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November 9, 2016

TO:

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating

Board

FROM:

Lynn Godfrey, AICP, Senior Planner

SUBJECT:

Meeting Announcement

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board will hold a regular business meeting November 16, 2016 at 10:00 a.m. in the meeting room of the **Tourism and Economic Development Conference Room, Hamilton County Courthouse Annex located at 1153 US Hwy 41 NW, Jasper, Florida (location map attached).** This is an important meeting of the Board. 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.

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

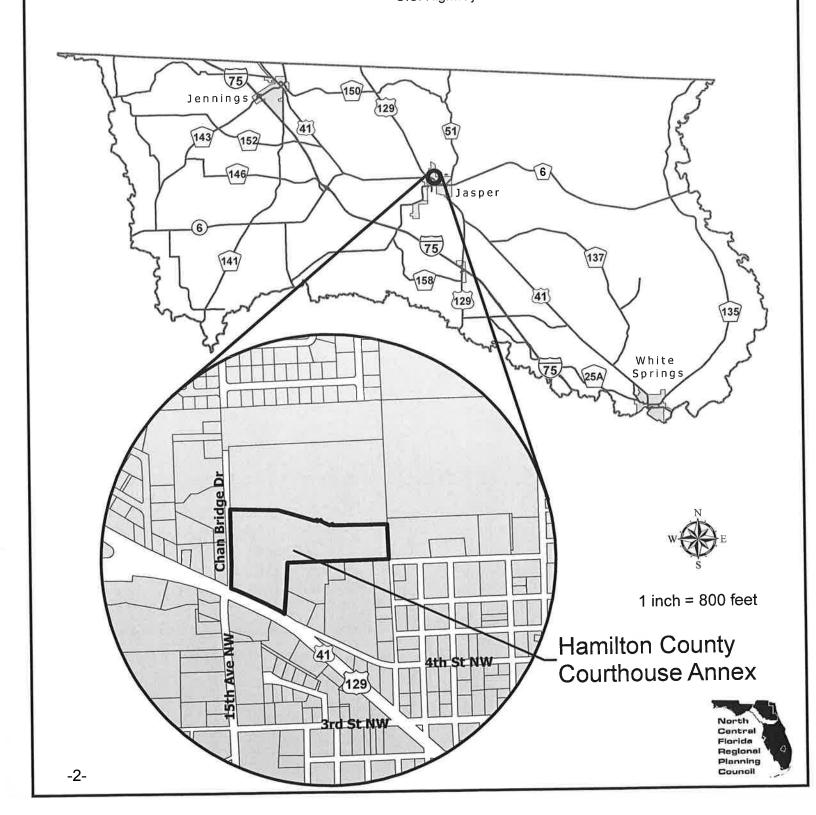
Attachments

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# Hamilton County Courthouse Annex 1153 U.S. Highway 41/129

Jasper, Florida 32052

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





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

Tourism and Economic Development Conference Room Hamilton County Courthouse Annex Jasper, Florida Wednesday November 16, 2016 10:00 a.m.

- I. Business Meeting Call To Order
  - A. Invocation
  - B. Pledge of Allegiance
- II. Consent Agenda

North

Central

Florida

Regional Planning Council

ACTION REQUIRED

- A. Approval of the Meeting Agenda
- Page 3
- B. Approval of the September 7, 2016 Minutes
- Page 7

- III. Comments and Concerns
  - A. Members
  - B. Citizens
- IV. General Business
  - A. New Business
    - 1. Suwannee Valley Transit Authority Page 13
      Annual Performance Evaluation
      (Lynn Godfrey)

**ACTION REQUIRED** 

2. 2015/16 Annual Operations Reports Page 55 (Lynn Godfrey)

**ACTION REQUIRED** 

3. Suwannee Valley Transit Authority Page 105 NO ACTION REQUIRED Operations Reports (Larry Sessions)

### B. Other Business

- 1. Board Members
- 2. Members
- 3. Staff

### C. Future Meeting Dates

- 1. February 15, 2017 at 10:00 a.m. in Lake City, Florida
- 2. May 17, 2017 at 10:00 a.m. in Live Oak, Florida
- 3. August 9, 2017 at 10:00 a.m. in Jasper, Florida
- 4. November 15, 2017 at 10:00 a.m. in Lake City, Florida

If you have any questions concerning the draft agenda, please do not hesitate to contact Lynn Godfrey, Senior Planner, at 1.800.226.0690, extension 110.

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

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Beth Burnam - Chair	Not Applicable
Hamilton County Elected Official	
Commissioner Bucky Nash	Not Applicable
Columbia County Elected Official	
Grievance Committee Chair	
Vacant	Not Applicable
Suwannee County Elected Official	
Sandra Collins	Janell Damato
Florida Department of Transportation	Florida Department of Transportation
Grievance Committee Member	1
Kay Tice	Jaime Sanchez-Bianchi
Florida Department of Children and Families	Florida Department of Children and Families
Jeff Aboumrad	Allison Gill
Florida Department of Education	Florida Department of Education
Bruce Evans	Dwight Law
Florida Department of Elder Affairs	Florida Department of Elder Affairs
Deweece Ogden	Pamela Hagley
Florida Agency for Health Care Administration	Florida Agency for Health Care Administration
Grievance Committee Member	Tiorida rigericy for fredicti Care realismostation
	Jeannie Carr
Sheryl Rehberg	Regional Workforce Board
Regional Workforce Board	Vacant
Matthew Pearson Florida Association for Community Action	Florida Association for Community Action
	Term ending June 30, 2017
Term ending June 30, 2017 Grievance Committee Member	Term chang same 50, 2017
	Vacant
Daniel Taylor	Public Education
Public Education	Ellis A. Gray, III
Bo Beauchemin	Veterans
Veterans	Term ending June 30, 2017
Term ending June 30, 2017 Sandra Pauwels	Louie Goodin
Citizen Advocate	Citizen Advocate
	Term ending June 30, 2018
Term ending June 30, 2018	Vacant
Richard Bryant Citizen Advocate - User	Citizen Advocate - User
	Term ending June 30, 2018
Term ending June 30, 2018	Denise Morgan
Ralph Kitchens Persons with Disabilities	Persons with Disabilities
Term ending June 30, 2018	Term ending June 30, 2018
Grievance Committee Member	Term chang sune 50, 2010
	Vacant
LJ Two Spirits Johnson	Elderly
Elderly Term ending June 30, 2017	Term ending June 30, 2017
Term ending June 30, 2017	Vacant
Sandra Buck-Camp Medical Community	Medical Community
Term ending June 30, 2019	Term ending June 30, 2016
	Audre J. Washington
Colleen Cody Children at Risk	Children at Risk
	Term ending June 30, 2016
Term ending June 30, 2019	Vacant
Vacant Private Transit	Private Transit
Private Transit	Term ending June 30, 2016
Term ending June 30, 2019	Torin onding valle 50, 2010

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

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

### **MEETING MINUTES**

Suwannee County Historical Museum Meeting Room 208 N. Ohio Avenue Live Oak, Florida Wednesday September 7, 2016 10:00 a.m.

### VOTING MEMBERS PRESENT

Commissioner Jason Bashaw, Suwannee County Local Elected Official, Chair Bo Beauchemin, Veterans Representative Richard Bryant, Citizen Advocate-User Sandra Buck-Camp, Medical Community Representative Commissioner Beth Burnam, Hamilton County Local Elected Official Colleen Cody, Children at Risk Representative Bruce Evans, Florida Department of Elder Affairs Representative Allison Gill representing Jeff Aboumrad, Florida Department of Education Representative LJ Two Spirits Johnson, Citizen Advocate-User Ralph Kitchens, Persons with Disabilities Representative Deweece Ogden, Florida Agency for Health Care Administration Representative Matthew Pearson, Florida Association for Community Action Representative Sheryl Rehberg, Workforce Development Board Representative Daniel Taylor, Public Education Representative Kay Tice, Florida Department of Children and Families Representative

### VOTING MEMBERS ABSENT

Sandra Collins, Florida Department of Transportation Representative Commissioner Bucky Nash, Columbia County Local Elected Official Sandra Pauwels, Citizen Advocate

### OTHERS PRESENT

Teresa Fortner, Suwannee Valley Transit Authority Diane Head, CareerSource North Florida Larry Sessions, Suwannee Valley Transit Authority

### STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

Page 1 of 5

### I. Business Meeting Call To Order

Chair Bashaw called the business meeting to order at 10:00 a.m.

### A. Invocation

Chair Bashaw gave the invocation.

### B. Pledge of Allegiance

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

### II. Consent Agenda

Ms. Godfrey distributed corrections to the June 15, 2016 minutes.

ACTION: Matthew Pearson moved to approve the consent agenda with the

noted corrections to the June 15, 2016 minutes. Ralph Kitchens

seconded; motion passed unanimously.

### III. Comments and Concerns

Sheryl Rehberg stated that she sent a letter notifying the North Central Florida Regional Planning Council of her retirement at the end of the year and that she recommended Ms. Diane Head, CareerSource North Florida Deputy Director, take her place on the Board as the Workforce Development Board Representative.

The Board thanked Ms. Rehberg for her service on the Board and to the communities served by CareerSource North Florida.

Ms. Sandra Buck-Camp discussed her concerns with staff rescheduling the August 10, 2016 meeting.

ACTION: Ralph Kitchens moved to no longer rotate the meeting location and to hold

all future meetings at the Florida Department of Transportation District II Office in Lake City Florida. LJ Two Spirits Johnson seconded; motion

failed 7 to 6.

ACTION: LJ Two Spirits Johnson moved to change the meeting location instead of

changing the meeting date if a meeting facility is unavailable in the County where the meeting is scheduled to be held. Sandra Buck-Camp seconded;

motion passed 11 to 2.

Ralph Kitchens stated that Ms. Eleanor Rossi commended the transportation service Suwannee Valley Transit Authority provides for her.

Sandra Buck-Camp commended Suwannee Valley Transit Authority's drivers.

LJ Two Spirits Johnson noted that staff did not redact a complainant's name on page 92. of the complaint and commendation report.

### IV. General Business

### A. New Business

### 1. Recommend Chair

ACTION: Ralph Kitchens moved to recommend the North Central

Florida Regional Planning Council appoint Commissioner Beth Burnam as Chair. Sandra Buck Camp seconded;

motion passed unanimously.

### 2. Elect Vice-Chair

ACTION: LJ Two Sprits Johnson moved to elect Commissioner Bucky

Nash as Vice-Chair. Matthew Pearson seconded; motion

passed 14 to 1.

### 3. Bylaws

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She discussed recommended changes to the Bylaws for the Board to consider.

The Board reviewed the Bylaws.

ACTION: Matthew Pearson moved to approve the Bylaws with the

recommended changes. Bruce Evans seconded; motion

passed 14 to 1.

### 4. Grievance Procedures

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She discussed one recommended change to the Grievance Procedures.

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Meeting September 7, 2016

The Board reviewed the Grievance Procedures.

ACTION: Sheryl Rehberg moved to approve the Grievance Procedures as amended. Matthew Pearson seconded; motion passed unanimously.

### 5. Rural Area Capital Assistance Program Grant Application

Mr. Larry Sessions, Suwannee Valley Transit Authority Administrator, discussed Suwannee Valley Transit Authority's application for Rural Area Capital Assistance Program Grant funds.

The Board reviewed Suwannee Valley Transit Authority's grant application.

**ACTION:** 

Sheryl Rehberg moved to approve Suwannee Valley Transit Authority's application for Rural Area Capital Assistance Program Grant funds. LJ Two Sprints Johnson seconded; motion passed unanimously.

### 6. Operations Reports

Mr. Sessions discussed Suwannee Valley Transit Authority's operations reports.

### B. Other Business

### 1. Board Members

Commissioner Bashaw thanked the Board for giving him the opportunity to serve as Chair. He said he hoped the Board will continue to improve access to transportation for persons who are disadvantaged.

The Board thanked Commissioner Bashaw for his service on the Board and wished him well.

### 2. Citizens

There were no citizen comments.

### 3. Staff

There were no staff comments.

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Meeting September 7, 2016

### C. Future Meeting Dates

Chair Bashaw announced the next meeting will be held November 16, 2016 at 10:00 a.m. in Live Oak, Florida.

### **ADJOURNMENT**

The meeting adjourned at 11:30 a.m.	
Commissioner Beth Burnam, Chair	Date
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board	



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November 9, 2016

TO:

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM:

Lynn Godfrey, AICP, Senior Planner

SUBJECT:

Annual Performance Evaluation

### RECOMMENDATION

Approve the Suwannee Valley Transit Authority's annual performance evaluation.

### BACKGROUND

The Board is required to annually evaluate the transportation services provided by Suwannee Valley Transit Authority. Attached is Suwannee Valley Transit Authority's draft annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

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# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



# Transportation Disadvantaged

Community	Transportation Coordinator:	Suwannee	Valley Transit Authority
Counties: _	Columbia, Hamilton and Suwan	nee	
Address: _	1907 Voyles Street, Live Oak, F	L 32060	
Contact:	Larry Sessions, Administrator	Phone:	386-362-5332
Review ner	iod: July 1, 2015 - June 30, 20	016	

# Community Transportation Coordinator Annual Performance Evaluation

### Approved by the

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

> > Beth Burnam, Chair

with Assistance from



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

November 16, 2016

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Compliance With Rule 41-2, Florida Administrative Code	17
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### FINDINGS AND RECOMMENDATIONS

### A. General

Areas of Noncompliance: None Recommendations: None Timeline for Compliance: None

### B. Chapter 427, Florida Statutes

Areas of Noncompliance: None Recommendations: None Timeline for Compliance: None

### C. Rule 41-2, Florida Administrative Code

Areas of Noncompliance: None Recommendations: None Timeline for Compliance: None

### D. On Site Observation

Areas of Noncompliance: None. Recommendations: None. Timeline for Compliance: None

### E. Cost/Competition/Coordination

Areas of Noncompliance: None Recommendations: None

Timeline for Compliance: None

	GENERAL
1.	What was the designation date of the Community Transportation Coordinator? 7/01/16
2.	What is the complaint process? <u>Suwannee Valley Transit Authority's complaint process is attached.</u>
3.	Does the community transportation coordinator have a complaint form? $\checkmark$ Yes (attached) $\Box$ No
4.	Does the form have a section for resolution of the complaint? $\sqrt{\mbox{Yes}}$ $\Box$ No
5.	Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis? $\sqrt{\text{Yes}}$ $\square$ No
6.	When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?  If Suwannee Valley Transit Authority staff are unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline.
7.	When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process? $\sqrt{\text{Yes}}$
8.	Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services? $\sqrt{\text{Yes (attached)}}$
9.	Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number? $\sqrt{\text{Yes}}$ $\square$ No

Does the rider/ beneficiary information or brochure list the complaint procedure? 10. √ Yes □ No

What is the eligibility process for Transportation Disadvantaged sponsored riders? 11. Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).

Does the Community Transportation Coordinator have a contract or agreement with the Regional 13. Workforce Board?

√ Yes □ No

Suwannee Valley Transit Authority notifies the Regional Workforce Board of vacant positions. The Regional Workforce Board posts Suwannee Valley Transit Authority job vacancies and takes job applications.

What innovative ideas have you implemented in your coordinated system? 14. Suwannee Valley Transit Authority created a streamlined billing system for purchasing fuel. Fuel is purchased at two locations instead of multiple locations and purchasing statements are provided by the vendors instead of receipts.

Suwannee Valley Transit Authority added additional accounting line items to separate expenses in more detail.

- 15. Are there any areas where coordination can be improved? Streamline the reporting process.
- 16. What barriers are there to the coordinated system?

