8</b>	<b>10</b>	<b>18</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>298</b>	<b>316</b>	<b>308</b>
<b>AVERAGE MILES PER TRIP</b>	<b>11</b>	<b>8</b>	<b>9</b>
<b>NUMBER OF ROADCALLS</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

OPERATING DATA	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>5,549</b>
Medicaid (FCTD)	148
Title III-B	261
TD Trust Fund	1,147
Agency for Persons with Disabilities	3,118
Medicaid (HMO)	875
<b>TOTAL VEHICLE MILES</b>	<b>46,563</b>
<b>TOTAL REVENUE VEHICLE MILES</b>	<b>19,267</b>
<b>TOTAL VEHICLE HOURS</b>	<b>3,136</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$105,687.00</b>
Medicaid (FCTD)	\$15,931.00
Title III-B	\$4,009.00
TD Trust Fund	\$30,233.00
Agency for Persons with Disabilities	\$33,413.00
Medicaid (HMO)	\$22,101.00
<b>AVERAGE COST PER TRIP</b>	<b>\$19.05</b>
Medicaid (FCTD)	\$107.64
Title III-B	\$15.36
TD Trust Fund	\$26.36
Agency for Persons with Disabilities	\$10.72
Medicaid (HMO)	\$25.26
<b>AVERAGE COST PER MILE</b>	<b>\$2.27</b>
<b>AVERAGE COST PER REV. VEH. MI.</b>	<b>\$5.49</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$33.70</b>
<b>TRIP PURPOSE*</b>	-
Medical	2,242
Employment	0
Education/Training	0
Fixed	2,457
Inclusion	164
Shopping	0
Meal Site	261
Recreation	0
Other	425
<b>NUMBER OF TRIPS DENIED</b>	<b>0%</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>274</b>
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	<b>5%</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>
<b>NUMBER OF VEHICLES</b>	<b>18</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>308</b>
<b>AVERAGE MILES PER TRIP</b>	<b>8</b>
<b>NUMBER OF ROADCALLS</b>	<b>0</b>

**CTC: Suwannee River Economic Council**

**Rates Charged to TD Trust Fund:**

**Ambulatory: \$1.83 per passenger mile**

**Wheelchair: \$3.14 per passenger mile**

**Stretcher: \$6.55 per passenger mile**

**2015-2016 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY  
BRADFORD COUNTY**

<b>MONTH/YEAR</b>	<b>ALLOCATION</b>	<b>STATE FUNDS SPENT</b>	<b>STATE FUNDS REMAINING</b>	<b>NUMBER OF TRIPS</b>	<b>AVERAGE COST PER TRIP</b>
Jul-15	\$119,844.00	\$9,985.72	\$109,858.28	466	\$21.43
Aug-15	-	\$9,987.12	\$99,871.16	421	\$23.72
Sep-15	-	\$9,987.57	\$89,883.59	394	\$25.35
Oct-15	-	\$9,986.89	\$79,896.70	405	\$24.66
Nov-15	-	\$9,987.51	\$69,909.19	385	\$25.94
Dec-15	-	\$9,985.81	\$59,923.38	399	\$25.03
Jan-16	-		\$59,923.38		#DIV/0!
Feb-16	-		\$59,923.38		#DIV/0!
Mar-16	-		\$59,923.38		#DIV/0!
Apr-16	-		\$59,923.38		#DIV/0!
May-16	-		\$59,923.38		#DIV/0!
Jun-16	-	-	#VALUE!	-	-
<b>TOTAL</b>	<b>-</b>	<b>\$59,920.62</b>	<b>-</b>	<b>2,470</b>	<b>\$24.26</b>

**BRADFORD COUNTY  
 QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS  
 OCTOBER - DECEMBER 2015**

TYPE OF COMPLAINT	Suwannee River Economic Council	Resolved
Vehicle Condition	0	-
Driver's Behavior	0	-
Client Behavior	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Service Denial	0	-
Other	0	-
<b>TOTALS</b>	<b>0</b>	<b>-</b>
<b>COMMENDATIONS</b>	<b>0</b>	<b>-</b>

**BRADFORD COUNTY  
UNMET TRANSPORTATION NEEDS  
OCTOBER - DECEMBER 2015**

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

Source: Suwannee River Economic Council



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

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2009 NW 87th Place, Gainesville, FL 32653-1603 • 352.955.2200

April 5, 2016

TO: Bradford County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2016 Florida Legislative Session

RECOMMENDATION

**No action required. For information only.**

BACKGROUND

Attached is information regarding the 2016 Florida legislative session and changes to Florida's Transportation Disadvantaged Program. If you have any questions concerning the attached information, please contact me at extension 110.