  Florida's Managed Medical Care Program not providing client transportation through Florida's

  Coordinated Transportation System is a barrier.
- 17. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?

  The Florida Commission for the Transportation Disadvantaged staff is always helpful and willing to work with Suwannee Valley Transit Authority staff. Simplifying the reporting process and making the Annual Operating Report and Rate Calculation Model easier to understand would be helpful.
- What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?.
  Florida Department of Transportation
- 19. How are you marketing the voluntary dollar?

  <u>Information about the voluntary dollar is posted on Suwannee Valley Transit Authority's website.</u>

  <u>Suwannee Valley Transit Authority has attempted to place Voluntary Dollar posters in the Tax Collectors' offices.</u>

### Suwannee Valley Transit Authority Complaint and Grievance Procedure

### **Service Complaints**

Service complaints may include but are not limited to:

- Late trips (late pickup, drop-off or missed appointment)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial

### **Filing Complaints**

Service complaints\_must be submitted in writing within 15 calendar days following the date of occurrence. Complaint forms may be requested by contacting the Suwannee Valley Transit Authority administrative offices. Complaints may be submitted to Suwannee Valley Transit Authority by mail, FAX, or email. Verbal complaints or compliments may be called into Suwannee Valley Transit Authority at (386) 362-5332 during normal business hours.

Suwannee Valley Transit Authority will maintain a log documenting complaints. Suwannee Valley Transit Authority will conduct a review of each complaint, and based on evidence collected, note for the record if the complaint is found by Suwannee Valley Transit Authority to be valid or if the complaint is unfounded or not valid. Suwannee Valley Transit Authority will provide the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board a summary of all complaints received and actions taken.

Upon receiving a written complaint, Suwannee Valley Transit Authority will make reasonable efforts to contact the complainant no later than the end of the next business day. Suwannee Valley Transit Authority will contact all parties involved to obtain statements, research the complaint and gather all relevant evidence that may be available, review and evaluate the evidence, formulate a decision and a recommendation and issue a report.

Suwannee Valley Transit Authority will respond to the complainant within thirty (30) calendar days after receiving the complaint.

Suwannee Valley Transit Authority will provide any findings, an explanation of the facts that lead to Suwannee Valley Transit Authority's decision and, if applicable, information as to what actions were taken to bring about a resolution to the complainant. Based on the findings, if appropriate, Suwannee Valley Transit Authority will review its policies and procedures to see if adjustments are justified.

Suwannee Valley Transit Authority will maintain a complaint log for written complaints. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

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### **Filing Grievances**

Additionally, where appropriate, an interested party may also file a grievance with Suwannee Valley Transit Authority's Board of Directors. The only matters subject to consideration as a grievance are those which have unsatisfactorily been processed as written complaints.



### Complaint/Grievance Form Date Received

Page 1 of	Date Received
by:	
Section I: Complainant/Grievan	
Name:	
Physical Address:	
Malling Address (if different):	
Contact Phone #:	Email:
Section II: Person and Organiza	ation the Complaint/Grievance is about
Organization:	
Person(s):	
Telephone number (if known):	
Section III: Complaint/Grievan	ce ur complaint/grievance is. Describe all persons who were involved.
contact information of any witnesse attach other relevant information. Date of Problem, Complaint or Griev My complaint/grievance is:	mation of the person(s) involved (if known) as well as names and is. If more space is needed, please use the back of this form or wance (Day, Month, Year):
Signature	Date
Please submit this form in pers	on, or mail to the address below:

Suwannee Valley Transit Authority 1907 Voyles St., SW Live Oak, Florida, 32064

### WHO IS ELIGIBLE / HOW

MEDICAID: State and Federal funding source for non-emergency medical transportation. Must have a valid Medicaid number reflecting eligibility for transportation. Riders are responsible for a \$1 co-pay four \$1 co-pay when you board an SVTA vehicle, you will be transported, but you will be billed for your \$1 co-pay.

TDTF RIDERS (Transportation Disadvantaged Trust Fund): This Trust Fund is a state grant for those in need of transportation to medical appointments, but who have no means of transportation and who do not qualify for other programs. In order to qualify to ride under TDTF, you must fill out a TDTF Eligibility form. This form can be mailed to you or you can obtain it from your Professional Bus Operator on your first ride. Basic qualifications include, but are not limited to: no operating vehicle or no other means of transportation. The \$1 co-pay MUST be paid to the Bus Operator prior to boarding.

9

OTHER PAYMENT PROVISIONS: SVTA can also transport the public under standard farc. This means the rider pays a flat rate for certain trips, whether it is in or out of your county. To learn the rates for a specific trip, please call the SVTA main office at (386) 362-5332 and speak with the Operator.

SVTA RIDER CODE OF CONDUCT: Rider is required to follow these rules of conduct to Insure everyone's safety:

- Use of tobacco, alcohol or illegal drugs are not permitted while on vehicles.
- Eating & drinking are not permitted on vehicle unless medically necessary.
- Riders who appear to be under the influence of alcohol or drugs will not be permitted to board.
- Abusive, threatening, obscene language or discourtesy of any kind will not be tolerated. Riders may not create a hostile scene.
- Riders are responsible for \$1 co-pay and must have exact change.
- Rider must not engage the driver in conversation or distract the driver in any way.
- Rider must use earphones when using personal listening devices.
- Rider may not ask Driver to make special stops during transport.
- Rider is responsible for all personal items.
   SVTA is not responsible for missing or lost items or misplaced property.
- Riders must use seat belts if available and wheel chairs must be properly secured and fastened before SVTA vehicle can move.
- Wheelchairs and walking devices must be in good repair.
- Riders who need special assistance must have an escort. The escort must be over 18 and must be available at all times to aid the rider as needed.

SUWANNEE VALLEY TRANSIT AUTHORITY 1907 VOYLES STREET, S.W. LIVE OAK, FLORIDA 32064

# SUWANNEE VALLEY TRANSIT AUTHORITY RIDER'S GUIDE



#### **TELEPHONE NUMBER REFERENCE:**

SVTA OFFICE: (386) 362-5332
M-F 8am to 5pm
Closed weekends and all federal holidays.
1-8co - あらまっつという
TO MAKE A TRIP RESERVATION
M-F 8am to-7pm らかか

AFTER HOURS TRANSPORTATION: (386) 362-5332 LISTEN TO and FOLLOW DIRECTIONS

TO FILE A COMPLIMENT or COMPLAINT (386) 362-5332 or (800) 983-2435

SVTA RIDER'S QUICK REFERENCE GUIDE
This Rider's Guide is a quick reference document only. For details about the policies

ument only. For details about the policies and procedures for riding SVTA, refer to the SVTA Rider's Handbook.

The Suwannee Valley Transit Authority (SVTA) is a public transit agency serving the citizens of Columbia, Hamilton and Suwannee Counties. SVTA is governed by the SVTA Board of Directors. Two County Commissioners from each of the three counties make up the SVTA Board of Directors and the system of the system.

STATE'S DESIGNATED CTC SVTA is the state's designated 'Community Transportation Coordinator' (CTC), meaning that SVTA is the transportation agency for non-emergency medical transportation for Medicaid and the state's Transportation Disadvantaged (TD). For Medicaid sponsored, non-emergency medical transporta-tion or for TD transportation, call the numbers located on the front of this brochure.
All non-emergency transportation is done
by way of public and shared ride transportation. SVTA is fully ADA compliant, serving ambulatory, wheelchair and stretcher riders. If you need stretcher service, you must obtain an originally signed authorization letter from your physician. A copy may be faxed to (386) 364-7834. The original letter must be given to the transport driver before boarding.

COMMUNITY DISASTER
EMERGENCY PROCEDURES
During a community disaster, SVTA will
work with the Emergency Operations Center (EOC) of your county to transport residents to designated evacuation shelters. All routine transportation will be suspended during times of state declared disaster.



ESCORTS and SERVICE ANIMALS you use a wheelchair or other mobility device, you must be able to move around with your device under your own power. If you need assistance in moving about (i.e. you cannot roll your wheelchair without assistance, or walk to the vehicle without help, you must have an escort with you. The escort must be at least 18 years of age and fully capable to help you move about and assist you in case of an emergency. The and assist you in case of an emergency. The escort must stay with you while you are on the SVTA vehicle. SVTA does NOT provide escorts. If you have an escort to help you, s/hc is/exempt from the \$1 co-pay. Service Animals may accompany a rider. Rider is responsible for animal's hygiene and behavior. I may be

CERTIFICATION SVTA is safety and security certified by the Florida Department of Transportation. SVTA meets state / federal safety requirements for Public Transportation under Florida Administrative Code (FAC) 14-90.



TO MAKE A RESERVATION Trip reservations must be made at least 3 business days in advance of the day you need transportation. Trip reservations are taken weekdays from 8am to 7pm. Call (386) 362-5332 ext. 2 to make a reservation. When you call, you must have all required information ready, such as the doctor or treatment facility's name, address, phone, date and time of appointment. The Reservationist cannot look up this information for you. When your reservation is logged, you will be given a confirmation number. wou will be given a confirmation number. Keep this number as it is proof that you made an appointment. SVTA is not responsible for missed appointments because you did not call in on time or did not provide correct information. SVTA takes hundreds of calls a day, so you may experience a wait time to speak to a Reservationist. Peak



hours are from 10am to 2pm. Call for your reservation as soon as you become aware of your appointments. The Reservationist will help you in making your reservation.

SUBSCRIPTION TRIPS
If you have an appointment that will continue for an extended period of time (i.e. physical therapy or dialysis treatment) SVTA can set up a Subscription. This will put you on a schedule for the duration of your treat-ment so you will not have to call in each time. Pick up and drop off locations must be the same throughout the subscription.

TO CANCEL A RESERVATION
Please notify SVTA if you must cancel your scheduled trip. Call (386) 362-5332 ext. 6341. If you do not cancel within 24 hours, you will be considered a NO SHOW.

THE DAY OF YOUR TRIP You must be ready to board your SVTA Transport vehicle when it arrives at your location. The Driver cannot wait for more than 5 minutes as the s/he must move onto pick up the next rider. SVTA recommends that you be ready at least two (2) hours ahead of your expected pick up time. If you require an escort to help you move about, that escort must be ready to board with

A NO SHOW occurs when the driver ar-A NO SHOW occurs when the driver al-rives to pick you up and you are not ready to board the SVTA transport. You will be considered a NO SHOW if you do not can-cel your reservation 24 hours prior to your scheduled pick up time. If you are a NO SHOW or if you cancel when the SVTA vehicle arrives, all your trips for that day will be cancelled as well. Please see the Rider's Handbook regarding NO SHOWS.

AFTER APPOINTMENT PICK UP If you were not given an 'after appointment pick up time', you will be considered a 'will call'. This means that when you are finished with your appointment, call the (386) 362-5332 ext. 6341 and tell us that you are ready for pick up. SVTA will send the nearest available transport for your return

PUBLIC TRANSPORTATION & SHARE RIDE

SVTA does its best to get you to your ap-pointment on time with minimal wait times, SVTA is public transportation only and uses a shared ride program, meaning that others will share your ride. SVTA covers a 2,300 square mile area and serves over 8,000 riders. In order to get everyone to their appointment on time, you may have a very early pick up time. You may be on the transport vehicle for up to 2 hours or longer. You may have to wait for your transport for up to 2 hours or more, depending on your pickup point within the 3 counties. You must be prepared to wait, so bring appropriate provisions: water, snacks, medications, personal hygiene items & reading materials. SVTA is public transportation only and us-

COMPLIMENTS
COMPLAINTS & GRIEVANCES
SVTA strives to provide safe professional
service. If you have a compliment or complaint, please call (386) 362-5332 or (800)
983-2435. If you are a TD or Medicaid Rider, the initial complaint must be filed within 15 business days. Medicaid has strict time frames for filing a complaint, grievance, appeal or request for a Fair Hearing. Refer to the SVTA Rider's Handbook on how to file a complaint, grievance, appeal or request for Fair Hearing.

PRIVACY SVTA complies with all federal and state privacy laws, including HIPPA. SVTA will never share your information with anyone never share your information with anyone who is not authorized by law to have it. You MUST keep SVTA updated with your address, telephone number and emergency contact information. You must have a current SVTA registration form on file and it must be updated every January. SVTA is not responsible for missed appointments because you have not updated your contact information with us. Always refer to your SVTA Rider's Handbook for detailed information. mation .



### SUWANNEE VALLEY TRANSIT AUTHORITY

HOME ABOUT RIDING WITH SYTA CODE OF CONDUCT FORMS GALLERY CONTACT

### HISTORY



His Sociation Wiley Francis A, thereby (SVIA) are corposite for the order of Federal Circles in the Office of European (Openhady also land despect, and was openhaded by the Sociation for European County of Company for the four and the order of European County of Company for the foreign of the four and the order of European Circles (Company of County of C

In 1916, 1974 was transferred by find all agreement by Seviannes County for public averagement of the register or a Proceed Equation and of Transportation performs being expect to the district of the proceedings of the seviant operation from New order 1916 and September 1976.

In June 21 1975, a \$1 miles in special via sigher that to one Federal Highers Administration for a rural transportation annotation major under for the 197 of the Gederal Administration and 1973. The dropses must receive as an 1976 of the Gederal Administration of 1973. The dropses in Date 1974 of the tenter of the proposal budget is \$137.00 or the line was found a larger of the reader of the milest popular to 1974 to the think was found to the Federal Liphways Formitism and was received in July 1975 with a preportation than the federal Liphways Formitism and was received in July 1975 with a preportation than the responsible was furthered.

On Augustic 1916 with caused, furnity actions, affecting, asked the Sowainser Colony Transic Author by one control by the Colonyon. Hermited and Southwest Colony Business' Colony Control accepts to the demonster of the internal author. The Sowainsen salety Program Author by Based sares the orbits countly commissioned from them accepts to the country of the internal accepts and the country of the program accepts the form of the country of

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10/20/2016 10:36 AM

1 of 1

O



HOME ABOUT FIDING WITH SYTA CODE OF CONDUCT FORMS GALLERY CONTACT Welcome to Suwannee Valley Transit Authority

### 2016 Rider Survey

Please take this prief survey to assist us in better meeting the needs of our community

Phone Email Which county ac you reside in?" Han to a County Shwanner County Have you eyer used SVTA's services?\*

What transportation needs do you have? (Check at) that

- Medical Appointments

- Equipment
  Employment
  Grocery Shopping
  Other (Lei us keeps in the comment bax at the bottom of this

On a scale of 1-10 (10 being the best), how would you rate our services?

Any suggestions, concerns or comments?

Submit

### DBE AFFIRTMATIVE ACTION PLAN

It is the policy of Suwannee Valley Transit Authority (SVTA) that



As little as one teaspoon or battle cap of water standing for more than one week is enough for mosquitoes to breed and multiply.



SVIX to pleased to other services for secretal exercise Examples of events we have provided transportation for include the Battle of Oliotee and the Warns Ferrich.

If you see planning a special event and would like by know if we tak most your transportation neads, please contact as today.

Did you know you could help an elderly or disabled person get a ride to a life-sustaining appointment? You can make a voluntary contribution of \$1.00 or more by marking the box

10/20/2016 10:35 AM

1 of 2

### SUWANNEE VALLEY TRANSIT AUTHORITY TRANSPORTATION DISADVANTAGED ASSESSMENT SCREENING FORM: 2016

### SECTION 1-PERSONAL INFORMATION

LAST	NAME:	FIRST NAME:		MI:	
PHYS	ICAL ADDRESS:	сп	Y:	ZIP CODE:	
MAIL	ING ADDRESS:	cr	Y:	ZIP CODE:	
SUBD	IVISION NAME:	НО	ME TELEPHONE	#:	
wori	K #: CELL PH	ONE #:	EMAIL ADDI	RESS:	-
MEDI	CAID#	DATE OF BIRTH:		GENDER (M/F):	
SOCIA	AL SECURITY #:	ARE YOU A VETI	ERAN?Yes	_ No	
EMER	GENCY CONTACT:	REL	ATIONSHIP:		_
номі	E TELEPHONE #:	WORK #:		CELL #:	
Please additi	ional space is needed.	AGE	ise the back of the	e form or attach a separate sheet of  RELATIONSHIP	i paper i
1	What type of vehicle do you ow	n? Year:	Make:	Model: N/A: _	
2.	Is there a reason why you cann	ot drive your car?Yes _	No If yes pl	ease tell us if the reason is medical	or is it
2	because you are having vehicle Does any other member of you	troublea vobicle?	Voc No		
4.	Could anyone in your househol please explain why not?	d, family or friends transpo	rt you to your ap	pointments? YES:NO:If	f <b>no,</b>
5.	How are you currently being tr	ansported to your appointr	nents?		
	you cannot ride? YES:	NO:		r this program and that if you do no	
7.	Are you enrolled in any other p If yes please provide the name			h transportation services?Yes	No

1

		DRESS		# VISITS PER MO	NTH
				***************************************	
					====="
%					
derstand there is a 3 ba		grocery shonning. If			
grocery store. Initi	al Here		. ,		
FCTION 4-SPECIAL N	EEDS				
ease check or list any s	pecial needs you ma	ay require during tra	nsportation:		
scort: Power	ed Wheelchair:	Manual Whee	lchair:	_ Walker:	Cane:
tretcher: Res	mimatam S	erzice Animal:	Other:		
o you have any other n	pirator				Sha Van N
yes, please explain					
ECTION 5-INCOME A					
Monthly Income: ob Income \$	\$ 122	Retirement In	come \$	Food Stam	ps \$
CANF (Cash Assistance	551 \$ e) \$	Other \$			
ANT (Cash Assistance	c) Ψ				
Total Household Incor	ne \$	<del></del>			
Monthly Expenses:					0.11- A
(D-+ f)	Utilities \$	Vehicle Payr	nent \$	_Groceries \$	Cable \$
	0 11 Dl (t)	Modical \$		Pharmacv 3	
Felephone \$ Home Insurance \$	Car Ins	urance \$	Fuel \$	Other	Φ
Total Monthly Housel	old Expenses \$		_		

### SECTION 6-CERTIFICATION AND ACKNOWLEDGEMENT

I understand and affirm that the information provided in this application for Non-Emergency Transportation (NET) services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs for transportation to and from eligible services as well as appointments. Lunderstand that providing false or misleading information, or making fraudulent claims, or making false statements on behalf of others constitutes a felony under the laws of the State of Florida. SVTA will prosecute offenders and/or pursue civil action to recover costs incurred from false claims or criminal acts. NOTE: Transportation is wholly dependent on available TD funds each day.

	DATE:
APPLICANT SIGNATURE:	DATE
ALL DIGITAL DIGITA DIGITAL DIG	

PLEASE MAKE SURE THIS FORM IS FILLED OUT COMPLETELY AND SIGNED. AN INCOMPLETE APPLICATION WILL BE REJECTED

Please mail this form to: Suwannee Valley Transit Authority 1907 Voyles St, SW Live Oak, FL 32064 (386) 362-5332

PLEASE ALLOW 7 BUSINESS DAYS TO PROCESS YOUR APPLICATION. PLEASE CALL SUWANNEE VALLEY TRANSIT AUTHORITY AT 386-362-5332 OR 1-800-258-7267 TO SEE IF YOU QUALIFY AND TO SCHEDULE TRANSPORTATION SERVICES.

THE TRANSPORTATION DISADVANTAGED APPLICATION WILL BE RENEWED ON AN ANNUAL BASIS.

OFFICIAL USE ONLY  DO NOT WRITE IN THIS SPACE  New Application: Recertification: TD: Other:		
Approved Date:	Denied Date: Reason for Denial:	
Worker:	Date: Date:	

### COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1.	Are the Community Transportation Coordinator subcontracts uniform? $\Box$ Yes $\Box$ No $\checkmark$ Not applicable
2.	Is the Florida Commission for the Transportation Disadvantaged standard contract utilized? $\Box$ Yes $\Box$ No $\checkmark$ Not applicable
3.	Do the contracts include performance standards for the transportation operators and coordination contractors? $\Box$ Yes $\Box$ No $\checkmark$ Not applicable
4.	Do the contracts include the proper language concerning payment to subcontractors? $\Box$ Yes $\Box$ No $\checkmark$ Not applicable
5.·	Were the following items submitted on time?
	Annual Operating Report
	√ Yes □ No
	Memorandum of Agreement
	√ Yes □ No
	Transportation Disadvantaged Service Plan
	√ Yes □ No
	Transportation Disadvantaged Trust Fund Grant Application
	√ Yes □ No
	Other grant applications
	√ Yes □ No
6.	Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?  ☐ Yes ☐ No ✓ Not applicable
7.	Is a written report issued to the operator?  ☐ Yes ☐ No ✓ Not applicable
8.	What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?  No coordination contractors

### COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

Laca	How is the Community Transportation Coordinator using school buses in the coordinated system? <u>Suwannee Valley Transit Authority does not have contracts with the School Boards to use their vehicles.</u>
2.	How is the Community Transportation Coordinator using fixed route public transportation services in the coordinated system?  Not applicable
3.	Is there a goal for transferring passengers from paratransit to transit? $\Box$ Yes $\Box$ No $\checkmark$ Not applicable
4.	What are the minimum liability insurance requirements? \$200,00/\$300,000
5.	What are the minimum liability insurance requirements in the operator and coordination contracts? \$200,000/\$300,000
5.	Does the minimum liability insurance requirements exceed \$1 million per incident?

Standards	Comments
Local toll free phone number must be posted in all vehicles.	Suwannee Valley Transit Authority posts local toll free phone number in all vehicles.
Vehicle Cleanliness	Suwannee Valley Transit Authority cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	Suwannee Valley Transit Authority maintains a passenger/trip database.
Adequate seating	Suwannee Valley Transit Authority provides adequate seating for all passengers.
Driver Identification	Suwannee Valley Transit Authority's drivers wear uniforms, with name tags and a Suwannee Valley Transit Authority identification badge.
Passenger Assistance	Suwannee Valley Transit Authority requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Eating and drinking on board vehicles is prohibited_unless medically necessary or for trips that have extended wait or travel times.
Two-way Communications	Suwannee Valley Transit Authority and subcontracted operators are required to have an effective two-way communication system.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	Suwannee Valley Transit Authority subcontracts do not include a requirement that all bills be paid within 7 working days to subcontractors after receipt of said payment by Suwannee Valley Transit Authority in accordance with Section 287.0585, Florida Statutes.

Transport of Escorts and dependent children policy	Children 14 and under will be required to be accompanied by an escort who is over 18 years of age. Any passenger that is not able to be self-sufficient (maneuver about on their own; maintain control of bodily functions; provide hygiene care for oneself) must have an escort present at all times while riding on Suwannee Valley Transit Authority vehicles. Escorts must be able to provide the necessary assistance to the passenger in the event of any need. Escorts must remain with the passenger while on a Suwannee Valley Transit Authority vehicle and aid the passenger as required. Escorts will be transported at the regular copay rate.
Use, Responsibility, and cost of child restraint devices	All passengers under the age of 4 and/or under 50 pounds will be required to use an approved child restraint device, or otherwise be in compliance with state regulations at the time. This device shall be provided by the child's escort, and it must be clean and sanitized.
Out-of-Service Area trips	Suwannee Valley Transit Authority requires medical provider certification for any out of county trip and will make efforts to assist the rider and/or his physician in securing appointments within the region.
CPR/1st Aid	All vehicles operating in the coordinated system shall be equipped with first aid kits and bio-hazard ("spill") kits as required by State and Federal regulations. It is Suwannee Valley Transit Authority's goal for all drivers to be certified in First Aid by a recognized first aid training program within 6 months of employment.  Drivers are required to be trained in cardiopulmonary resuscitation. All Suwannee Valley Transit Authority drivers shall maintain a current Cardiopulmonary Resuscitation/First Aid certificate.
Driver Criminal Background Screening	Suwannee Valley Transit Authority requires all drivers in the coordinated system to have a criminal background check with local law enforcement and the Florida Department of Law Enforcement prior to hire. Suwannee Valley Transit Authority will check the Motor Vehicle Report of each driver prior to hire, and on a routine and systematic basis.
Passenger Property	Passengers are allowed to have personal property which they can place in their lap or stow under the seat. The size of personal property is restricted to what can be held by the passenger or stowed in an area not to interfere with other passengers or becomes a safety hazard. No animals, with the exception of service animals, will be transported. All oxygen must be portable, self-administered and secured. Drivers cannot assist with oxygen needs.
Advance reservation requirements	Trips must be scheduled three (3) weekdays in advance of the day of appointment. Hospital discharges or other urgent trips must be arranged by calling the afterhours phone_number.

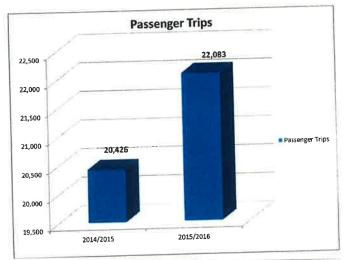
Pick-up Window	Passengers shall be picked up two hours before or one hour after their scheduled pick-up time. Passengers will be given pick-up times when they make their trip reservations.
	Return Trips: Passengers will be picked up 0-60 minutes after their scheduled return pick-up time. For example: 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 6:00 p.m. Passengers who do not schedule return trip pickup times, will be given a return pick-up time of 90 minutes after the scheduled drop off time.
	Will Call Return Pick-Up: A "will-call" return pick-up will be offered when a passenger is not ready at their requested return trip pick-up time. As a courtesy, Suwannee Valley Transit Authority will dispatch a vehicle back to their return trip pick-up location within two hours of the time the "will-call" request was made.

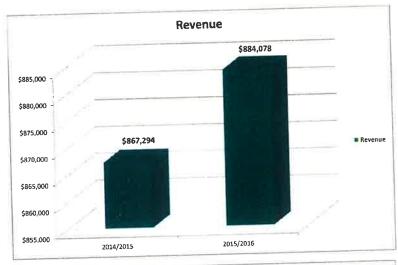
Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?	
Fixed Route Public Transit Ridership	Not applicable	Not applicable	
On-time performance	90%	Yes	
Accidents	No more than 1/100,000 miles	Yes	
Roadcalls	No more than 7 roadcalls/100,000 miles	Yes	
Complaints	No more than 1/1,000 trips.	Yes	
Call-Hold Time	No established standard for call hold time.	Not applicable	

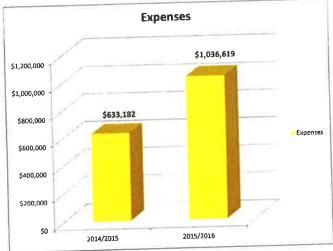
## PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY COLUMBIA, COUNTY

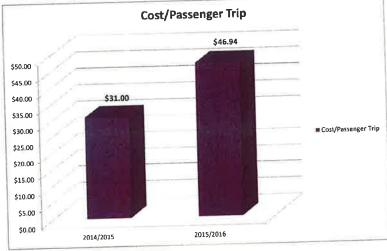
PERFORMANCE	MEASURE	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Percent Change 2014/2015 - 2015/2016
STANDARD		20,426	22,083	8%
	Passenger Trips	234,724	236,484	1%
	Revenue Vehicle Miles	281,014	294,606	5%
TOTAL SERVICE	Vehicle Miles	0.09	0.09	7%
	Passenger Trips/Revenue Vehicle Mile		13	-39
	Average Miles Per Trip	14	0.07	39
SERVICE	Passenger Trips/Vehicle Mile	0.07		-49
EFFECTIVENESS	Revenue Vehicle Miles/Vehicle Miles	0.84	0.80	2%
EFFECTIVENESS	Revenue	\$867,294	\$884,078	
	Expenses	\$633,182	\$1,036,619	64
	Cost/Passenger Trip	\$31.00	\$46.94	519
	Cost/Vehicle Mile	\$2.25	\$3.52	569
COST EFFECTIVENESS		\$26,383	\$54,559	107
& EFFICIENCY	Cost/Vehicle	24	19	-21
	Vehicles	851	1,162	37
	Passenger Trips/Vehicle	11,709	15,506	32
	Vehicle Miles/Vehicle	9,780	12,447	27
VEHICLE UTILIZATION	Revenue Vehicle Miles/Total Vehicles	9,700	2	0
	Accidents	2 0.74	0.68	-5
SAFETY	Accidents/100,000 Miles	0.71		
	Average Vehicle Miles Between Roadcalls	140,507	147,303	
	No Shows	343	343	
	Roadcalls	2	2	
SERVICE AVAILABILITY	transport =	17	17	

Source: Suwannee Valley Transit Authority Annual Operations Reports





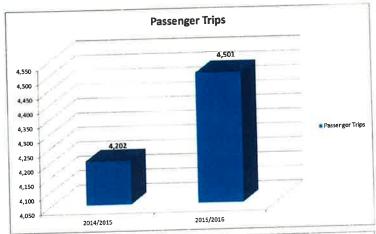


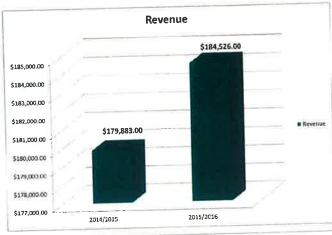


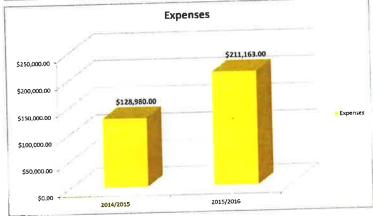
# PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY HAMILTON, COUNTY

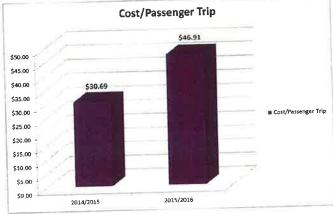
PERFORMANCE	MEASURE	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Percent Change (2014/2015 - 2015/2016)
STANDARD	Passenger Trips	4,202	4,501	7%
	Revenue Vehicle Miles	47,814	36,969	-29%
	Vehicle Miles	57,243	47,257	-21%
	Driver Hours	3,136	3,293	5%
TOTAL SERVICE	Passenger Trips/Revenue Vehicle Miles	0.09	0.12	289
	Passenger Trips/Kevenue Vernoe Miles	0.07	0.10	23%
SERVICE	Passenger Trips/Vehicle Miles	1.34	1.37	2%
	Passenger Trips/DriverHours	0.84	0.78	-7%
EFFECTIVENESS	Revenue Vehicle Miles/Vehicle Miles	\$179,883.00	\$184,526.00	3%
	Revenue	\$128,980.00	\$211,163.00	39%
	Expenses	\$30.69	\$46.91	359
	Cost/Passenger Trip	\$2.25	\$4.47	509
	Cost/Vehicle Mile	\$32,245.00	\$70,387.67	54
COST EFFECTIVENESS	Cost/Vehicle	\$41.13	\$64.12	36
& EFFICIENCY	Cost/Driver Hour	4	3	-33'
	Vehicles	1.051	1,500	30
	Passenger Trips/Vehicle	14,311	15,752	9
	Total Vehicle Miles/Vehicle	11,954	12.323	3
	Revenue Vehicle Miles/Vehicle	11,954	14	-27
	Vehicle Miles/Driver Hour	15	11	-36
	Revenue Vehicle Miles/Driver Hour		1,098	
VEHICLE UTILIZATION	Vehicle Hours/Vehicle	784	0 0	#DIV/
	Accidents	0	0	#DIV/
SAFETY	Accidents/100,000 Miles		57,243	
	Miles Between Roadcalls	57,243	85	
	No Shows	70	00	
	Roadcalls	0	7	29
SERVICE AVAILABILITY	Trip Denials	5		