Attachment

t:\lynn\td2016\bradford\memos\legsession.docx



The 2016 Florida Legislative Session came to a close March 11, 2016. The Florida Legislature authorized **\$55,211,227** in the Grants and Aids Category for Fiscal Year 2016-17. This is an increase of \$177,523 from the base budget, plus a reinvestment of \$4,250,000 of non-recurring funds that were reverted from Fiscal Year 2015-16.

The Florida Legislature directed the Florida Commission for the Transportation Disadvantaged to use the additional \$4,250,000 in the following three specific ways:

#### Allocation Methodology Study

- **\$200,000** will be used to contract with an independent consultant to research Florida's historic funding of transportation disadvantaged services, the formulas used for distribution of state funds, and the allocation of funding specifically as it relates to urban and rural counties throughout the state. The study will also explore funding formulas and practices of similar services provided in other states.

#### Direct allocation to "rural" counties

- **\$2,300,000** will be allocated to Community Transportation Coordinators who are not direct recipients of U.S.C. Section 5307 funding. Funds are to be used to provide transportation services for persons with disabilities, older adults, and people with low incomes so they may access health care, employment, education and other life-sustaining activities. Funds will be distributed among Community Transportation Coordinators based upon the Transportation Disadvantaged Trust Fund allocation methodology.

#### Mobility Enhancement Grant

- **\$1,750,000** will be used to award competitive grants to Community Transportation Coordinators to support transportation projects that: (1) enhance the access of older adults, persons with disabilities, and persons with low income individuals to health care, shopping, education, employment, public services, and recreation; (2) assist in the development, improvement, and use of transportation systems in non-urbanized areas; (3) promote the efficient coordination of services; (4) support intercity bus transportation; and (5) encourage private transportation provider participation. All Community Transportation Coordinators are eligible to apply for this Mobility Enhancement Grant.

The Florida Legislature also directed each Community Transportation Coordinator to develop and implement performance measures which, at a minimum, address timing of advanced scheduling requests; on-time passenger pickup; improved routing to minimize passenger wait times; error rates for passenger pick-up and drop-off; and collection and public posting of passenger satisfaction survey ratings.

By September 30, 2016, each Community Transportation Coordinator must provide information to the Florida Department of Transportation detailing the adopted performance measures and the methods used for evaluating performance. The Florida Department of Transportation shall provide a report to the chairs of the legislative appropriations committees by December 15, 2016 specifying which entities submitted, or failed to submit, the required information as well as an evaluation of the efficacy of the performance measures and recommendations as to best practices that could be implemented on a statewide basis.



**ATTENDANCE RECORD  
BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	4/14/15	7/21/15	10/13/15	1/12/16
Chair	Commissioner Danny Riddick	P	P	P	P
Alternate Chairperson	Commissioner Tommy Chastain	A	A	A	A
Florida Department of Transportation	Sandra Collins	A	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Amanda Bryant	A	A	P	A
Alternate Member	Jaime Sanchez-Biachi	A	A	A	A
Agency for Health Care Administration	Deweese Ogden			P	P
Alternate Member	Pamela Hagley			P	A
Florida Department of Education	Jeffrey Aboumrard	P	P	P	P
Alternate Member	Melinda Jordan				
Public Education	Louette Smith				
Alternate Member	(Vacant)				
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	Barbara Fischer	P	P	P	P
Alternate Member	(Vacant)				
Persons with Disabilities	Sherry Ruszkowski	A	P	P	A
Alternate Member	(Vacant)				
Florida Association for Community Action	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Private Transit	Steve Futch	P	A	A	P
Alternate Member	Laura Crews				
Regional Workforce Board	Linda Tatum	A	P	A	A
Alternate Member	(Vacant)				

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

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