Source:Suwannee Valley Transit Authority Annual Operations Reports





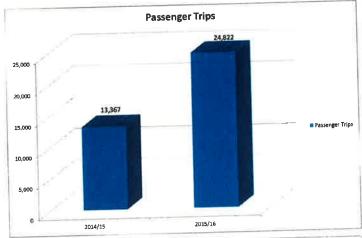


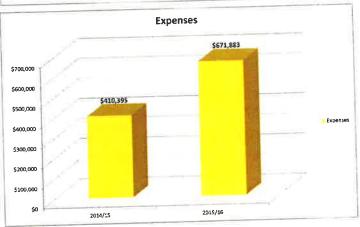


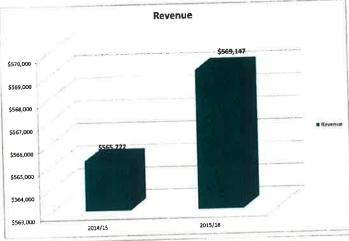
# PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY SUWANNEE COUNTY

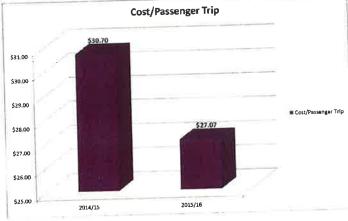
PERFORMANCE	geography.	Fiscal Year 2014/15	Fiscal Year 2015/16	Percent Change 2014/15-2015/16
STANDARD	MEASURE	13.367	24,822	46%
C. C	Passenger Trips	152,136	117,629	-29%
	Revenue Vehicle Miles	181,139	150,361	-20%
TOTAL SERVICE	Vehicle Miles	14	6	-1249
TOTAL DERVICE	Average Miles per Trip	0.09	0.21	589
	Passenger Trips/Revenue Vehicle Miles	0.07	0.17	559
SERVICE	Passenger Trips/Vehicle Miles	0.84	0.78	-79
EFFECTIVENESS	Revenue Vehicle Miles/Vehicle Miles		\$569,147	19
EFFECTIVENESS	Revenue	\$565,222	\$671,883	39
	Expenses	\$410,395	\$27.07	-13
	Cost/Passenger Trip	\$30.70	\$4.47	49
COST EFFECTIVENESS	Cost/Vehicle Mile	\$2.27	\$41,992.69	49
& EFFICIENCY	Cost/Vehicle	\$21,599.74	16	-19
& EFFICIENC!	Vehicles	19	1,551	55
	Passenger Trips/Vehicle	704	9,398	-1
	Vehicle Miles/Total Vehicle	9,534	7,352	
THE PARTICIAL PROPERTY OF THE PARTICIAL PROP	Revenue Vehicle Miles/Vehicle	8,007	7,552	#DIV
VEHICLE UTILIZATION	Accidents	0	0.00	#DIV
	Accidents/100,000 Miles	0.00	#DIV/01	#DIV
SAFETY	Miles Between Roadcalls	90,570		18
	No Shows	223	271	#DIV
	Roadcalls	2	0 22	55
SERVICE AVAILABILITY	Trip Denials	10	22	

Source: Suwannee Valley Transit Authority Annual Operations Reports











### **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 Valley Transit Authority 1907 Voyles Street, SW

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.
- 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: (Individual Responsible for Asskrance of Compliance) \_\_ Date:\_ 12 | 31 | 15

Name: Larry Sessions

Title: Administrator

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

Name:

Suwannee Valley Transit Authority

Address:

1907 Voyles Street, SW Live Oak, FL 32064

Name of Qualified Mechanic who Performed Annual Inspections: Merrill Wayne Blevins

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

## STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION CERTIFICATE OF COMPLIANCE

725-030-10 TRANSIT 12/01

for a
SECTION 5311 SUBRECIPIENT
(Certifying compliance with 49 CFR Parts 40, 655)
To

Florida Department of Transportation

DATE 1/2/2016	
Section 5311 Subrecipient Information:  AGENCY NAME: Suwannee Valley Transit  ADDRESS: 1907 Voyles Street, SW Live Oak, FL  PHONE: 386-382-5332	FDOT District Office Information:  NAME: <u>Doreen Joyner-Howard, AICP</u> ADDRESS: <u>2198 Edison Avenue, Jacksonville, FL</u> PHONE: <u>904-360-5650</u>
I, Larry Sessions	, Administrator (Title)
(Name)	
hereby certify that Suwannee Valley Transit Authority	and its applicable
(Manie di Subiccepie	
contractor(s) (listing attached hereto) for Suwannee Valley Tra	(Name of Subreceptent)
has (have) established and implemented an anti-drug and alco provisions of 49 CFR Parts 40 and 655 as amended. I further	hol misuse prevention program in accordance with the
meets the requirements of 49 CFR Parts 40 and 655 as amend	ded.
G	Hanya = Signature
Attachment: (Applicable Contractor(s) - Name, Address, Phor	ne #, Contact Person) $\eta  _{\mathcal{A}}$

### **ON-SITE OBSERVATION**

1.	Date of Observation; October 24, 2016
	October 24, 2010
2.	Please list any special guests that were present: None
3.	Location: Columbia ARC/Lake City Medical Office
4.	Number of Passengers picked up/dropped off Ambulatory: 1
	Non-Ambulatory 0
5.	Was the driver on time?  √ Yes
	□ No If no, how many minutes late/early?
6.	Did the driver provide any passenger assistance?  √Yes
	□ No □ Not Applicable
7,	Was the driver wearing any identification? √ Yes
	□ No
8.	Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? $\sqrt{\text{Yes}}$
	□ No
9.	Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Helpline for comments/complaints/commendations?  √ Yes □ No
12.	Did the vehicle have working heat and air conditioning? √ Yes □ No
13.	If used, was the lift in good working order?  ☐ Yes ☐ No  √ Not Applicable
14.	Was there safe and appropriate seating for all passengers?  √ Yes □ No

#### PASSENGER SURVEYS

#### How often do your ride?

Daily 7 days/week	1-2 Times/Week	3-5 Times/Week	Other
0	3	0	2

#### Have you been denied transportation services?

Yes

No

#### What is your trip purpose?

Medical	Education/Training	Employment	Other
5	0	0	0

#### Do you have concerns with your service?

Yes 0

No 5

#### What types of concerns do you have?

Late Trips	Driver Behavior	Availability	Vehicle Condition	Customer Service	Cost

# FLCTD Annual Operations Report Section VII: Expense Sources

County: Columbia		Fiscal Year: July 1	, 2015 - June 30, 201
Status: Submitted to FLCTD			
FLCTD Status: Approved			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$463,224.00	\$43,544.00	\$506,768.00
Fringe Benefits (502):		\$6,488.00	\$147,035.00
	\$27,870.00	\$333.00	\$28,203.00
Materials and Supplies Cons. (504):	\$82,583.00	\$0.00	\$82,583.00
Utilities (505):	\$15,830.00	\$0.00	\$15,830.00
Casualty and Liability (506):		\$0.00	\$31,252.00
	\$151.00	\$0.00	\$151.00
Purchased Transportation Services (	508)		
	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
		201	
Miscellaneous (509):	\$1,831.00	\$21,286.00	\$23,117.00
Interest (511):		\$0.00	\$0.00
Leases and Rentals (512):		\$0.00	\$1,931.00
Annual Depreciation (513):		\$0.00	\$271,400.00
Contributed Services (530):	1	\$4,011.00	\$4,011.00
Allocated Indirect Expenses:	4	\$0.00	\$0.00
GRAND TOTAL:	\$1.036,619.00	\$75,662.00	\$1,112,281.00

# FLCTD Annual Operations Report Section VII: Expense Sources

County: Hamilton		Fiscal Year: July 1	, 2015 - June 30, 20
Status: Complete			
FLCTD Status: Approved			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$94,360.00	\$0.00	\$94,360.00
Fringe Benefits (502):		\$0.00	\$28,630.00
Services (503):		\$0.00	\$5,678.00
Materials and Supplies Cons. (504):		\$0.00	\$16,823.00
Utilities (505):		\$0.00	\$3,225.00
Casualty and Liability (506):		\$0.00	\$6,366.00
Taxes (507):		\$0.00	\$31.00
Purchased Transportation Services (5	508)		
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
	12		
Miscellaneous (509):	\$372.00	\$0.00	\$372.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$393.00	\$0.00	\$393.00
Annual Depreciation (513):	\$55,285.00	\$0.00	\$55,285.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$2.11.163.00	\$0.00	\$211,163.00

# **Annual Operations Report Section VII: Expense Sources**

County: Suwannee		Fiscal Year: July 1	2015 - June 30, 20	
Status: Submitted to FLCTD				
FLCTD Status: Approved				
Section VII: Financial Data				
2. Expense Sources				
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES	
Labor (501):	\$300,238.00	\$27,735.00	\$327,973.00	
Fringe Benefits (502):		\$84.00	\$91,179.00	
	\$18,064.00	\$638.00	\$18,702.00	
	\$53,526.00	\$0.00	\$53,526.00	
	\$10,260.00	\$7,839.00	\$18,099.00	
	\$20,256.00	\$3,828.00	\$24,084.00	
	\$98.00	\$0.00	\$98.00	
Purchased Transportation Services (5	508)			
	\$0.00	\$0.00	\$0.00	
	\$0.00	\$0.00	\$0.00	
	\$0.00	\$0.00	\$0.00	
Miscellaneous (509):	\$1,187.00	\$0.00	\$1,187.00	
Interest (511):		\$0.00	\$0.00	
Leases and Rentals (512):	\$1,252.00	\$0.00	\$1,252.00	
Annual Depreciation (513):		\$7,805.00	\$183,712.00	
Contributed Services (530):		\$0.00	\$0.00	
Allocated Indirect Expenses:		\$12,431.00	\$12,431.00	
GRAND TOTAL:	\$671,883.00	\$60,360.00	\$732,243.00	

#### COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	1	0
Private For-Profit	5	0
Government	0	0
Public Transit Agency	1	1
Total	7	1

- 2. How many of the operators are coordination contractors? \_\_\_\_\_0
- Does the Community Transportation Coordinator have a competitive procurement process?
   √ Yes
   □ No
- 4. What methods have been used in selection of the transportation operators?

Low bid
Requests for qualifications
Negotiation only

$\checkmark$	Requests for proposals
	Requests for interested parties

#### COORDINATION

 Public Information – How is public information distributed about transportation services in the community?

All plans for providing transportation disadvantaged services are coordinated.

- 2. Eligibility How is passenger eligibility coordinated for local transportation services?

  Suwannee Valley Transit Authority determines passenger eligibility with the exception of passengers using Florida's Managed Medical Care Program transportation.
- 3. Call Intake To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Individuals call Suwannee Valley Transit Authority to schedule all trips with the exception of passengers using Florida's Managed Medical Care Program transportation.

- 4. Reservations –How is the duplication of a reservation prevented?

  Suwannee Valley Transit Authority handles all trip reservations with the exception of passengers using Florida's Managed Medical Care Program transportation.
- 5. Trip Allocation How is the allocation of trip requests to providers coordinated?

  Suwannee Valley Transit Authority handles all trip allocations with the exception of passengers using Florida's Managed Medical Care Program transportation.
- 6. Scheduling How is the trip assignment to vehicles coordinated?

  Suwannee Valley Transit Authority schedules all trips with the exception of passengers using Florida's Managed Medical Care Program transportation.
- 7. General Service Monitoring How is the overseeing of transportation operators coordinated? Suwannee Valley Transit Authority does not subcontract service.

34

-52-



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## Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

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November 9, 2016

TO:

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM:

Lynn Godfrey, AICP, Senior Planner

SUBJECT:

2015-2016 Annual Operations Reports

#### **RECOMMENDATION**

Review the 2015/2016 Annual Operations Reports.

#### BACKGROUND

Suwannee Valley Transit Authority is required to submit annual operations reports for Columbia, Hamilton and Suwannee Counties to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached are the Fiscal Year 2015-2016 Annual Operations Reports for Columbia, Hamilton and Suwannee Counties.

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

Attachments

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# **Annual Operations Report Section I: Face Sheet**

County: Columbia	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Submitted to FLCTD	
FLCTD Status: Approved	
Report Date:	08/29/2016
Period Covered:	July 1, 2015 - June 30, 2016
Coordinator's Name:	Suwannee Valley Transit Authority
Address:	1907 Voyles Street, S.W.
City:	Live Oak
Zip Code:	32064
Service Area:	Columbia
Contact Person:	Larry Sessions/Felonzie Raggins
Title:	Administrator/Deputy Finance Manager
Phone:	(386) 362 - 5332
Fax:	(386) 219 - 0157
Email:	larry.sessions@ridesvta.com
Network Type:	Partial Brokerage
Organization Type:	Public Transit Authority
CTC Certification:	WILL TO THE TOTAL THE TOTA
hereby certify, under the penalties of	ommunity Transportation Coordinator (CTC) Representative, perjury as stated in Chapter 837.06, F.S., that the information te, and in accordance with the accompanying instructions.
	, as the local Coordinating Board Chairperson, hereby, certify in
accordance with Rule 41-2.007(7) F.S. Planning Agency has received a copy  LCB Signature	S. that the local Coordinating Board has reviewed this report and the

# **Annual Operations Report Section II: General Info**

County: Columbia

Fiscal Year: July 1, 2015 - June 30, 2016

Status: Submitted to FLCTD FLCTD Status: Approved

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation

services)

Number of Private Non-Profits: 0 Number of Private For-Profits: 0

**Public Entities:** 

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 1 Total: 2

2. How many of the providers listed in 1 are coordination contractors?

j

# **Annual Operations Report Section III: Passenger Trip Info**

ounty: Columbia		Fiscal Year: July 1, 2015	- June 30, 2016
tatus: Submitted to FLCTD			
LCTD Status: Returned			
ection III: Passenger Trip Informatio	n		
1a. One-Way Passenger Trips			
Type of Service		vice Area	
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	26022	1029	27051
Non-Ambulatory	3101	291	3392
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	29123	1320	30443
1b. How many of the total trips were providers (do not include the CTC, if the C			0
1c. How many of the total trips were	e provided by c	oordination contractors?	8360
2. One-Way Trips by Funding Sour	ce		
Agency for Health Care Administrat			138
Agency for Persons with Disabilities			3372
			0
Agency for Workforce Innovation			
Agency for Workforce Innovation  Commission for the Transportation I	Disadvantaged		13974
Commission for the Transportation I			13974
Commission for the Transportation I Department of Children and Familie			<del></del>
Commission for the Transportation I			0

Department of Health		6
Department of Juvenile Justice		0
Florida Department of Transportation		367
Local Government		1
Local Non-Government		3308
Other Federal Programs		1
S	Total:	30443
3. One-Way Trips by Passenger Type		
Was this information obtained by sampling?		no
Elderly		
DAVE. J	Low Income:	33
	Disabled:	1514
	Low Income and Disabled:	3032
	Other:	8393
Children		
	Low Income:	
	Disabled:	
	Low Income and Disabled:	
	Other:	24
Other	ТТ	[2
	Low Income:	
	Disabled:	-
	Low Income and Disabled:	7
	Other:	36/8
	Total:	30443
4. One-Way Passenger Trips - by Purpose		no
Was this information obtained by sampling?		9830
Medical Purpose		5390
Employment Purpose		8116
Education/Training/Daycare Purpose		1810
Nutritional Purpose		5297
Life-Sustaining/Other Purpose		3491

5a. Paratransit/Deviated Fixed Route/ School Brd	417
5b. Fixed Route	0
Total:	417
6. Number of Unmet Trip Requests	36
Unmet Trip Requests by Type of Trip	
Unmet Medical	29
Unmet Employment	1
Unmet Education/Training/Daycare	1
Unmet Nutritional	0
Unmet Life-Sustaining/Other	5
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	-
Lack of Driver Availability:	-
Other:	
7.) Number of Passenger No-shows	417
7.) Itumber of Lassenger Ito shows	
Passenger No-Shows by Funding Source (optional)  CTD:	333
Passenger No-Shows by Funding Source (optional)	
Passenger No-Shows by Funding Source (optional) CTD:	0
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:	0
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:  DCF:	0 0 0
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:  DCF:  APD:	0 0 0 0 38
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:  DCF:	0 0 0 0 38 0
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:  DCF:  APD:  DOE:	0 0 0 38 0
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: Other	0 0 0 38 0
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOEA Other	0 0 0 38 0 0 0 1 46
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOEA Other  8. Complaints Complaints by Service	0 0 0 38 0 0 0 1 46
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOE: DOEA Other  8. Complaints Complaints by Service Complaints by Policy	0 0 0 38 0 0 1 0 1 46
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOE: DOEA Other  8. Complaints Complaints by Service Complaints by Policy Complaints by Vehicle	0 0 0 38 0 0 1 0 2 46
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOE: DOEA Other  8. Complaints Complaints by Service Complaints by Policy	0 0 38 0 38 0 0 46

Commendations by CTC	9
Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendation	s: 9

# **Annual Operations Report Section IV: Vehicle Info**

unty: Columbia		Fiscal Yea 2016	r: July 1, 2015 - June 30
atus: Submitted to FLCTD			
CTD Status: Approved			
ection IV: Vehicle Information			
1. Mileage Information			7.71
	Vehicle Miles		Revenue Miles
CTC:	231986		181484
Transportation Providers:	0		0
	62620		55000
School Bus Utilization Agreement:	0		0
	294606		236484
		-1	
2. Roadcalls	1		
	1		
	1		
2. Roadcalls	1 Chargeable		Non-Chargeable
2. Roadcalls 3. Accidents	Chargeable		Non-Chargeable
2. Roadcalls  3. Accidents  Total Accidents Person Only:	Chargeable		
2. Roadcalls  3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only:	Chargeable 0		0
2. Roadcalls  3. Accidents  Total Accidents Person Only:	Chargeable 0 1		0
2. Roadcalls  3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents:	Chargeable 0 1 0		0 1 0
2. Roadcalls  3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle:	Chargeable 0 1 0		0 1 0
2. Roadcalls  3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents: Grand Total:	Chargeable 0 1 0		0 1 0
2. Roadcalls  3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents:	Chargeable 0 1 0 1 2	Count	0 1 0
2. Roadcalls  3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents: Grand Total:	Chargeable 0 1 0 1 2	Count 13	0 1 0 1

# **Annual Operations Report Section V: Employee Info**

County: <b>Columbia</b>		Fiscal Year: July 1, 2015 - Ju 2016	ıne 30,
Status: Submitted to FLCTD			
FLCTD Status: Returned			
Section V: Employee Informat	tion		
1. CTC and Transportation	Pro	vider Employee Information	1
			Hours
Full-Time Drivers	9		13035
Part-Time Drivers	7		3131
Volunteer Drivers	0		0
		Total Hours:	16166
Maintenance Employees	2		
Dispatchers	_		
Schedulers			
Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
		X11	Hours
Other Volunteers	0		0
Administrative Support	-		
Management Employees	1		
Total	-		
Total	123		
2. Coordination Contractor	s Eı	mployee Information	
			Hours
Full-Time Drivers	3		6240
Part-Time Drivers	1		910
Volunteer Drivers	0		0
		Total Hours:	7150
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		

Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	2		
Management Employees	0		
Total	6		
		TOTAL HOURS:	23316

# **Annual Operations Report Section VI: Revenue Sources**

County: Columbia		Fiscal Year: July 1,	Fiscal Year: July 1, 2015 - June 30, 2016		
Status: Submitted to FLCTD					
FLCTD Status: Returned					
Section VI: Financial Data					
1. Detailed Revenue and Trips l		Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES		
Agency for Health Care Adminis	tration				
Medicaid Non-Emergency	\$3,558.00	\$0.00	\$3,558.00		
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00		
Agency for Persons with Disabili	ties				
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00		
Developmental Services	\$38,696.00	\$0.00	\$38,696.00		
Other (specify)	\$0.00	\$0.00	\$0.00		
Agency for Workforce Innovatio	n				
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00		
Other (specify)	\$0.00	\$0.00	\$0.00		
Commission for the Transportat	ion Disadvantaged				
Non-Sponsored Trip Program	\$385,005.00	\$0.00	\$385,005.00		
Non-Sponsored Cap. Equip.	\$36,345.00	\$0.00	\$36,345.00		
Rural Capital Equip.	\$23,597.00	\$0.00	\$23,597.00		
TD Other (specify)	\$0.00	\$0.00	\$0.00		
Department of Children and Fai	nilies				
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00		
Family Safety & Preservation	\$0.00	\$0.00	\$0.00		
Other (specify)	\$0.00	\$0.00	\$0.00		
Department of Community Affa	irs				
Community Services	\$0.00	\$0.00	\$0.00		
Other (specify)	\$0.00	\$0.00	\$0.00		
Department of Education					
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00		

Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$59.00	\$0.00	\$59.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs	*	30	
Older Americans Act	\$12,844.00	\$44,047.00	\$56,891.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$211.00	\$0.00	\$211.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$23,060.00	\$0.00	\$23,060.00
49 USC 5311 (Section 18)	\$262,205.00	\$0.00	\$262,205.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$8,564.00	\$0.00	\$8,564.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$41,457.00	\$31,615.00	\$73,072.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government		4	
Farebox	\$12,772.00	\$0.00	\$12,772.00
Donations, Contributions	\$445.00	\$0.00	\$445.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$28,407.00	\$0.00	\$28,407.00

Other Federal or State Programs	S		
(specify)Dept of Revenue	\$6,853.00	\$0.00	\$6,853.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
	man 4 070 00	φ75 (C2 00	\$050.740.00
<b>GRAND TOTAL:</b>	<b> \$884,078.00</b>	\$75,662.00	\$959,740.00

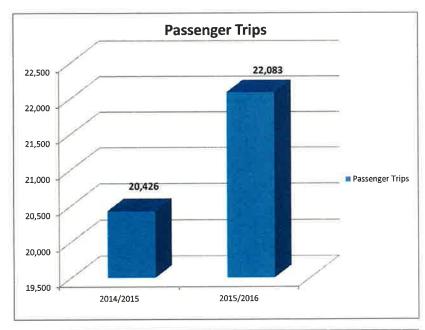
# **Annual Operations Report Section VII: Expense Sources**

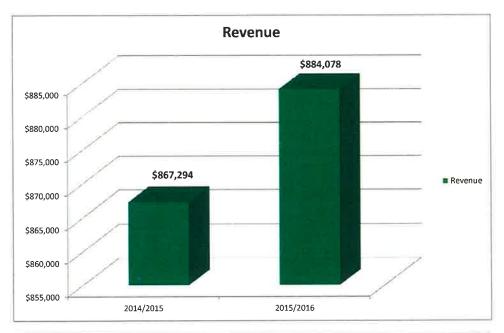
County: Columbia		Fiscal Year: July 1, 2015 - June 30, 2010		
Status: Submitted to FLCTD				
FLCTD Status: Approved				
Section VII: Financial Data				
2. Expense Sources				
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES	
Labor (501):	\$463,224.00	\$43,544.00	\$506,768.00	
Fringe Benefits (502):	\$140,547.00	\$6,488.00	\$147,035.00	
Services (503):	\$27,870.00	\$333.00	\$28,203.00	
Materials and Supplies Cons. (504):	\$82,583.00	\$0.00	\$82,583.00	
Utilities (505):	\$15,830.00	\$0.00	\$15,830.00	
Casualty and Liability (506):	\$31,252.00	\$0.00	\$31,252.00	
Taxes (507):	\$151.00	\$0.00	\$151.00	
Purchased Transportation Services (	508)	3		
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00	
School Bus Expenses:	\$0.00	\$0.00	\$0.00	
Other:	\$0.00	\$0.00	\$0.00	
Miscellaneous (509):	\$1,831.00	\$21,286.00	\$23,117.00	
Interest (511):	\$0.00	\$0.00	\$0.00	
Leases and Rentals (512):	\$1,931.00	\$0.00	\$1,931.00	
Annual Depreciation (513):	\$271,400.00	\$0.00	\$271,400.00	
Contributed Services (530):	\$0.00	\$4,011.00	\$4,011.00	
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00	
GRAND TOTAL:	\$1,036,619.00	\$75,662.00	\$1,112,281.00	

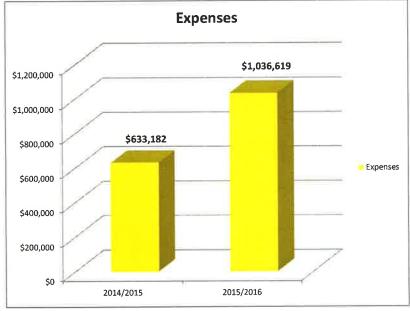
## PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY COLUMBIA, COUNTY

PERFORMANCE		Fiscal Year	Fiscal Year	Percent Change
STANDARD	MEASURE	2014/2015	2015/2016	2014/2015 - 2015/2016
	Passenger Trips	20,426	22,083	8%
	Revenue Vehicle Miles	234,724	236,484	1%
TOTAL SERVICE	Vehicle Miles	281,014	294,606	5%
	Passenger Trips/Revenue Vehicle Mile	0.09	0.09	7%
	Average Miles Per Trip	14	13	-3%
SERVICE	Passenger Trips/Vehicle Mile	0.07	0.07	3%
EFFECTIVENESS	Revenue Vehicle Miles/Vehicle Miles	0.84	0.80	-4%
	Revenue	\$867,294	\$884,078	2%
	Expenses	\$633,182	\$1,036,619	64%
	Cost/Passenger Trip	\$31.00	\$46.94	51%
COST EFFECTIVENESS	Cost/Vehicle Mile	\$2.25	\$3.52	56%
& EFFICIENCY	Cost/Vehicle	\$26,383	\$54,559	107%
	Vehicles	24	19	-21%
	Passenger Trips/Vehicle	851	1,162	37%
	Vehicle Miles/Vehicle	11,709	15,506	32%
VEHICLE UTILIZATION	Revenue Vehicle Miles/Total Vehicles	9,780	12,447	27%
	Accidents	2	2	0%
SAFETY	Accidents/100,000 Miles	0.71	0.68	-5%
	Average Vehicle Miles Between Roadcalls	140,507	147,303	5%
	No Shows	343	343	0%
	Roadcalls	2	2	0%
SERVICE AVAILABILITY	Trip Denials	17	17	0%

Source: Suwannee Valley Transit Authority Annual Operations Reports









## **Annual Operations Report Section I: Face Sheet**

County: <b>Hamilton</b>	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Complete	
FLCTD Status: Approved	
Report Date:	08/26/2016
Period Covered:	July 1, 2015 - June 30, 2016
Coordinator's Name:	Suwannee Valley Transit Authority
Address:	1907 Voyles Street, S. W.
City:	Live Oak
Zip Code:	32064
Service Area:	Hamilton
Contact Person:	Larry Sessions/Felonzie Raggins
Title:	Administrator / Deputy Finance Director
Phone:	(386) 362 - 5332
Fax:	(386) 219 - 0157
Email:	larry.sessions@ridesvta.com
Network Type:	Partial Brokerage
Organization Type:	Public Transit Authority
hereby certify, under the penalties of	ommunity Transportation Coordinator (CTC) Representative, perjury as stated in Chapter 837.06, F.S., that the information ate, and in accordance with the accompanying instructions.
I,accordance with Rule 41-2.007(7) F.3 Planning Agency has received a copy LCB Signature	, as the local Coordinating Board Chairperson, hereby, certify in S. that the local Coordinating Board has reviewed this report and the v.

## **Annual Operations Report Section II: General Info**

County: Hamilton

Fiscal Year: July 1, 2015 - June 30, 2016

**Status: Complete** 

**FLCTD Status: Approved** 

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation

services)

Number of Private Non-Profits: 0 Number of Private For-Profits: 0

**Public Entities:** 

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 0

Total: 1

2. How many of the providers listed in 1 are coordination contractors?

0

## **Annual Operations Report Section III: Passenger Trip Info**

County: Hamilton		Fiscal Year: July 1, 2015 -	June 30, 2016
status: Complete			
LCTD Status: Approved			
ection III: Passenger Trip Information	n		
1a. One-Way Passenger Trips	7.14		
Type of Service	Sei	rvice Area	
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	3601	210	3811
Non-Ambulatory	631	59	690
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	4232	269	4501
1b. How many of the total trips were			0
-	TC provides tr	ansportation services)?	0
1b. How many of the total trips were providers (do not include the CTC, if the C 1c. How many of the total trips were	TC provides tr	ansportation services)?	
1b. How many of the total trips were providers (do not include the CTC, if the C 1c. How many of the total trips were 2. One-Way Trips by Funding Sour	TC provides tr e provided by c	ansportation services)?	0
1b. How many of the total trips were providers (do not include the CTC, if the C 1c. How many of the total trips were  2. One-Way Trips by Funding Sour Agency for Health Care Administration	TC provides tree provided by coce	ansportation services)?	28
1b. How many of the total trips were providers (do not include the CTC, if the C 1c. How many of the total trips were  2. One-Way Trips by Funding Sour Agency for Health Care Administrate Agency for Persons with Disabilities	TC provides tree provided by coce	ansportation services)?	28 687
1b. How many of the total trips were providers (do not include the CTC, if the C 1c. How many of the total trips were  2. One-Way Trips by Funding Sour Agency for Health Care Administrate Agency for Persons with Disabilities Agency for Workforce Innovation	TC provides tree provided by coce	ansportation services)?	28 687 0
1b. How many of the total trips were providers (do not include the CTC, if the C 1c. How many of the total trips were  2. One-Way Trips by Funding Sour Agency for Health Care Administrate Agency for Persons with Disabilities Agency for Workforce Innovation Commission for the Transportation I	TC provides tree provided by coce	ansportation services)?	28 687 0 2846
1b. How many of the total trips were providers (do not include the CTC, if the C 1c. How many of the total trips were  2. One-Way Trips by Funding Sour Agency for Health Care Administrate Agency for Persons with Disabilities Agency for Workforce Innovation Commission for the Transportation I Department of Children and Families	TC provides tree provided by coce	ansportation services)?	28 687 0 2846
1b. How many of the total trips were providers (do not include the CTC, if the C 1c. How many of the total trips were  2. One-Way Trips by Funding Sour Agency for Health Care Administrate Agency for Persons with Disabilities Agency for Workforce Innovation Commission for the Transportation I	TC provides tree provided by coce	ansportation services)?	28 687 0 2846

Department of Health	2
Department of Juvenile Justice	0
Florida Department of Transportation	75
Local Government	1
Local Non-Government	673
Other Federal Programs	1
	al: 4501
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	
Elderly	
Low Incom	ne: 7
Disable	ed: 308
Low Income and Disable	ed: 618
Oth	er: 8
Children	
Low Incon	ne: 3
Disable	ed: 410
Low Income and Disable	ed: 1436
Oth	er: 5
Other	
Low Incom	ne: 1
Disabl	ed: 195
Low Income and Disable	ed: 759
Oth	er: 751
Tot	al: 4501
	ai. [4301
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	1980
Employment Purpose	1098
Education/Training/Daycare Purpose	17
Nutritional Purpose	327
Life-Sustaining/Other Purpose	1079
Tot	t <b>al:</b>  4501

	71
5b. Fixed Route	0
Total:	71
Number of Unmet Trip Degreets	7
5. Number of Unmet Trip Requests  Unmet Trip Requests by Type of Trip	
Unmet Medical	6
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	1
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	i
7 Number of Descender No shows	185
7.) Number of Passenger No-shows	85
7.) Number of Passenger No-shows  Passenger No-Shows by Funding Source (optional)	85
Passenger No-Shows by Funding Source (optional)	67
Passenger No-Shows by Funding Source (optional)  CTD:	67
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:  DCF:	67 0 0
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD:	67 0 0 0 0 8
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE:	67 0 0 0 8 0
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:  DCF:  APD:  DOE:  DOEA:	67 0 0 0 8 0
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE:	67 0 0 0 0 8 0
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:  DCF:  APD:  DOE:  Other:	67 0 0 0 8 0
Passenger No-Shows by Funding Source (optional)  CTD:  AHCA:  AWI:  DCF:  APD:  DOE:  DOEA:	67 0 0 0 8 0
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOEA: Other:  8. Complaints Complaints by Service	67 0 0 0 8 0 0
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOE: COmplaints Complaints by Service Complaints by Policy	67 0 0 0 8 0 0 10
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOEA: Other:  8. Complaints Complaints by Service	67 0 0 0 8 0 0 10
Passenger No-Shows by Funding Source (optional)  CTD: AHCA: AWI: DCF: APD: DOE: DOE: DOEA: Other:  8. Complaints Complaints by Service Complaints by Policy Complaints by Vehicle	67 0 0 0 8 0 0 10

Commendations by CTC	3
Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	3

## **Annual Operations Report Section IV: Vehicle Info**

ounty: <b>Hamilton</b>		Fiscal Year: July 1, 2015 - June 30, 2016		
tatus: Complete				
LCTD Status: Approved				
ection IV: Vehicle Information				
1. Mileage Information				
	Vehicle Miles		Revenue Miles	
CTC:	47257		36969	
Transportation Providers:	0		0	
Coordination Contractors:	0		0	
School Bus Utilization Agreement:	0		0	
Total:	47257		36969	
2. Roadcalls	0			
2. Roadcalls	0			
2. Roadcalls 3. Accidents	0			
	Chargeable		Non-Chargeable	
	Chargeable		Non-Chargeable	
3. Accidents  Total Accidents Person Only:	Chargeable			
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only:	Chargeable		0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only:	Chargeable 0 0		0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle:	Chargeable 0 0 0 0		0 0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents:	Chargeable 0 0 0 0		0 0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents:	Chargeable 0 0 0 0		0 0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents: Grand Total:	Chargeable 0 0 0 0 0	Count	0 0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents: Grand Total:	Chargeable 0 0 0 0 0 0 3	Count 3	0 0 0 0	

## **Annual Operations Report Section V: Employee Info**

County: <b>Hamilton</b>		Fiscal Year: July 1, 2015 - Jul 2016	ne 30,
Status: Complete			
FLCTD Status: Approved			
Section V: Employee Informa	tior	1	
1. CTC and Transportation	Pro	ovider Employee Information	,
			Hours
Full-Time Drivers	1		2655
Part-Time Drivers	1		638
Volunteer Drivers	0		0
		Total Hours:	3293
Maintananaa Employaas	1		
	0		
	0		
Call Intake/Reserv./Cust. Serv.	0		
· · · · · · · · · · · · · · · · · · ·	0		
Other Operations Employees	Į0		
			Hours
Other Volunteers	0		0
Administrative Support	1		
Management Employees	0		
Total	4		
2. Coordination Contractors	s E	mployee Information	
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
		Total Hours:	0
Maintenance Employees	0		
Dispatchers	-		
	$\rightarrow$		
Schedulers	Įυ		

Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	0		
Management Employees	0		
Total	0		
		TOTAL HOURS:	3293

## **Annual Operations Report Section VI: Revenue Sources**

County: Hamilton		Fiscal Year: July 1,	, 2015 - June 30, 2016
Status: Complete			
FLCTD Status: Approved			
Section VI: Financial Data			
1. Detailed Revenue and Trips	Provided by Funding	Source	
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Adminis	tration		
Medicaid Non-Emergency	\$724.00	\$0.00	\$724.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabili	ties		
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$7,882.00	\$0.00	\$7,882.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovatio	n		
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Commission for the Transportat</b>	ion Disadvantaged		
Non-Sponsored Trip Program	\$78,427.00	\$0.00	\$78,427.00
Non-Sponsored Cap. Equip.	\$7,404.00	\$0.00	\$7,404.00
Rural Capital Equip.	\$4,807.00	\$0.00	\$4,807.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Far	nilies		
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affa	irs		
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00

Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$12.00	\$0.00	\$12.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs	ψ0.00	1,000	
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$2,617.00	\$0.00	\$2,617.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$43.00	\$0.00	\$43.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice	-1	*	
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation		16	
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$4,697.00	\$0.00	\$4,697.00
49 USC 5311 (Section 18)	\$53,412.00	\$0.00	\$53,412.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$1,744.00	\$0.00	\$1,744.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$12,884.00	\$0.00	\$12,884.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$2,601.00	\$0.00	\$2,601.00
Donations, Contributions	\$90.00	\$0.00	\$90.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$5,787.00	\$0.00	\$5,787.00

Other Federal or State Program	S		
(specify)Dept of Revenue	\$1,395.00	\$0.00	\$1,395.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
		lan on	0104.506.00
GRAND TOTAL:	\$\\$184,526.00	\$0.00	\$184,526.00

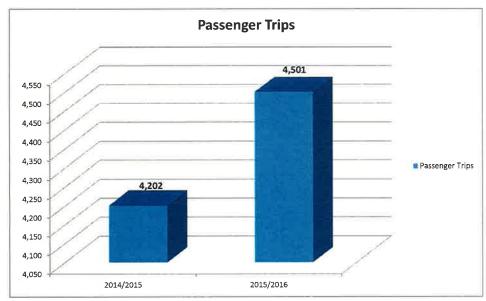
# **Annual Operations Report Section VII: Expense Sources**

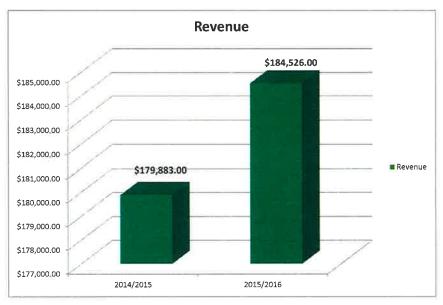
County: <b>Hamilton</b>		Fiscal Year: July 1, 2015 - June 30, 2016		
Status: Complete				
FLCTD Status: Approved				
Section VII: Financial Data				
2. Expense Sources			V	
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES	
Labor (501):	\$94,360.00	\$0.00	\$94,360.00	
Fringe Benefits (502):	\$28,630.00	\$0.00	\$28,630.00	
Services (503):	\$5,678.00	\$0.00	\$5,678.00	
Materials and Supplies Cons. (504):	\$16,823.00	\$0.00	\$16,823.00	
Utilities (505):	\$3,225.00	\$0.00	\$3,225.00	
Casualty and Liability (506):	\$6,366.00	\$0.00	\$6,366.00	
Taxes (507):	\$31.00	\$0.00	\$31.00	
Purchased Transportation Services (	508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00	
School Bus Expenses:	\$0.00	\$0.00	\$0.00	
Other:	\$0.00	\$0.00	\$0.00	
Miscellaneous (509):	\$372.00	\$0.00	\$372.00	
Interest (511):	\$0.00	\$0.00	\$0.00	
Leases and Rentals (512):	\$393.00	\$0.00	\$393.00	
Annual Depreciation (513):	\$55,285.00	\$0.00	\$55,285.00	
Contributed Services (530):	\$0.00	\$0.00	\$0.00	
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00	
GRAND TOTAL:	\$211,163.00	\$0.00	\$211,163.00	

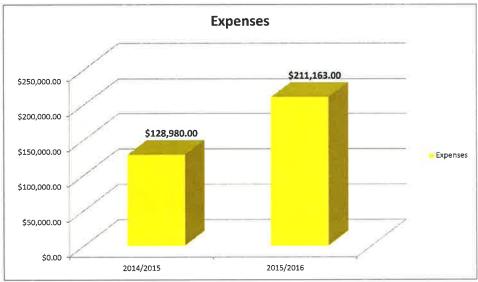
## PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY HAMILTON, COUNTY

PERFORMANCE		Fiscal Year	Fiscal Year	Percent Change
STANDARD	MEASURE	2014/2015	2015/2016	(2014/2015 - 2015/2016)
	Passenger Trips	4,202	4,501	7%
	Revenue Vehicle Miles	47,814	36,969	-29%
	Vehicle Miles	57,243	47,257	-21%
TOTAL SERVICE	Driver Hours	3,136	3,293	5%
	Passenger Trips/Revenue Vehicle Miles	0.09	0.12	28%
SERVICE	Passenger Trips/Vehicle Miles	0.07	0.10	23%
	Passenger Trips/DriverHours	1.34	1.37	2%
EFFECTIVENESS	Revenue Vehicle Miles/Vehicle Miles	0.84	0.78	-7%
	Revenue	\$179,883.00	\$184,526.00	3%
	Expenses	\$128,980.00	\$211,163.00	39%
	Cost/Passenger Trip	\$30.69	\$46.91	35%
	Cost/Vehicle Mile	\$2.25	\$4.47	50%
COST EFFECTIVENESS	Cost/Vehicle	\$32,245.00	\$70,387.67	54%
& EFFICIENCY	Cost/Driver Hour	\$41.13	\$64.12	36%
	Vehicles	4	3	-33%
	Passenger Trips/Vehicle	1,051	1,500	30%
	Total Vehicle Miles/Vehicle	14,311	15,752	9%
	Revenue Vehicle Miles/Vehicle	11,954	12,323	3%
	Vehicle Miles/Driver Hour	18	14	-27%
	Revenue Vehicle Miles/Driver Hour	15	11	-36%
VEHICLE UTILIZATION	Vehicle Hours/Vehicle	784	1,098	29%
	Accidents	0	0	#DIV/0!
SAFETY	Accidents/100,000 Miles	0	0	#DIV/0!
	Miles Between Roadcalls	57,243	57,243	0%
	No Shows	70	85	
	Roadcalls	0	0	#DIV/0!
SERVICE AVAILABILITY	Trip Denials	5	7	29%

Source: Suwannee Valley Transit Authority Annual Operations Reports









# **Annual Operations Report Section I: Face Sheet**

County: Suwannee	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Complete	
FLCTD Status: Approved	
Report Date:	08/29/2016
Period Covered:	July 1, 2015 - June 30, 2016
Coordinator's Name:	Suwannee Valley Transit Authority
Address:	1907 Voyles Street, S.W.
City:	Live Oak
Zip Code:	32064
Service Area:	Suwannee
Contact Person:	Larry Sessions/Felonzie Raggins
Title:	Administrator / Deputy Finance Director
Phone:	(386) 362 - 5332
Fax:	(386) 219 - 0157
Email:	larry.sessions@ridesvta.com
Network Type:	Partial Brokerage
Organization Type:	Public Transit Authority
hereby certify, under the penalties of	ommunity Transportation Coordinator (CTC) Representative, perjury as stated in Chapter 837.06, F.S., that the information te, and in accordance with the accompanying instructions.
LCB Statement:	
I,accordance with Rule 41-2.007(7) F.S. Planning Agency has received a copy	, as the local Coordinating Board Chairperson, hereby, certify in S. that the local Coordinating Board has reviewed this report and the s.
LCB Signature	<del>-</del>

#### **Annual Operations Report Section II: General Info**

County: Suwannee

Fiscal Year: July 1, 2015 - June 30, 2016

Status: Submitted to FLCTD FLCTD Status: Approved

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation

services)

Number of Private Non-Profits: 0 Number of Private For-Profits: 0

**Public Entities:** 

School Board: 0 Municipality: 0

County: 0

Transit Authority: 1

Other: 1 Total: 2

2. How many of the providers listed in 1 are coordination contractors?

1

# **Annual Operations Report Section III: Passenger Trip Info**

County: Suwannee		Fiscal Year: July 1, 2015	- June 30, 2016		
Status: Submitted to FLCTD					
FLCTD Status: Approved					
Section III: Passenger Trip Informatio	n				
1a. One-Way Passenger Trips					
Type of Service	Service Service Area				
Fixed Route/Fixed Schedule	Within	Outside	Total		
Daily Trip Tickets	0	0	0		
Weekly Passes	0	0	0		
Monthly Passes	0	0	0		
Deviated Fixed Route Service	0	0	0		
Paratransit					
Ambulatory	21982	669	22651		
Non-Ambulatory	2011	188	2199		
Stretcher	0	0	0		
Other Services					
School Board Trips	0	0	0		
Total Trips	23993	857	24850		
1b. How many of the total trips were providers (do not include the CTC, if the C			0		
1c. How many of the total trips were	provided by c	oordination contractors?	28		
2. One-Way Trips by Funding Sour			Too		
Agency for Health Care Administration			89		
Agency for Persons with Disabilities			12719		
Agency for Workforce Innovation			0		
Commission for the Transportation I			9057		
Department of Children and Families	5		0		
Department of Community Affairs			0		
Department of Education			2		
Department of Elder Affairs			593		

Department of Health		2
Department of Juvenile Justice		0
Florida Department of Transportation		238
Local Government		1
Local Non-Government		2148
Other Federal Programs		1
	Total:	24850
3. One-Way Trips by Passenger Type		
Was this information obtained by sampling?		
Elderly		
	Low Income:	21
<u> </u>	Disabled:	981
Low Income	and Disabled:	1965
	Other:	21
Children		
	Low Income:	11
	Disabled:	1305
Low Income	and Disabled:	4570
	Other:	15
Other		
	Low Income:	1
	Disabled:	11155
Low Income	and Disabled:	2417
	Other:	2388
	Total:	24850
4. One-Way Passenger Trips - by Purpose		T
Was this information obtained by sampling?		(200
Medical Purpose		6298
Employment Purpose		3494
Education/Training/Daycare Purpose		10588
Nutritional Purpose		1037
Life-Sustaining/Other Purpose		3433
	Total:	24850

	253
5b. Fixed Route	0
Total:	253
6. Number of Unmet Trip Requests	22
Unmet Trip Requests by Type of Trip	
Unmet Medical	19
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	3
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	
Lack of Driver Availability:	-
Other:	Ť –
	A
7.) Number of Passenger No-shows	271
Passenger No-Shows by Funding Source (optional)	•
CTD:	216
AHCA:	0
AWI:	0
DCF:	0
APD:	25
	30
DOE:	0
DOE: DOEA:	ļ ·
	<del>}</del>
DOEA: Other:	<del>}</del>
DOEA: Other:  8. Complaints	0
DOEA: Other:  8. Complaints Complaints by Service	3
DOEA: Other:  8. Complaints Complaints by Service Complaints by Policy	3
DOEA: Other:  8. Complaints Complaints by Service Complaints by Policy Complaints by Vehicle	3 0 0
8. Complaints Complaints by Service Complaints by Policy Complaints by Vehicle Complaints by Other	3 0 0 3
DOEA: Other:  8. Complaints Complaints by Service Complaints by Policy Complaints by Vehicle	3 0 0 3

	<b>Total Commendations:</b>	6
Commendations by Coordination Contractors		0
Commendations by Transportation Providers		0
Commendations by CTC		6

## **Annual Operations Report Section IV: Vehicle Info**

		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>		
tatus: Submitted to FLCTD				
LCTD Status: Approved				
ection IV: Vehicle Information				
1. Mileage Information	,			
	Vehicle Miles		Revenue Miles	
CTC:	150361		117629	
Transportation Providers:	0		0	
Coordination Contractors:	72500		72500	
School Bus Utilization Agreement:	0		0	
Total:	222861		190129	
	Ji.			
2. Roadcalls	0			
2. Roadcalls	0			
2. Roadcalls 3. Accidents	0			
	0 Chargeable		Non-Chargeable	
			Non-Chargeable	
3. Accidents  Total Accidents Person Only:	Chargeable			
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only:	Chargeable		0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only:	Chargeable 0 0 0		0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle:	Chargeable 0 0 0 0		0 0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents:	Chargeable 0 0 0 0		0 0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents:	Chargeable 0 0 0 0		0 0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents: Grand Total:	Chargeable 0 0 0 0 0	Count	0 0 0	
3. Accidents  Total Accidents Person Only: Total Accidents Vehicle Only: Total Accidents Person & Vehicle: Total Accidents: Grand Total:	Chargeable 0 0 0 0 0 0	Count 13	0 0 0 0	

## **Annual Operations Report Section V: Employee Info**

County: Suwannee		Fiscal Year: July 1, 2015 - Jul 2016	ne 30,
Status: Complete			
FLCTD Status: Approved			
Section V: Employee Informat	tion		
1. CTC and Transportation	Pro	vider Employee Information	
			Hours
Full-Time Drivers	6		8448
Part-Time Drivers	5		1789
Volunteer Drivers	0		0
		Total Hours:	10237
Maintenance Employees	1		
	1		
	1		
Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
Other Volunteers	0		<b>Hours</b>
Administrative Support	0		
Management Employees	1		
Total	15		
2. Coordination Contractors	S E1	nployee Information	
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	6		3120
Volunteer Drivers	0		0
		Total Hours:	3120
Maintenance Employees	0		
Dispatchers			
Schedulers	0		

Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	1		
Management Employees	1		
Total	8		jai
		TOTAL HOURS:	13357

# **Annual Operations Report Section VI: Revenue Sources**

ounty: Suwannee		Fiscal Year: July 1, 2015 - June 30, 2016		
Status: Submitted to FLCTD				
FLCTD Status: Returned				
Section VI: Financial Data				
1. Detailed Revenue and Trips l	Provided by Funding	g Source		
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES	
Agency for Health Care Adminis	tration			
Medicaid Non-Emergency	\$2,306.00	\$0.00	\$2,306.00	
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00	
Agency for Persons with Disabili	ties			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00	
Developmental Services	\$25,081.00	\$132,113.00	\$157,194.00	
Other (specify)	\$0.00	\$0.00	\$0.00	
Agency for Workforce Innovatio	n			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00	
Other (specify)	\$0.00	\$0.00	\$0.00	
Commission for the Transportat	on Disadvantaged			
Non-Sponsored Trip Program	\$249,540.00	\$0.00	\$249,540.00	
Non-Sponsored Cap. Equip.	\$23,557.00	\$0.00	\$23,557.00	
Rural Capital Equip.	\$15,294.00	\$0.00	\$15,294.00	
TD Other (specify)	\$0.00	\$0.00	\$0.00	
Department of Children and Far	nilies			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00	
Family Safety & Preservation	\$0.00	\$0.00	\$0.00	
Other (specify)	\$0.00	\$0.00	\$0.00	
Department of Community Affa	irs			
Community Services	\$0.00	\$0.00	\$0.00	
Other (specify)	\$0.00	\$0.00	\$0.00	
Department of Education				
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00	

Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$39.00	\$0.00	\$39.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$8,325.00	\$0.00	\$8,325.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$137.00	\$0.00	\$137.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$14,946.00	\$0.00	\$14,946.00
49 USC 5311 (Section 18)	\$169,948.00	\$0.00	\$169,948.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$5,551.00	\$0.00	\$5,551.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$39,572.00	\$0.00	\$39,572.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$8,278.00	\$0.00	\$8,278.00
Donations, Contributions	\$289.00	\$0.00	\$289.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$1,842.00	\$0.00	\$1,842.00

(specify)Dept of Revenue	\$4,442.00	\$0.00	\$4,442.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL	L: \$569.147.00	\$132,113.00	\$701,260

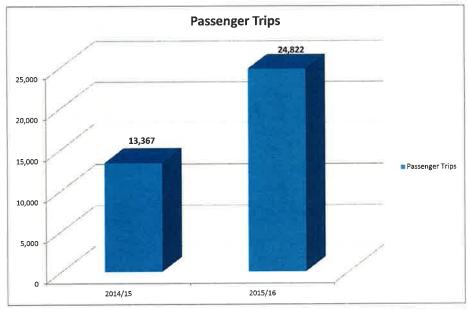
## **Annual Operations Report Section VII: Expense Sources**

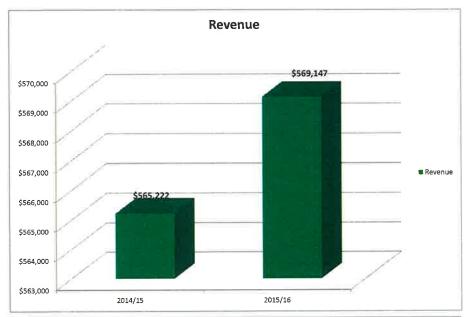
County: Suwannee	Fiscal Year: July 1	Fiscal Year: July 1, 2015 - June 30, 2016			
Status: Submitted to FLCTD					
FLCTD Status: Approved					
Section VII: Financial Data					
2. Expense Sources					
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES		
Labor (501):	\$300,238.00	\$27,735.00	\$327,973.00		
Fringe Benefits (502):	\$91,095.00	\$84.00	\$91,179.00		
Services (503):	\$18,064.00	\$638.00	\$18,702.00		
Materials and Supplies Cons. (504):	\$53,526.00	\$0.00	\$53,526.00		
Utilities (505):	\$10,260.00	\$7,839.00	\$18,099.00		
Casualty and Liability (506):	\$20,256.00	\$3,828.00	\$24,084.00		
Taxes (507):	\$98.00	\$0.00	\$98.00		
Purchased Transportation Services (	508)				
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00		
School Bus Expenses:	\$0.00	\$0.00	\$0.00		
Other:	\$0.00	\$0.00	\$0.00		
Miscellaneous (509):	\$1,187.00	\$0.00	\$1,187.00		
Interest (511):	\$0.00	\$0.00	\$0.00		
Leases and Rentals (512):	\$1,252.00	\$0.00	\$1,252.00		
Annual Depreciation (513):	\$175,907.00	\$7,805.00	\$183,712.00		
Contributed Services (530):	\$0.00	\$0.00	\$0.00		
Allocated Indirect Expenses:	\$0.00	\$12,431.00	\$12,431.00		
GRAND TOTAL:	\$671,883.00	\$60,360.00	\$732,243.00		

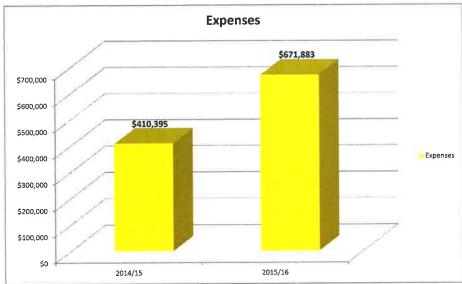
## PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY SUWANNEE COUNTY

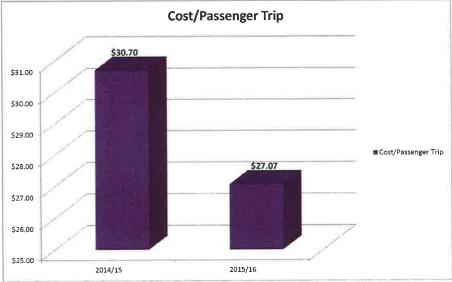
PERFORMANCE		Fiscal Year	Fiscal Year	Percent Change
STANDARD	MEASURE	2014/15	2015/16	2014/15-2015/16
	Passenger Trips	13,367	24,822	46%
	Revenue Vehicle Miles	152,136	117,629	-29%
TOTAL SERVICE	Vehicle Miles	181,139	150,361	-20%
	Average Miles per Trip	14	6	-124%
	Passenger Trips/Revenue Vehicle Miles	0.09	0.21	58%
SERVICE	Passenger Trips/Vehicle Miles	0.07	0.17	55%
EFFECTIVENESS	Revenue Vehicle Miles/Vehicle Miles	0.84	0.78	-7%
	Revenue	\$565,222	\$569,147	1%
	Expenses	\$410,395	\$671,883	39%
	Cost/Passenger Trip	\$30.70	\$27.07	-13%
COST EFFECTIVENESS	Cost/Vehicle Mile	\$2.27	\$4.47	49%
& EFFICIENCY	Cost/Vehicle	\$21,599.74	\$41,992.69	49%
	Vehicles	19	16	-19%
	Passenger Trips/Vehicle	704	1,551	55%
	Vehicle Miles/Total Vehicle	9,534	9,398	-1%
VEHICLE UTILIZATION	Revenue Vehicle Miles/Vehicle	8,007	7,352	-9%
	Accidents	0	0	#DIV/0!
SAFETY	Accidents/100,000 Miles	0.00	0.00	#DIV/0!
	Miles Between Roadcalls	90,570	#DIV/0!	#DIV/0!
	No Shows	223	271	18%
	Roadcalls	2	0	#DIV/0!
SERVICE AVAILABILITY	Trip Denials	10	22	55%

Source: Suwannee Valley Transit Authority Annual Operations Reports











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November 9, 2016

TO:

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM:

Lynn Godfrey, AICP, Senior Planner

SUBJECT:

Suwannee Valley Transit Authority Operations Reports

#### RECOMMENDATION

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

#### **BACKGROUND**

Attached are the following reports:

- 1. Suwannee Valley Transit Authority Operations Report July September 2016;
- 2. Fiscal Year 2016/17 Transportation Disadvantaged Trust Fund Status Report;
- 3. Commendation/Complaint Reports; and
- 4. Unmet Transportation Needs Report.

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

#### Attachments

#### SVTA QUARTERLY OPERATING REPORT COLUMBIA HAMILTON SUWANNEE JULY AUGUST SEPTEMBER 2016

JAN (CK)

	OPERATOR								
OPERATING DATA	JULY	AUGUST	SEPT						TOTAL
TOTAL TRIPS	2,824	3,119	2,705	0	0	0	0	0	8,64
Arc of N FL	510	644	503		0	0	0	0	1,65
TD Trust Fund	2,153	2,272	2,036	0	0	0	0	0	6,46
Vocational Rehabilitation	0	0			0	0	0	0	
Disability Determination	0	0	0	0	0	0	0	0	
Ryan White	0	2	0	0	0	0	0	0	
Acess 2 Care	20	26	20	0	0	0	0	0	6
Other	141	175	146	0	0	0	0	0	46
								VERIFIED	8,64
TOTAL DOLLARS INVOICED	64,404	68,848	60,489	0	0	0	0	0	\$193,742.0
Arc of N FL	5,950	7,763	6,116	0	0	0	0	0	\$19,828.6
TD Trust Fund	57,803	60,239	53,749	0	0	0	0	0	\$171,791.7
Vocational Rehabilitation	0	0	0	0	0	0	0	0	\$0.0
Disability Determination	0	0	0	0	0	0	0	0	\$0.0
Ryan White	0	65	0	0	0	Ū	0	0	\$65.2
Acess 2 Care	651	781	624	0	0	O	0	0	\$2,056.5
Other	0	0	0	0	0	0	0	0	\$0.0
								VERIFIED	\$193,742.0
TRIP PURPOSE		2	-	-			12		
Day Treatment	29	34	26	0	0	0	0	0	8
Dialysis	828	937	865	0	0	0	0	0	2,63
Education/Training	699	857	724	0	0	0	0	0	2,28
Medical/Life Sustaining	702	646			0	0	0	0	1,88
Nutrition	236	294		0	0	0	0	0	77
Other	94	98			0	0	0	0	25
Pharmacy	13	20			0	0	0	0	5
School	12	18		0	0	0	0	0	5
Shopping	137	140		0	0	0	0	0	38
Social	36	36			0	Ō	0	0	13
Substance Abuse Treatment	4	2					L	-31	
Volunteer	19	26				Ō	0	0	6
Work	15			0	0	0	0	0	2
	2,824	3,119						verified	8,63
NUMBER OF TRIPS DENIED		0	0	0	0	0	0	0	

#### TD FUNDS REPORT BY COUNTY

COLUMBIA	AMOUNT BILLED TO CTD	HAMILTON	AMOUNT BILLED TO CTD		SUWANNEE	AMOUNT BILLED TO CTD
JULY 2016		JULY 2016			JULY 2016	
AMBULATORY	\$16,979.26	AMBULATORY	\$11,067.48		AMBULATORY	\$18,170.28
wc	\$9,559.75	WC	\$1,563.46		WC	\$6,885.52
TOTAL BILLED TO CTD	\$26,539.01	TOTAL BILLED TO CTD	\$12,630.94		TOTAL BILLED TO CTD	\$25,055.80
				4		
AUGUST 2016		AUGUST 2016			AUGUST 2016	
AMBULATORY	\$17,174.18	AMBULATORY	\$12,895.62		AMBULATORY	\$16,781.64
wc	\$11,215.21	wc	\$837.19		wc	\$8,145.02
TOTAL BILLED TO CTD	\$28,389.39	TOTAL BILLED TO CTD	\$13,732.81		TOTAL BILLED TO CTD	\$24,926.66
SEPTEMBER 2016		SEPTEMBER 2016			SEPTEMBER 2016	
AMBULATORY	\$17,224.34	AMBULATORY	\$9,700.02		AMBULATORY	\$15,803.20
wc	\$9,952.39	wc	\$0.00		wc	\$7,052.29
TOTAL BILLED TO CTD	\$27,176.73	TOTAL BILLED TO CTD	\$9,700.02		TOTAL BILLED TO CTD	\$22,855.49
TOTAL BILLED TO CTD	\$82,105.13	TOTAL BILLED TO CTD	\$36,063.77		TOTAL BILLED TO CTD	\$72,837.95

<sup>\*\*\*</sup>THIS REPORTS REFLECTS ONLY WHAT WAS BILLED TO CTD. IT DOES NOT SHOW THE ACTUAL AMOUNT RECEIVED FROM CTD OR THE ACTUAL REMAINING BALANCE OF THE NON SPONSORED GRANT.

#### **UNMET NEEDS REPORT**

	JULY 2016		
DATE	PICK UP	DESTINATION	DENIAL REASON
	COLUMBIA		-4
07/20/16	COUNTY	DOCTOR'S OFFICE, GAINESVILLE	ROUTE FULL
	SUWANNEE	DOCTOR'S OFFICE, DOWLING	ROUTE FULL, NO DRIVER AVAILABLE AT REQUESTED
07/21/16	COUNTY	PARK	TIME
	SUWANNEE		
07/22/16	COUNTY	DOCTOR'S OFFICE, GAINESVILLE	ROUTE FULL
	COLUMBIA		
07/22/16	COUNTY	DOCTOR'S OFFICE LAKE CITY	ROUTE FULL, NEXT DAY APPOINTMENT REQUEST
	COLUMBIA		
07/25/16	COUNTY	DOCTOR'S OFFICE GAINESVILLE	ROUTE FULL

	AUGUST 2016		
DATE	PICK UP	DESTINATION	DENIAL REASON
	COLUMBIA		
08/04/16	COUNTY	DOCTOR'S OFFICE, GAINESVILLE	ROUTE FULL, NEXT DAY APPOINTMENT REQUEST
	SUWANNEE		
08/05/16	COUNTY	DOCTOR'S OFFICE LAKE CITY	ROUTE FULL
	SUWANNEE		
08/17/16	COUNTY	DOCTOR'S OFFICE LAKE CITY	ROUTE FULL
08/17/16	SUWANNEE	DOCTOR'S OFFICE LIVE OAK	ROUTE FULL, NO DRIVER AVAILABLE AT REQUESTED
08/17/10	COUNTY	DOCTOR'S OFFICE LIVE OAR	TIME
08/18/16	HAMILTON	DOCTOR'S OFFICE, LAKE CITY	ROUTE FULL
06/16/10	COUNTY	DOCTOR'S OFFICE, EARE CITY	ROOTETOLL
08/19/16	COLUMBIA	DOCTOR'S OFFICE, LAKE CITY	ROUTE FULL, NO DRIVER AVAILABLE AT REQUESTED
06/15/10	COUNTY	DOCTOR'S OFFICE, EARE CITY	TIME
	SUWANNEE		
08/31/16	COUNTY	DOCTOR'S OFFICE, GAINESVILLE	ROUTE FULL

	SEPTEMBER 2016		
DATE	PICK UP	DESTINATION	DENIAL REASON
	COLUMBIA		
09/02/16	COUNTY	DOCTOR'S OFFICE, LAKE CITY	ROUTE FULL
	SUWANNEE		
09/02/16	COUNTY	DOCTOR'S OFFICE, LAKE CITY	ROUTE FULL
	COLUMBIA		ROUTE FULL, NO DRIVER AVAILABLE AT REQUESTED
09/06/16	COUNTY	DOCTOR'S OFFICE, LAKE CITY	TIME
	COLUMBIA		ROUTE FULL, NO DRIVER AVAILABLE AT REQUESTED
09/06/16	COUNTY	DOCTOR'S OFFICE, LAKE CITY	TIME
	HAMILTON		
09/15/16	COUNTY	BANK, LAKE CITY	ROUTE FULL
	COLUMBIA		
09/19/16	COUNTY	DOCTOR'S OFFICE, LAKE CITY	ROUTE FULL
	COLUMBIA		
09/19/16	COUNTY	DOCTOR'S OFFICE, GAINESVILLE	ROUTE FULL
	HAMILTON		
09/20/16	COUNTY	BANK, LAKE CITY	ROUTE FULL
	SUWANNEE		
09/28/16	COUNTY	DOCTOR'S OFFICE, LAKE CITY	ROUTE FULL

#### COMPLAINTS

	COMPLAINS
COMPLAINT #	2016_07
DATE OF COMPLAINT	8/25/2016
TIME OF COMPLAINT	15:09
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Rudeness, Texting and driving, Running off road while texting. Mr. Annual Stated that a goes out of the way to offend him. That she is stubborn and pigheaded all the time. He also stated she takes the long way around to take him to the VA, which is right up the road from his home. He has asked that the driver call when they are at the gate and he would come down to meet them, because he can't see them when they pull up. He also stated that not only does she go the long way but she is contantly texting and driving, and that she ran off the road 3 times. Mr. Said he is scared to ride with her.
SVTA'S ACTION TAKEN	
RESOLUTION	
COMPLAINT #	2016_08
DATE OF COMPLAINT	8/25/2016
TIME OF COMPLAINT	12:36pm
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Message I am a tenant at Apts in Lake Citya Senior/Disabled residential community. I don't know who is driving that MONSTER BUS through this complex, but the posted speed limit is 5 MPH at the entrance of the complexthat bus just flew (about 30 minutes ago) in & out of this small complex at a minimum of 20 - 25 MPH! We have Seniors & Disabled people who regularly walk or ride power chairs around the circle of this complexand IF your driver of that MONSTER BUS doesn't SLOW DOWN, *someone* is going to get hurt, or worse! And, it might be your driver or passenger already ON board! Your medical transport drivers are GREAT, but this MONSTER BUS driver needs to SLOW DOWN!
SVTA'S ACTION TAKEN	Video is being pulled from
RESOLUTION	
COMPLAINT #	2016 09
DATE OF COMPLAINT	9/22/2016
TIME OF COMPLAINT	9:43
COMPLAINANT'S NAME	
COMPLAINT'S POC	
	bus # 35 Speeding through residental area and not stopping at the stop sign. Good morning this the Lakewood Apt 'traffic control' coming to you again about one of your drivers.  The woman driving vehicle #35 (a smaller handicap bus), needs to be told to SLOW DOWN!  I was sitting on my neighbor's porch next door about 15 - 20 minutes ago, and Bus # 35 came flying into the complex almost on 2 wheelsnever stopped at the stop sign. On the way out, she was going a bit slower, and
COMPLAINT'S ISSUE	came to a semi-rolling stop at the stop sign going out. I spoke with the manager the last time I sent you the complaint about the 'monster' busand the Manager has
	came to a semi-rolling stop at the stop sign going out.  I spoke with the manager the last time I sent you the complaint about the 'monster' busand the Manager has Informed me that she has it in the budget for next year to have multiple speed bumps installed through out the complex, as a measure to slow these vehicles down.  PLEASE tell ALL of your drivers to PAY ATTENTION to the posted signs at the entrance of this & ALL complexes they go throughfor the SAFETY SAKE of ALLI  Thank you!
COMPLAINT'S ISSUE  SVTA'S ACTION TAKEN RESOLUTION	came to a semi-rolling stop at the stop sign going out. I spoke with the manager the last time I sent you the complaint about the 'monster' busand the Manager has Informed me that she has it in the budget for next year to have multiple speed bumps installed through out the complex, as a measure to slow these vehicles down. PLEASE tell ALL of your drivers to PAY ATTENTION to the posted signs at the entrance of this & ALL complexes they go throughfor the SAFETY SAKE of ALLI
SVTA'S ACTION TAKEN	came to a semi-rolling stop at the stop sign going out.  I spoke with the manager the last time I sent you the complaint about the 'monster' busand the Manager has Informed me that she has it in the budget for next year to have multiple speed bumps installed through out the complex, as a measure to slow these vehicles down.  PLEASE tell ALL of your drivers to PAY ATTENTION to the posted signs at the entrance of this & ALL complexes they go throughfor the SAFETY SAKE of ALLI Thank you!  Pulled video from vehicle 35, viewed.
SVTA'S ACTION TAKEN RESOLUTION	came to a semi-rolling stop at the stop sign going out.  I spoke with the manager the last time I sent you the complaint about the 'monster' busand the Manager has Informed me that she has it in the budget for next year to have multiple speed bumps installed through out the complex, as a measure to slow these vehicles down.  PLEASE tell ALL of your drivers to PAY ATTENTION to the posted signs at the entrance of this & ALL complexes they go throughfor the SAFETY SAKE of ALLI  Thank you!  Pulled video from vehicle 35, viewed.  Spoke with 139 regarding speed, safety and the public image of SVTA

COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Mr. H called and stated that Driver 139 was texting and driving while he was a passenger.
SVTA'S ACTION TAKEN	Driver Supervisor called Mr. H and pulled video form Vehicle 35, viewed.
RESOLUTION	In the video, Driver 139 was observed holding and looking at her phone while the vehicle was stopped. There was no evidence that she was texting while the vehicle was in motion. Spoke with 139 about the importance of not using a cell phone while the vehicle is on a public road and the bad image it brings on SVTA.
COMPLAINT #	2016_11
DATE OF COMPLAINT	9/27/2016
TIME OF COMPLAINT	9:34AM
COMPLAINANT'S NAME	(Did not leave last name and she requested that we not call her back because she was at work)
COMPLAINT'S POC	
COMPLAINT'S ISSUE	stated that Vehicle 04 was travelling 75-80 mph on 39th Ave. toward Santa Fe College.
SVTA'S ACTION TAKEN	Driver Supervisor (DS) asked mechanic to pull video from Vehicle 04. Viewed video and determined that Driver 120 was driving safely before, during and after the time she was in the area of 39th Ave.
RESOLUTION	Driver 120 did a great job of driving safely, and does so daily.
COMPLAINT #	2016_12
DATE OF COMPLAINT	9/28/2016
TIME OF COMPLAINT	11:33AM
COMPLAINANT'S NAME	(Did not leave his last name)
COMPLAINT'S POC	
COMPLAINT'S ISSUE	stated that he observed Vehicle 35 travelling at an excessive rate of speed near US441 and Tammy Lane in Lake City.
SVTA'S ACTION TAKEN	Called Driver 139 and questioned her regarding David's statement. She said she had gotten something on her uniform shirt and returned home to change. She stated that she was rurining late to her next pickup and was trying to get there as quickly as possible.
RESOLUTION	Driver Supervisor spoke with 139 regarding speed, safety and the public image of SVTA
COMPLAINT #	2016_13
DATE OF COMPLAINT	9/29/2016
TIME OF COMPLAINT	3:25PM
COMPLAINANT'S NAME	(Suwannee County Sheriff's Office)
COMPLAINT'S POC	386-362-2222
COMPLAINT'S ISSUE	CPLobserved Vehicle 04 travelling East at a high rate of speed on CR136. CPL flashed his Blue lights and Vehicle 04 immediately slowed down.
SVTA'S ACTION TAKEN	Driver Supervisor spoke with Driver 140 regarding's statement and he acknowledged that he was going too fast.
RESOLUTION	Driver Supervisor feels that Driver 140 will slow down and continue safe driving practices.

#### **COMMENDATIONS**

A CONTROL OF THE CONT	COMMENDATIONS
EMPLOYEE NAME/#	Multiple
COMMENDATION #	2016_10
DATE OF COMMENDATION	7/6/16 & 7/12/2016
TIME OF COMMENDATION	12:47pm & 2:50 pm
RIDER NAME	
COMMENDATION MADE BY	self
CONTACT#	
RIDER'S COUNTY OF RESIDENCE	Suwannee
COMMENDATION TAKEN BY	Cinda
COMMENDATION EMPLOYEE NAME/#	Ms K stated she had rode with Mr. Harvey and he drove extremely smooth. As we were talking she stated that Eva is an excellent driver and you can tell she is use to handling the larger buses, that her confidence really showed in the way she handled the bus. She also stated that Debbie had given her a ride in the morning and was also a very good driver. That all stood out as very polite and curtious driver.  Multiple
COMMENDATION #	2016_11
DATE OF COMMENDATION	7/13/2016
TIME OF COMMENDATION	3:07pm
RIDER NAME	
COMMENDATION MADE BY	Self
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Suwannee
COMMENDATION TAKEN BY	Cinda
COMMENDATION	also stated that our drivers were always very curtious and professional every time he road. He said Mr Harvey was his primary driver but also had Gina, Debbie, Eva, Tia, and ocassionally he had Ken and Billy. He said on his next round of chemo he may need us again. But he would be honored to ride with us again.
EMPLOYEE NAME/#	Melissa 128
COMMENDATION #	2016_12
DATE OF COMMENDATION	8/26/2016
TIME OF COMMENDATION	afternoon
RIDER NAME	
COMMENDATION MADE BY	
CONTACT#	
RIDER'S COUNTY OF RESIDENCE	Columbia
COMMENDATION TAKEN BY	Teresa
COMMENDATION	Wanted to compliment driver 128. She is always kind and considerate and goes above and beyond her job duties.
EMPLOYEE NAME/#	Gloria and 2 Drivers
COMMENDATION #	2016_13
DATE OF COMMENDATION	9/1/2016
TIME OF COMMENDATION	7:59 AM
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Columbia
COMMENDATION TAKEN BY	
	Left a messgae
COMMENDATION	Thinks the world of Gloria, 2 drivers are very kind and buses are clean.
COMMENDATION	Thinks the world of Gloria, 2 drivers are very kind and buses are clean.
COMMENDATION EMPLOYEE NAME/#	Thinks the world of Gloria, 2 drivers are very kind and buses are clean.  Tia Ginn
COMMENDATION	Thinks the world of Gloria, 2 drivers are very kind and buses are clean.

TIME OF COMMENDATION	[8:11 AM
RIDER NAME	
COMMENDATION MADE BY	
CONTACT#	
RIDER'S COUNTY OF RESIDENCE	Columbia
COMMENDATION TAKEN BY	Karen via phone message
COMMENDATION	She called to compliment the driver.

#### ATTENDANCE RECORD

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

MEMBER/ORGANIZATION	NAME	11/18/15	2/17/16	6/15/16	9/7/16
Chair	Commissioner Beth Burnam	Р	Р	Р	Р
Columbia County Elected Official	CommissionerBucky Nash	Р	Р	Р	P
Suwannee County Elected Official	Vacant				
Florida Department of Transportation	Sandra Collins	Α	Α	Р	Α
Alternate Member	Janell Damato	Α	Α	Α	A
Florida Department of Children and Families	Kay Tice	Р	Α	Α	Р
Alternate Member	Jaime Sanchez-Bianchi	Α	Α	Α	Α
Florida Agency for Health Care Administration	Deweece Ogden	Р	Α	Р	Р
Alternate Member	Pamela Hagley	Α	Α	Α	A
Florida Department of Education	Jeffrey Aboumrad	Α	Α	P	Р
Alternate Member	Allison Gill	Р	Α	Α	_ P
Public Education	Daniel Taylor	Р	Р	Р	Р
Alternate Member	Vacant				
Florida Department of Elder Affairs	Bruce Evans	Р	Α	A	Р
Alternate Member	Dwight Law	Р	P	P	Α
Citizen Advocate	Sandra Pauwels	Α	Α	Α	Α
Alternate Member	Louie Goodin	Α	A	Α	Α
Citizen Advocate - User	Richard Bryant	Р	Р	P	Р
Alternate Member	Vacant				
Elderly	□ Two Spirits Johnson	Р	Р	Р	Р
Alternate Member	Vacant				
Veterans	Bo Beauchemin	Р	Р	Р	Р
Alternate Member	Ellis Gray, III	Α	Α	A	Α
Persons with Disabilities	Ralph P. Kitchens Jr.	P	Р	Р	Р
Alternate Member	Denise Morgan			Р	A
Florida Association of Community Action	Matthew Pearson	Р	Р	Р	P
Alternate Member	Vacant				
Children at Risk	Colleen Cody	Р	Р	Α	Р
Alternate Member	Audre J. Washington	A	Α	Р	A
Private Transit	Vacant				
Alternate Member	Vacant				
Regional Workforce Board	Sheryl Rehberg	Α	А	P	Р
Alternate Member	Jeannie Carr	Α	Α	P	Α
Medical Community	Sandra Buck-Camp	Р	Р	P	Р
Alternate Member	Vacant				

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

ATTENDANCE POLICY: The North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings.