



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

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

September 29, 2016

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Meeting Announcement

The Dixie County Transportation Disadvantaged Coordinating Board will meet **Thursday, October 6, 2016 at 1:00 p.m.** in the Board of County Commissioners Meeting Room located in the Dixie County Courthouse at 214 NE Hwy 351, Cross City, Florida. All Board members are encouraged to attend this meeting.

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

Attachments

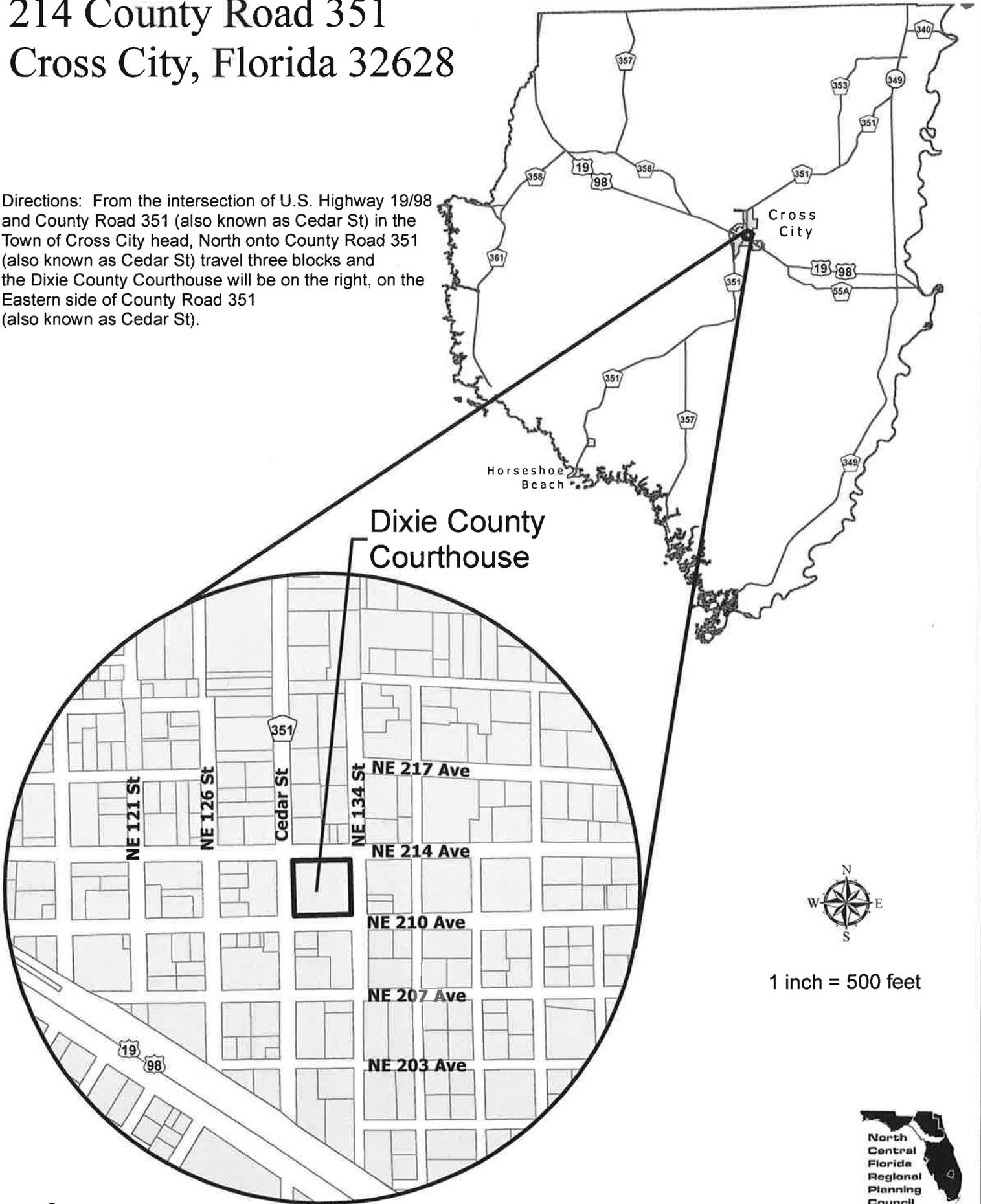
t:\lynn\td2016\dixie\memos\oct.docx

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

Dixie County Courthouse

214 County Road 351
Cross City, Florida 32628

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





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

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

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

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

Thursday
October 6, 2016
1:00 p.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Invocation

B. Pledge of Allegiance

C. Introductions

D. Approval of the Meeting Agenda

ACTION REQUIRED

**E. Approval of the July 7, 2016
Minutes**

Page 7

ACTION REQUIRED

II. UNFINISHED BUSINESS

A. Grievance Procedures

Page 11

ACTION REQUIRED

The Board needs to review an amendment to the Board's Grievance Procedures

III. NEW BUSINESS

A. Annual Performance Evaluation

Page 29

ACTION REQUIRED

The Board needs to review and approve Suwannee River Economic Council's annual performance evaluation

- B. Rural Area Capital Assistance Program Grant Application** **Page 63** **ACTION REQUIRED**

The Board needs to review and approve Suwannee River Economic Council's 2016/17 Rural Area Capital Assistance Program Grant application

- C. 2015/16 Annual Operations Report** **Page 75** **NO ACTION REQUIRED**

The Board needs to review the 2015/16 Annual Operations Report

- D. Suwannee River Economic Council Operations Reports** **Page 95** **NO ACTION REQUIRED**

- E. Florida Commission for the Transportation Disadvantaged 2016 Awards** **Page 101** **NO ACTION REQUIRED**

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

IV. OTHER BUSINESS

A. Comments

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

V. FUTURE MEETING DATES

- A. January 5, 2017 at 1:00 p.m.**
- B. April 6, 2017 at 1:00 p.m.**
- C. July 6, 2017 at 1:00 p.m.**
- D. October 5, 2017 at 1:00 p.m.**

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

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

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Jason Holifield Local Elected Official/Chair	Not Applicable
Sandra Collins, Vice-Chair Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Debbie Andrews Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Jeff Aboumrad Florida Department of Education Grievance Committee Member
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Dewece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Jeannie Carr Regional Workforce Board	Sifoa Nunu Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Tim Alexander Public Education Grievance Committee	Vacant Public Education
Vacant Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Vacant Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Vacant Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Vacant Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Scott Pendarvis Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Sandra Woodard Children at Risk Term ending June 30, 2016	Brooke Ward Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

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

Thursday
July 7, 2016
1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Jason Holifield, Chair
Jeff Aboumrad, Florida Department of Education Representative
Jeannie Carr, Regional Workforce Board Representative
Sandra Collins, Florida Department of Transportation Representative
Scott Pendarvis, Medical Community Representative

VOTING MEMBERS ABSENT

Tim Alexander, Public Education Representative
Debbie Andrews, Florida Department of Children and Families Representative
Dewece Ogden, Florida Agency for Health Care Administration Representative
Sandra Woodard, Early Childhood Services Representative

OTHERS PRESENT

Matthew Pearson, Suwannee River Economic Council

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Due to Chair Holifield's absence, Vice-Chair Collins called the meeting to order at 1:05 p.m.

A. Invocation

Matthew Pearson gave the invocation.

B. Pledge of Allegiance

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

C. Introductions

There were no introductions.

D. Approval of the Meeting Agenda

ACTION: Scott Pendarvis moved to approve the meeting agenda. Jeff Aboumrad seconded; motion passed unanimously.

E. Approval of the April 7, 2016 Meeting Minutes

ACTION: Jeff Aboumrad moved to approve the April 7, 2016 meeting minutes. Scott Pendarvis seconded; motion passed unanimously.

II. NEW BUSINESS

A. Bylaws

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, 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: Scott Pendarvis moved to approve the Bylaws with the recommended changes. Jeff Aboumrad seconded; motion passed unanimously.

B. 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.

Ms. Carr said she is concerned with giving the Chair the authority to cancel meetings for any appropriate purpose. She suggested adding a definition for "appropriate purpose."

The Board discussed Ms. Carr's concern and agreed to approve the Bylaws as written with the recommended change. The Board asked staff to place the Grievance Procedures on the October meeting agenda for further discussion of Ms. Carr's concerns.

ACTION: Jeff Aboumrad moved to approve the Grievance Procedures as amended. Scott Pendarvis seconded; motion passed unanimously.

It was noted that Chair Holifield was in attendance.

C. Memorandum of Agreement

Ms. Godfrey stated that the Memorandum of Agreement is a contract between the Florida Commission for the Transportation Disadvantaged and a designated Community Transportation Coordinator. She said Suwannee River Economic Council was designated the Community Transportation Coordinator for Dixie County effective July 1, 2016. She said the Board is required to approve the Memorandum of Agreement.

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, stated that the signature page incorrectly has Ms. Frances Terry as the Suwannee River Economic Council Executive Director. He said he will provide staff with a corrected signature page for the Chair to sign once the Memorandum of Agreement is approved by the Board.

ACTION: Sandra Collins moved to approve the Memorandum of Agreement with the noted correction. Jeff Aboumrad seconded; motion passed unanimously.

D. Operations Reports

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

The Board reviewed the operations reports.

III. OTHER BUSINESS

A. Comments

1. Members

Ms. Sandra Collins stated that she recently attended a transit conference where Medicaid Transportation Management Organization representatives were in attendance. She said she expressed her concerns to them regarding the transportation services provided under Florida's Managed Medical Care Program. She also commended Suwannee River Economic Council for the excellent service they provide.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Chair Holifield stated that the next meeting of the Board is scheduled for October 6, 2016 at 1:00 p.m.

ADJOURNMENT

The meeting adjourned at 1:25 p.m.

Coordinating Board Chair

Date

t:\lynn\td2016\dixie\minutes\july.doc



II . A .

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Levy • Madison

Marion • Suwannee • Taylor • Union Counties

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

September 29, 2016

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Grievance Procedures

RECOMMENDATION

Approve an amendment to the Grievance Procedures.

BACKGROUND

At the last meeting, the Board asked staff to draft language in the Grievance Procedures regarding calling, rescheduling, postponing and cancelling meetings. Draft language recommended by staff can be found in the attached Grievance Procedures on Page 3, Section G (1.) Meetings.

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

Attachment

t:\lynn\td2016\dixie\memos\grievamend.docx

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

Transportation Disadvantaged Grievance Procedures

July 7, 2016

Dixie County
Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

Approved by the

Dixie County
Transportation Disadvantaged Coordinating Board

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

Jason Holifield, Chair

with Assistance from



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

July 7, 2016

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

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

THIS PAGE LEFT BLANK INTENTIONALLY

Chapter I: Dixie County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Dixie County Transportation Disadvantaged Coordinating Board to address grievances from agencies, users, potential users, sub-contractors, and other interested parties concerning Florida's Coordinated Transportation System.

B. Agency Description

The Dixie County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

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

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida's Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Grievance means a written complaint to document any concerns regarding the operation or administration of services provided by Florida's Coordinated Transportation System by the Community Transportation Coordinator, subcontracted transportation operators, the Designated Official Planning Agency, or the Board. A grievance may also be a service complaint that has been left unresolved for more than 45 days.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Service complaint means routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. All service complaints shall be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Board.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Purpose

- (1) The Board shall appoint a Grievance Committee to serve as a mediator to process, and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Board for the improvement of service.
- (2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

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

E. Membership

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

F. Officers

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

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. Meetings may be called, rescheduled, postponed or cancelled at the discretion of the Chair as long as the procedure requirements stated in Section J. (9) and (10) are met. The Grievance Committee may meet following Board meetings to hear complaints and grievances. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

- (5) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

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

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

H. Administration

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

I. Duties

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

J. Procedures

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Dixie County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

- (1) Appeals of recommendations by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:

Dixie County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."

- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension of service by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The suspended rider will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended rider requesting the reconsideration.

M. Prohibition Against Retaliation

The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

N. Alternative Recourse

Apart from these grievance processes, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes, administrative hearings process or the judicial court system.

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Dixie County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Dixie County Transportation Disadvantaged Coordinating Board the 7th day of July 2016.

Jason Holifield, Chair
Dixie County Transportation Disadvantaged Coordinating Board

Dixie County Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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

Dixie County
Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org/td



III.A

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Levy • Madison

Marion • Suwannee • Taylor • Union Counties

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

September 29, 2016

TO: Dixie County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

Approve the Suwannee River Economic Council's annual performance evaluation.

BACKGROUND

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

Attachment

t:\lynn\td2016\dixie\memos\eval.docx

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

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Suwannee River Economic Council

County: Dixie

Address: P.O. Box 70, Live Oak, FL 32060

Contact: Matthew Pearson, Executive Director Phone: 386-362-4115

Review period: July 1, 2015 - June 30, 2016

Community Transportation Coordinator Annual Performance Evaluation

Approved by the

**Dixie County
Transportation Disadvantaged Coordinating Board**

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

Jason Holifield, Chair

with Assistance from



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

October 6, 2016

THIS PAGE LEFT BLANK INTENTIONALLY

TABLE OF CONTENTS

General _____	3
Compliance with Chapter 427, Florida Statutes _____	10
Compliance with Rule 41-2, Florida Administrative Code _____	11
On-Site Observation _____	15
Cost _____	22
Competition _____	23
Coordination _____	24

I. FINDINGS AND RECOMMENDATIONS

A. General Information

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. Bus/Van Ride

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

E. Surveys

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?
See attached complaint process.
3. Does the community transportation coordinator have a complaint form?
√ Yes (attached) No
4. Does the form have a section for resolution of the complaint?
√ Yes No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
√ Yes No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?

If the Transportation Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Program Helpline.
7. When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
√ Yes No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
√ Yes (attached) No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
√ Yes No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
√ Yes No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).
12. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
 Yes √ No
13. What innovative ideas have you implemented in your coordinated system?
Providing and administering "regional" transportation service in five counties decreases the cost of service.

14. Are there any areas where coordination can be improved?
Require Florida's Managed Medical Care Program to coordinate client transportation services through Florida's Coordinated Transportation System.
15. What barriers are there to the coordinated system?
Allowing State agencies to provide transportation services to their clients outside of Florida's Coordinated Transportation System.
16. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?
No
17. 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 Agency for Health Care Administration
18. How are you marketing the voluntary dollar?
No marketing system in place.

Complaint Process

All complaints received either written or verbal should be forwarded to the Director of Transportation. This includes complaints that have already been resolved by the dispatcher or driver.

Complaint form (attached) will be completed and resolution of complaint documented.

Complaints are files and kept to ensure proper tracking of complaints.

Complaints will be sent quarterly by County to the NCFPRC for reporting to the Local Coordinating Boards. Complaint totals will be submitted in the Annual Operating Report.

If resolution of complaint cannot be made by the Director of Transportation, the TD Helpline information should be shared with the rider.

SREC Transportation Complaint Form

Client Name: _____

Date: _____

Description of Incident:

Complaint Resolution:

Staff Signature: _____

Director of Transportation Signature: _____



SUWANNEE RIVER ECONOMIC COUNCIL INC.



[HOME](#)

[PROGRAMS](#)

[SERVICE AREAS](#)

[LOCATIONS](#)

[MEAL SITE LOCATIONS](#)

DIXIE COUNTY

CLIENT SENIOR/SERVICE CENTER

314 NE 255th Street

Cross City, Florida

AGING PROGRAMS

ALZHEIMER'S DISEASE INITIATIVE (ADI):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Respite/Case Management

COMMUNITY CARE FOR THE ELDERLY (CCE):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Case Management, Emergency Alert Response, Homemaker, Home Delivered Meals, Personal Care and Respite.

ELDER FARMERS' MARKET NUTRITION:

Funding: Department of Elder Affairs

Services: Fresh fruits and vegetables and information to educate elders on the nutritional benefits derived from consuming fresh produce.

EMERGENCY HOME ENERGY ASSISTANCE PROGRAM (EHEAP):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Assistance with utility bills, supply blankets, heaters and fans.

HOME CARE FOR THE ELDERLY (HCE):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Case Management, Basic Subsidy, (Caregiver Allowance), Special Subsidy.

TITLE III-B, C-1, C-2, IIIE:

Funding: Older Americans Act, Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Congregate Meal Sites, Health Support, Homemaker, Home Delivered Meals, Intake, Nutrition Education, Outreach, Respite, Screening, Telephone Reassurance, and Transportation.

ENERGY ASSISTANCE /EMERGENCY ASSISTANCE /SELF SUFFICIENCY COMMUNITY SERVICES BLOCK GRANT (CSBG):

Funding: Florida Department of Economic Opportunity

Services: Information & Referral; Family Self-Sufficiency; Case Management, Support Services; Application Assistance to other Social Service Agencies.

ENERGY NEIGHBOR FUND (ENF):

Funding: Duke Energy Florida Inc.

Services: Assistance with utilities, heating/cooling.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP):

Funding: Florida Department of Economic Opportunity

Services: Assistance with utility bills and utility crisis resolution.

HOUSING

WEATHERIZATION PROGRAMS:

Funding: Florida Department of Economic Opportunity

Services: Minor home repairs to reduce infiltration of air and energy consumption.

STATE HOUSING INITIATIVES PARTNERSHIP PROGRAM: (SHIP)

Funding: State of Florida and Florida Housing Finance Corporation

Services: Emergency repairs, Owner Occupied Rehabilitation, down payment and closing cost assistance for Homeownership.

Download SHIP Application

TRANSPORTATION

TRANSPORTATION PROGRAMS

Funding: Florida Department of Transportation, Florida Commission for the Transportation Disadvantaged, and Agency for Health Care Administration

Services: Public Transportation

Transport elderly and disadvantaged to the doctor, medical facilities, meal sites, drug stores and shopping.

For reservations, scheduling, complaints/commendations and/or questions call (352) 498-5018, extension 3, or (800) 597-7579, extension 3.

Any complaints not resolved can be forwarded to the Director of Transportation at (386) 362-4115, extension 241.

For Program information or complaints/commendations call TD Helpline at (800) 983-2435.

Funding: Medicaid Broker Services

Access2Care

LogistiCare Solutions, LLC

Medical Transportation Management, Inc.

Services: Transport Medicaid eligible clients to the doctor, medical facilities, meal sites and shopping.

Any complaints not resolved can be forwarded to the Director of Transportation at (386) 362-4115, extension 241.

Transportation Disadvantaged BENEFICIARY INTAKE FORM

SECTION 1 – DETERMINATION OF ELIGIBILITY

LAST NAME _____ FIRST NAME _____ MI _____ MEDICAID # _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____ COUNTY _____

DOB ____/____/____ SEX ____ SS# _____ TELEPHONE # (____) _____ TDD # (____) _____

EMERGENCY CONTACT _____ RELATIONSHIP _____ TELEPHONE (____) _____

OTHERS HOUSEHOLD MEMBERS: NAME <i>(Please list each member)</i>	RELATIONSHIP	AGE	DRIV. LIC (Y/N)	TYPE OF VEHICLE OWNED
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

SECTION 2 – AVAILABILITY OF SUITABLE MODE OR TRANSPORTATION TO OTHER COMMUNITY LOCATIONS

- Do you own a car? Yes No
- Do you have a valid Florida Driver's License? Yes No
- Could you drive your car to medical appointments? Yes No
- Does any member of your household have a car? Yes No
- Do you live in a facility that provides transportation? Yes No

Name of Doctor / Hospital / Facility	Address	Phone
_____	_____	_____
_____	_____	_____

SECTION 3 – AVAILABILITY OF FEDERALLY FUNDED OR PUBLIC TRANSPORTATION

- Do you live on a bus route? Yes No What is the distance to the nearest bus stop? _____
- Do you have any limitations that would prevent you from using the bus system now? Yes No
If YES, please describe: _____
- Are you enrolled in any other programs that will pay for or provide transportation? Yes No
If YES, please describe: _____

SECTION 4 – SPECIAL NEEDS

Please check or list any special needs, services or modes of transportation you require during transportation:

Powered Wheelchair Stretcher Manual Wheelchair Walker
 Cane Respirator Service Animal Personal Care Attendant (PCA)
 Cultural Considerations (Please explain) _____

Other: _____

SECTION 5 – CERTIFICATION AND ACKNOWLEDGEMENT

I understand and affirm that the information provided in this application for CTD Non-Emergency Transportation 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 and eligibility for transportation. I understand 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.

APPLICANT SIGNATURE _____ DATE _____

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
 Yes No Not applicable
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
 Yes No Not applicable
3. Do the contracts include performance standards for the transportation operators and coordination contractors?
 Yes No Not applicable
4. Do the contracts include the proper language concerning payment to subcontractors?
 Yes No Not applicable
5. Were the following items submitted on time?

Annual Operating Report
 Yes No

Memorandum of Agreement
 Yes No

Transportation Disadvantaged Service Rates/Rate Model
 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?
Not applicable

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?
Suwannee River Economic Council does not have a contract with the Dixie County School Board to use their vehicles.
2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
Not applicable
3. Is there a goal for transferring passengers from paratransit to transit?
 Yes No Not applicable
4. What are the minimum liability insurance requirements? \$100,000/\$200,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts? Not applicable
6. Does the minimum liability insurance requirements exceed \$1 million per incident?
 Yes No

Standards	Comments
Local toll free phone number must be posted in all vehicles.	Suwannee River Economic Council posts local toll free phone number in all vehicles.
Vehicle Cleanliness	Suwannee River Economic Council cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	Suwannee River Economic Council maintains a passenger database.
Adequate seating	Suwannee River Economic Council provides adequate seating for all passengers.
Driver Identification	Suwannee River Economic Council requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	Suwannee River Economic Council requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted unless medically necessary.
Two-way Communications	All vehicles are equipped with two-way communications.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	Suwannee River Economic Council complies with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	Suwannee River Economic Council requires children under the age of 16 to be accompanied by and escort. Escorts must be provided by the passenger and able to provide necessary assistance to the passenger. Escorts are transported at the rates described in the established rate structure.
Use, Responsibility, and cost of child restraint devices	Suwannee River Economic Council requires all passengers under the age of 4 and or 50 pounds to use a child restraint device. Child restraint devices must be provided by the passenger.

Out-of-Service Area trips	Suwannee River Economic Council may require medical provider verification for any out of county transportation.
CPR/1st Aid	Suwannee River Economic Council does not require drivers to be trained in CPR. Suwannee River Economic Council requires that all vehicles be equipped with biohazard kits as required by State and Federal regulations.
Driver Criminal Background Screening	Suwannee River Economic Council conducts motor vehicle registration checks on drivers every six months.
Passenger Property	Suwannee River Economic Council allows passengers to have personal property that they can place on their lap or stow under the seat. Passengers must be able to independently carry all items brought on the vehicle.
Advance reservation requirements	Suwannee River Economic Council requires trips to be scheduled by 4:00 p.m. the day before service is requested.
Pick-up Window	Passengers shall be picked up 30 minutes before or 30 minutes after their scheduled pick-up time.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
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 5 roadcalls during the evaluation period.	Yes
Complaints	No more than 2/1,000 trips.	Yes
Call-Hold Time	Not applicable	Not applicable



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 2016

Certification Year: (Previous): 2015

Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.

POB 70

Live Oak FL 32064

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

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

Blue Ink Signature: *Matt Pearson*
(Individual Responsible for Assurance of Compliance)

Date: *1/6/16*

Name: *Matt Pearson* **Title:** *Executive Director*

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

Name: *See Attachment*

Name of Qualified Mechanic who Performed Annual Inspections: *See Attachment*

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



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

THIS CERTIFIES CALENDAR YEAR 2016

DATE: 1/25/2016

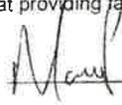
SUBCONTRACTED TRANSPORTATION PROVIDER: SUWANNEE RIVER ECONOMIC COUNCIL, INC.

ADDRESS: PO BOX 70, LIVE OAK, FLORIDA, 32064

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

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

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

Signature:  _____

Name: MATT PEARSON
(Type or Print)

Title: EXECUTIVE DIRECTOR

ON-SITE OBSERVATION

1. Date of Observation: 8/26/2016
2. Location: SREC Transportation Facility to Starke Dialysis Center
3. Number of Passengers picked up/dropped off:
Ambulatory: 1
Non-Ambulatory 0
4. Was the driver on time?
 Yes
 No If no, how many minutes late/early?
5. Did the driver provide passenger assistance?
 Yes
 No
6. Was the driver wearing identification?
 Yes
 No
7. Did the driver ensure the passengers were properly secured?
 Yes
 No
8. Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?
 Yes
 No
9. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commendations?
 Yes
 No
10. Did the vehicle have working heat and air conditioning?
 Yes
 No
11. Did the vehicle have two-way communications in good working order?
 Yes
 No
12. If used, was the lift in good working order?
 Yes
 No
 Not Applicable
13. Was there safe and appropriate seating for all passengers?
 Yes
 No
14. Did the driver properly use the lift and secure the passenger?
 Yes
 No
 Not Applicable

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?

- Yes
- No

2) How often do you use transportation?

- Daily 7 Days/Week
- 1-2 Times/Week
- 3-5 Times/Week
- Other

3) Have you ever been denied transportation services?

- Yes
- No If no, skip to question # 4

A. How many times in the last 6 months have you been denied transportation services?

- None If none, skip to question # 4
- 1-2 Times
- 3-5 Times
- 6-10 Times

B. What was the reason given for refusing you transportation services?

- Ineligible
- Lack of funds
- Destination outside service area
- Space not available
- Other _____

4) What do you normally use the service for?

- Medical
- Education/Training/Day Care
- Employment
- Nutritional
- Life-Sustaining/Other

5) Do you have concerns with your transportation service?

- Yes. If yes, please state or choose problem from below
 - Advance notice
 - Pick up times not convenient
 - Assistance
 - Service Area Limits
 - Drivers - specify
 - Vehicle condition
 - Cost
 - Late pick up-specify time of wait
 - Accessibility
 - Late return pick up - length of wait
 - Reservations - specify length of wait
 - Other _____

No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Additional Comments: None

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?

- Yes
- No

2) How often do you use transportation?

- Daily 7 Days/Week
- 1-2 Times/Week
- 3-5 Times/Week
- Other

3) Have you ever been denied transportation services?

- Yes
- No If no, skip to question # 4

A. How many times in the last 6 months have you been denied transportation services?

- None If none, skip to question # 4
- 1-2 Times
- 3-5 Times
- 6-10 Times

B. What was the reason given for refusing you transportation services?

- Ineligible
- Lack of funds
- Destination outside service area
- Space not available
- Other _____

4) What do you normally use the service for?

- Medical
- Education/Training/Day Care
- Employment
- Nutritional
- Life-Sustaining/Other

5) Do you have concerns with your transportation service?

- Yes. If yes, please state or choose problem from below
 - Advance notice
 - Pick up times not convenient
 - Assistance
 - Service Area Limits
 - Drivers - specify
 - Vehicle condition
 - Cost
 - Late pick up-specify time of wait
 - Accessibility
 - Late return pick up - length of wait
 - Reservations - specify length of wait
 - Other _____

No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Additional Comments: None

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?

- Yes
 No

2) How often do you use transportation?

- Daily 7 Days/Week
 1-2 Times/Week
 3-5 Times/Week
 Other

3) Have you ever been denied transportation services?

- Yes
 No If no, skip to question # 4

A. How many times in the last 6 months have you been denied transportation services?

- None If none, skip to question # 4
 1-2 Times
 3-5 Times
 6-10 Times

B. What was the reason given for refusing you transportation services?

- Ineligible
 Lack of funds
 Destination outside service area
 Space not available
 Other _____

4) What do you normally use the service for?

- Medical
 Education/Training/Day Care
 Employment
 Nutritional
 Life-Sustaining/Other

5) Do you have concerns with your transportation service?

- Yes. If yes, please state or choose problem from below
- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other _____ |

No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10 _____

Additional Comments: None _____

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?

- Yes
 No

2) How often do you use transportation?

- Daily 7 Days/Week
 1-2 Times/Week
 3-5 Times/Week
 Other

3) Have you ever been denied transportation services?

- Yes
 No If no, skip to question # 4

A. How many times in the last 6 months have you been denied transportation services?

- None If none, skip to question # 4
 1-2 Times
 3-5 Times
 6-10 Times

B. What was the reason given for refusing you transportation services?

- Ineligible
 Lack of funds
 Destination outside service area
 Space not available
 Other _____

4) What do you normally use the service for?

- Medical
 Education/Training/Day Care
 Employment
 Nutritional
 Life-Sustaining/Other

5) Do you have concerns with your transportation service?

- Yes. If yes, please state or choose problem from below
- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other _____ |

No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Additional Comments: None

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?

- Yes
 No

2) How often do you use transportation?

- Daily 7 Days/Week
 1-2 Times/Week
 3-5 Times/Week
 Other

3) Have you ever been denied transportation services?

- Yes
 No If no, skip to question # 4

A. How many times in the last 6 months have you been denied transportation services?

- None If none, skip to question # 4
 1-2 Times
 3-5 Times
 6-10 Times

B. What was the reason given for refusing you transportation services?

- Ineligible
 Lack of funds
 Destination outside service area
 Space not available
 Other _____

4) What do you normally use the service for?

- Medical
 Education/Training/Day Care
 Employment
 Nutritional
 Life-Sustaining/Other

5) Do you have concerns with your transportation service?

- Yes. If yes, please state or choose problem from below
- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other _____ |

No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Additional Comments: None

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?

- Yes
- No

2) How often do you use transportation?

- Daily 7 Days/Week
- 1-2 Times/Week
- 3-5 Times/Week
- Other

3) Have you ever been denied transportation services?

- Yes
- No If no, skip to question # 4

A. How many times in the last 6 months have you been denied transportation services?

- None If none, skip to question # 4
- 1-2 Times
- 3-5 Times
- 6-10 Times

B. What was the reason given for refusing you transportation services?

- Ineligible
- Lack of funds
- Destination outside service area
- Space not available
- Other _____

4) What do you normally use the service for?

- Medical
- Education/Training/Day Care
- Employment
- Nutritional
- Life-Sustaining/Other

5) Do you have concerns with your transportation service?

- Yes. If yes, please state or choose problem from below
 - Advance notice
 - Pick up times not convenient
 - Assistance
 - Service Area Limits
 - Drivers - specify
 - Vehicle condition
 - Cost
 - Late pick up-specify time of wait
 - Accessibility
 - Late return pick up - length of wait
 - Reservations - specify length of wait
 - Other _____

No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Additional Comments: None

COST

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

County: Dixie		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$89,739.00	\$0.00	\$89,739.00
Fringe Benefits (502):	\$49,499.00	\$0.00	\$49,499.00
Services (503):	\$18,638.00	\$0.00	\$18,638.00
Materials and Supplies Cons. (504):	\$114,177.00	\$0.00	\$114,177.00
Utilities (505):	\$9,688.00	\$0.00	\$9,688.00
Casualty and Liability (506):	\$12,227.00	\$0.00	\$12,227.00
Taxes (507):	\$207.00	\$0.00	\$207.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$1,575.00	\$0.00	\$1,575.00
Miscellaneous (509):	\$1,803.00	\$0.00	\$1,803.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$0.00	\$0.00	\$0.00
Annual Depreciation (513):	\$6,136.00	\$0.00	\$6,136.00
Contributed Services (530):	\$21,048.00	\$0.00	\$21,048.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$324,737.00	\$0.00	\$324,737.00

COMPETITION

1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? 0

3. 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

√	Requests for proposals
	Requests for interested parties

COORDINATION

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

Suwannee River Economic Council distributes brochures in the community.

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

Suwannee River Economic Council determines passenger eligibility except for passengers enrolled in Florida's Managed Medical Care Program.

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 River Economic Council to schedule all trips except trips provided through Florida's Managed Medical Care Program.

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

Suwannee River Economic Council handles all trip reservations except trip reservations made for trips sponsored by Florida's Managed Medical Care Program..

5. Trip Allocation – How is the allocation of trip requests to providers coordinated?

Not applicable.

6. Scheduling – How is the trip assignment to vehicles coordinated?

Suwannee River Economic Council schedules all trips except for trips provided by Florida's Managed Medical Care Program.

7. General Service Monitoring – How is the overseeing of transportation operators coordinated?

Not applicable.



September 29, 2016

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Rural Area Capital Assistance Program Grant Application

RECOMMENDATION

The Board needs to approve Suwannee River Economic Council's application for Rural Area Capital Assistance Program Grant funds.

BACKGROUND

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

Attached is Suwannee River Economic Council's Rural Area Capital Assistance Program Grant application. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

t:\lynn\td2016\dixie\memos\racag.docx

EXHIBIT A

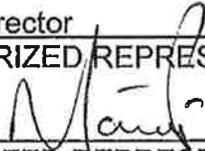
Commission for the Transportation Disadvantaged
Grant Application Form for
the Shirley Conroy Rural Area
Capital Assistance Program Grant

1. DATE SUBMITTED: August 1, 2016
2. LEGAL NAME OF APPLICANT: Suwannee River Economic Council Inc.
3. FEDERAL IDENTIFICATION NUMBER: 59-1101989
4. REMITTANCE ADDRESS: PO Box 70
5. CITY AND STATE: Live Oak, FL ZIP CODE: 32064
6. CONTACT PERSON FOR THIS GRANT: Matt Pearson, Executive Director
7. PHONE NUMBER: 386/362-4115 ext. 223 FAX NUMBER: 386/362-4078
8. E-MAIL ADDRESS: mpearson@suwanneec.net
9. PROJECT LOCATION [County(ies)]: Dixie, Gilchrist
10. PROPOSED START DATE: February 1, 2017 ENDING DATE: June 30, 2018
11. ESTIMATED PROJECT FUNDING REQUESTED:
Grant Funds \$ 48,000.00
Local \$ REDI
TOTAL \$ 48,000.00

12. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

Matt Pearson, Executive Director

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE



SIGNATURE OF AUTHORIZED REPRESENTATIVE

August 1, 2016

DATE

13. **Local Coordinating Board Approval**

I hereby certify that this grant has been reviewed in its entirety by the

Dixie and Gilchrist County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

DATE

EXHIBIT B

PROPOSED PROJECT FUNDING

I. Project Description and Cost – Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

Capital equipment - **Prioritize based on need.**

If vehicle, specify type of vehicle and fuel type
(gas, diesel, alternative)

1. MV1; gas \$48,000.00 _____

2. \$ _____

3. \$ _____

Total Project Cost \$48,000.00 _____

II. Funding Participation

A. Transportation Disadvantaged Trust Funds (90%) * \$48,000.00 _____

B. Local Match (10%) * \$REDI _____

C. **Total Project Cost** **\$48,000.00** _____

* If REDI, include 100% of the total project cost on the Transportation Disadvantaged Trust Funds line and "REDI" on the Local Match line.

EXHIBIT C

SCOPE

Who:

Suwannee River Economic Council, Inc. currently provides transportation services to the disadvantaged in Dixie and Gilchrist Counties. Over 12,000 trips are expected to be performed in the upcoming year. Many of these riders have no other means of transportation to and from medical facilities. In most cases it is over 70 miles to the nearest medical facility from these rural areas. Many of these riders are elderly and in need of life sustaining treatments. Approval of this grant will ensure the quality of service these people receive will be at a level that is deserved.

What:

SREC, Inc. will use this grant to purchase a smaller MV-1 vehicle for a more efficient and economical mode of transportation when the trip has fewer passengers. Therefore, enhancing the service that so many in Dixie and Gilchrist Counties depend on for the sustaining of life.

Where:

Services will be provided for residents in Dixie and Gilchrist Counties in routes that will take clients to Gainesville, Tallahassee, and other areas that have medical facilities for medical treatment.

When:

SREC, Inc. predicts that the services provided by this grant can begin by February 1, 2017. This will allow time for the new vehicle to be purchased.

How:

This service will be a continuation of the services that are already being provided and therefore should not cause any interruptions of services. The new vehicle that will be obtained through this grant will only enhance the quality of service and ensure the continuation of these services. We are requesting REDI qualification for the local match requirement as both Dixie and Gilchrist counties are located in the North Central region of the Rural Area of Opportunity.

Why:

SREC, Inc. recognizes the need for higher quality yet more efficient transportation service in Dixie and Gilchrist Counties. SREC, Inc. also recognizes that it operates in an extremely rural area with few paved roads and great distances to travel to the nearest medical facilities. Therefore, the needs to continually replace vans is very important to the continued success of the transportation program in Dixie and Gilchrist Counties.

Status of 2014/2015 and 2015/2016 Grants:

SREC, Inc. was awarded \$65,000 through the 2015-2016 grant which was used to purchase a small Cutaway van to replace an existing vehicle that was retired from service in accordance with the Florida Dept. of Transportation regulations. In 2014-2015 we purchased the "Trip Master Enterprise Edition" transportation software by CTS which included a software upgrade and Data Terminals for our drivers. The new system is installed and working, and has already improved the efficiency of daily operations as well as enhanced the service we provide to our passengers in Dixie and Gilchrist counties.

EXHIBIT F

CURRENT VEHICLE INVENTORY FORM

Name of CTC: Suwannee River Economic Council, Inc.

Model Year	Chassis Make And Model	VIN (17-digits)	Maximum Ambulatory/ Maximum Wheelchair Passengers	Average Vehicle Miles Per Year	Current Mileage As Of (Date)	Anticipated Retire Year	Source Funded By
2010*	Chevy Cutaway	1GBJG31K191172261	8+2	21,039	126,231 7/20/16	2015	FDOT 5310
2011	Chevy Cutaway	1GB3G2BG2B1171025	8+2	26,562	132,810 7/20/16	2016	TD-RC
2013	Chevy Cutaway	1GB3G2BG7D1175852	8+2	33,168	99,504 7/20/16	2018	FDOT 5310
2013	Chevy Cutaway	1GB3G2BG2D1175641	8+2	33,583	100,749 7/20/16	2018	TD-RC
2014	Chevy Cutaway	1GB3G2BG6E1174790	8+2	35,266	70,531 7/20/16	2018	TD-RC
2015	Ford Cutaway	1FD4E4FS9FDA35287	12+2	2,669	2,669 7/20/16	2020	FDOT 5339
2015	Ford Cutaway	1FD4E4FS2FDA35292	12+2	1,111	1,111 7/20/16	2020	TD-RC

NOTE: Identify the Vehicle(s) that would be replaced with this or other grants by placing * next to the model year.

3. Barriers to Coordination

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

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

4. Needs Assessment

United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Provide transportation services for the transportation disadvantaged.	2016/17	Dixie County	\$190,636 \$190,636	Section 5311 Suwannee River Economic Council

United States Code Section 5339 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Purchase one replacement vehicle	2016/17	Dixie County	\$55,200 \$13,800	Section 5339 Florida Department of Transportation

Rural Area Capital Assistance Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
<u>Suwannee River Economic Council</u>	<u>Purchase one replacement vehicle (MV-1).</u>	<u>2016/17</u>	<u>Dixie and Gilchrist Counties</u>	<u>\$50,400</u>	<u>Rural Area Capital Assistance Program Grant</u>

2016-17 Shirley Conroy Rural Area Capital Assistance Program Grant Summary										
County(ies)	Applicant Name	Agency Type / % Rural Population (2010 Census)	Capital Equipment Requested (Prioritized as listed)	Total Project Cost (100%)	TD Dollar Amount (90% or 100% REDI)	Required Match (10% or 0% REDI)	Staff Notes	Funding	Contingency Funding	Committee Recommended Projects to Fund
Alachua	MV Contract Transportation, Inc.	For Profit 21.2%	1. 23 tablets to be used as mobile data terminals (23 x \$1,086.95 = \$25,000)	\$25,000.00	\$22,500.00	\$2,500.00		\$22,500.00		Fund as requested.
Baker	Baker County Council on Aging, Inc.	Non-Profit 59.5%	1. Two computers with 23-inch monitors (2 x \$747.49 = \$1,494.98) 2. Computer with 40-inch monitor (\$1,010) 3. Three mobile data terminals (3 x \$2,640.31 = \$7,920.93) 4. Post accident investigation software (\$516.95) 5. Twenty rechargeable flashlights (20 x \$98.85 = \$1,977) 6. Laptop (\$699.99) 7. 50-inch television with wall mount (\$674.99)	\$14,294.84	\$14,294.84	\$0.00	Requests REDI match waiver. Last year received \$31,140 in maintenance equipment.		\$10,425.91	Contingency funding of priorities 1, 2, and 3 projects.
Bradford	Suwannee River Economic Council, Inc.	Non-Profit 75.5%	1. One wheelchair accessible expansion vehicle (MV1) (\$50,400)	\$50,400.00	\$50,400.00	\$0.00	Requests REDI match waiver.	\$50,400.00		Fund as requested.
Calhoun	Calhoun County Senior Citizens Association, Inc.	Non-Profit 67.5%	1. One expansion wheelchair accessible mini-van (\$48,139)	\$48,139.00	\$43,325.00	\$4,814.00	Received one vehicle last year (\$63,179).	\$43,325.00		Fund as requested.
Clay	Clay County Council on Aging, Inc.	Non-Profit 15.0%	1. Three replacement vehicles (3 x \$82,982 = \$248,946) 2. Three computers (3 x \$1,051 = \$3,153)	\$252,099.00	\$226,889.10	\$25,209.90	Last year received \$55,808 for two small vehicles.	\$77,521.50		Fund one vehicle and three computers.
Collier	Collier County Board of County Commissioners	Government 8.5%	1. Real time call notification service (\$58,000) 2. Web/mobile customer service application (\$65,040)	\$123,040.00	\$110,736.00	\$12,304.00			\$52,200.00	Contingency funding for priority 1 project.
Columbia/Hamilton/Suwannee	Suwannee Valley Transit Authority	Government 69.3%	1. One replacement vehicle (\$81,901) 2. One replacement mini-van (\$23,100)	\$105,001.00	\$105,001.00	\$0.00	Replacing 2006 and 2007 model vehicles. Unknown current mileages. Last year received \$101,683 for one minivan and one vehicle. Requests REDI match waiver.	\$105,001.00		Fund as requested.
Dixie/Gilchrist	Suwannee River Economic Council, Inc.	Non-Profit 80.5%	1. One wheelchair accessible replacement vehicle (MV1) (\$50,400)	\$50,400.00	\$50,400.00	\$0.00	Replacing a 2010 vehicle with 126,231 miles. Last year received \$65,000 for one vehicle. Requests REDI match waiver.	\$50,400.00		Fund as requested.

2016-17 Shirley Conroy Rural Area Capital Assistance Program Grant Summary										
County(ies)	Applicant Name	Agency Type / % Rural Population (2010 Census)	Capital Equipment Requested (Prioritized as listed)	Total Project Cost (100%)	TD Dollar Amount (90% or 100% REDI)	Required Match (10% or 0% REDI)	Staff Notes	Funding	Contingency Funding	Committee Recommended Projects to Fund
Franklin	Gulf County Association for Retarded Citizens, Inc.	Non-Profit 68.0%	1. One replacement wheelchair accessible minivan (\$47,557)	\$47,557.00	\$47,557.00	\$0.00	Requests REDI match waiver.	\$47,557.00		Fund as requested.
Gulf	Gulf County Association for Retarded Citizens, Inc.	Non-Profit 77.1%	1. One replacement wheelchair accessible minivan (\$47,557) 2. One replacement minivan (\$22,007)	\$69,564.00	\$69,564.00	\$0.00	Replacing a 2009 mini-van (140,000 miles) and a 2008 mini-van (150,000+). Last year received \$18,125 for one sedan. Requests REDI match waiver.	\$69,564.00		Fund as requested.
Hardee/ Highlands/ Okeechobee	MV Contract Transportation, Inc.	For Profit 29.2%	1. One replacement wheelchair accessible minivan (\$49,952.70)	\$49,952.70	\$44,957.43	\$4,995.27	Replacing a 2007 mini-van with 243,000 miles. Last year received \$119,742 for two vehicles.	\$44,957.43		Fund as requested.
Hendry/ Glades	Good Wheels, Inc.	Non-Profit 46.0%	1. One replacement vehicle (\$74,320) 2. One replacement vehicle (\$74,320) 3. One expansion vehicle (\$74,320)	\$222,906.00	\$222,906.00	\$0.00	Replacement vehicles: 2007 - 331,723 miles; 2007 - 416,274 miles. Received two vehicles last year (\$141,562). Requests REDI match waiver.	\$222,906.00		Fund two replacement vehicles.
Hernando	Mid Florida Community Services, Inc.	Non-Profit 19.4%	1. Two replacement vehicles (2 x \$99,000 = \$198,000)	\$198,000.00	\$178,200.00	\$19,800.00	Replacing a 2006 vehicle (176,830 miles) and a 2008 vehicle (189,029 miles). Last year received \$62,465 for one vehicle.	\$89,100.00		Fund one vehicle.
Holmes/ Walton/ Washington	Tri-County Community Council, Inc.	Non-Profit 71.6%	1. Two expansion vehicles (2 x \$102,726.75 = \$205,453.50)	\$205,453.50	\$205,453.50	\$0.00	Requests REDI match waiver.	\$102,726.75		Fund one vehicle.
Jackson	Jackson County Transportation	Non-Profit 75.4%	1. One expansion vehicle (\$72,937.20)	\$72,937.20	\$72,937.20	\$0.00	Last year received \$65,664 for one vehicle. Requests REDI match waiver.		\$72,937.20	Contingency fund one vehicle.
Lake	Lake County Board of County Commissioners	Government 19.3%	1. Two replacement vehicles (2 x \$72,718 = \$145,436)	\$145,436.00	\$130,892.40	\$14,543.60	Replacing two 2009 vehicles (242,436 miles and 210,426 miles).	\$130,892.40		Fund as requested.
Levy	Levy County Board of County Commissioners	Government 92.0%	1. One replacement vehicle (\$77,879)	\$77,879.00	\$77,879.00	\$0.00	Replacing a 2009 vehicle with 335,492 miles. Last year received \$73,259 for one vehicle. Requests REDI match waiver.	\$77,879.00		Fund as requested.
Liberty	Liberty County Board of County Commissioners	Government 100.0%	1. One expansion vehicle (\$70,898)	\$70,898.00	\$63,808.20	\$7,089.80	Last year received \$40,743 for one mini-van.		\$63,808.20	Contingency fund one vehicle.

2016-17 Shirley Conroy Rural Area Capital Assistance Program Grant Summary										
County(ies)	Applicant Name	Agency Type / % Rural Population (2010 Census)	Capital Equipment Requested (Prioritized as listed)	Total Project Cost (100%)	TD Dollar Amount (90% or 100% REDI)	Required Match (10% or 0% REDI)	Staff Notes	Funding	Contingency Funding	Committee Recommended Projects to Fund
Marion	Marion Senior Services, Inc.	Non-Profit 31.0%	1. Hybrid mobile digital video recording system (\$63,087.98) 2. Two vehicles (2 x \$80,329.20 = \$160,658.40) 3. Three computers (3 x \$1,200 = \$3,600)	\$227,346.38	\$204,611.74	\$22,734.64	Both vehicles would be replacement. (#45 - 2007 - 314,421 miles; #46 - 2007 - 206,650 miles)	\$56,779.18	\$72,296.28	Fund video system. Contingency fund one replacement vehicle.
Monroe	Guidance Care Center, Inc.	Non-Profit 8.7%	1. Fourteen onboard vehicle cameras (\$735 x 14 = \$10,520) 2. Installation of onboard vehicle cameras (2 hours x 14 vehicles x \$98/hour = \$2,744)	\$13,264.00	\$11,938.00	\$1,326.00		\$11,938.00		Fund as requested.
Nassau	Nassau County Council on Aging, Inc.	Non-Profit 48.1%	1. One replacement vehicle (\$93,948) 2. Fifteen vehicle camera systems (15 x \$2,508.46 = \$37,626.85)	\$131,575.00	\$131,575.00	\$0.00	Requests REDI match waiver.	\$131,575.00		Fund as requested.
Okaloosa	Okaloosa County Board of County Commissioners	Government 12.1%	1. Five expansion wheelchair accessible vans/small vehicles (\$70,821 x 5 = \$354,105) 2. Graphics (\$3,000 x 5 = \$15,000)	\$369,105.00	\$332,194.50	\$36,910.50		\$63,730.80		Fund one vehicle, without a wrap.
Polk	Lakeland Area Mass Transit District	Government 13.5%	1. One replacement vehicle (\$122,224)	\$122,224.00	\$110,001.00	\$12,223.00	Receiving vehicles through trip and equipment grant.			Do not fund.
St. Lucie	St. Lucie County Board of County Commissioners	Government 3.4%	1. Simpli Transport Scheduling and Dispatch Software (\$4,800.00) 2. Administrative Support from Software Company (\$500.00) 3. Marketing (\$200.00)	\$5,500.00	\$4,950.00	\$550.00	Applied for by the CTC (county government) for the benefit of the county's Veterans Services Division.			Do not fund.
					\$2,532,970.91	\$165,000.71		\$1,398,753.06	\$271,667.59	

Available Funding = \$1,400,000.00

Remaining Balance = \$1,246.94



III.C

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Levy • Madison

Marion • Suwannee • Taylor • Union Counties

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

September 29, 2016

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2015-2016 Annual Operations Report

RECOMMENDATION

Review the 2015/2016 Annual Operations Report.

BACKGROUND

Suwannee River Economic Council is required to submit an annual operations report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is the Fiscal Year 2015-2016 Annual Operations Report for Dixie County.

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

Attachment

t:\lynn\td2016\dixie\memos\lor.docx

FLCTD

Annual Operations Report

Section I: Face Sheet

County: Dixie	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Submitted to FLCTD	
Report Date:	08/31/2016
Period Covered:	July 1, 2015 - June 30, 2016
Coordinator's Name:	Suwannee River Economic Council, Inc.
Address:	P.O. Box 70
City:	Live Oak
Zip Code:	32064
Service Area:	Dixie
Contact Person:	Matt Pearson
Title:	Executive Director
Phone:	(386) 362 - 4115
Fax:	(386) 362 - 4078
Email:	mattpearson@suwanneec.net
Network Type:	Partial Brokerage
Organization Type:	Private Non-Profit
CTC Certification:	
<p>I, Matt Pearson, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	

LCB Statement:	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
LCB Signature	

FLCTD
Annual Operations Report
Section II: General Info

County: **Dixie**

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

Status: **Submitted to FLCTD**

Section II: Coordinated System General Information

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

Number of Private Non-Profits: 1

Number of Private For-Profits: 0

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 1

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

0

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Dixie		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of 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	864	4152	5016
Non-Ambulatory	227	434	661
Stretcher	39	69	108
Other Services			
School Board Trips	0	0	0
Total Trips	1130	4655	5785
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			2127
Agency for Persons with Disabilities			0
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			3102
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			555
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	0
Local Non-Government	1
Other Federal Programs	0
Total:	5785
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	2401
Disabled:	275
Low Income and Disabled:	638
Other:	0
Children	
Low Income:	641
Disabled:	63
Low Income and Disabled:	0
Other:	0
Other	
Low Income:	1551
Disabled:	58
Low Income and Disabled:	158
Other:	0
Total:	5785
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	yes
Medical Purpose	5191
Employment Purpose	0
Education/Training/Daycare Purpose	0
Nutritional Purpose	555
Life-Sustaining/Other Purpose	39
Total:	5785
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	305

5b. Fixed Route	0
Total:	305
6. Number of Unmet Trip Requests	
	0
Unmet Trip Requests by Type of Trip	
Unmet Medical	0
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	
	60
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	1
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	0
Complaint Total:	1
9. Commendations	
Commendations by CTC	0

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

FLCTD
Annual Operations Report
Section IV: Vehicle Info

County: Dixie		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	93992		72660
Transportation Providers:	0		0
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	93992		72660
2. Roadcalls			
	3		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		0
Total Accidents:	0		0
Grand Total:	0		
4. Total Number of Vehicles			
	9		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		8	88.00%
b. Total vehicles that are stretcher equipped:		1	11.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Dixie		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	3		7024
Part-Time Drivers	2		1647
Volunteer Drivers	0		0
Total Hours:			8671
Maintenance Employees	0		
Dispatchers	1		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	0		
Management Employees	1		
Total	7		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
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: 8671

FLCTD
Annual Operations Report
Section VI: Revenue Sources

County: Dixie		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
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 Administration			
Medicaid Non-Emergency	\$97,686.00	\$0.00	\$97,686.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$189,434.00	\$0.00	\$189,434.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
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 Affairs			
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	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$8,020.00	\$0.00	\$8,020.00
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	\$0.00	\$0.00	\$0.00
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)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$84,776.00	\$0.00	\$84,776.00
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	\$0.00	\$0.00	\$0.00
Other DOT (Specify)49 UCS 5339 sec. 16	\$70,000.00	\$0.00	\$70,000.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$0.00	\$0.00	\$0.00
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	\$0.00	\$0.00	\$0.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$22,907.00	\$0.00	\$22,907.00
Other Federal or State Programs			

(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:			
	\$472,823.00	\$0.00	\$472,823.00

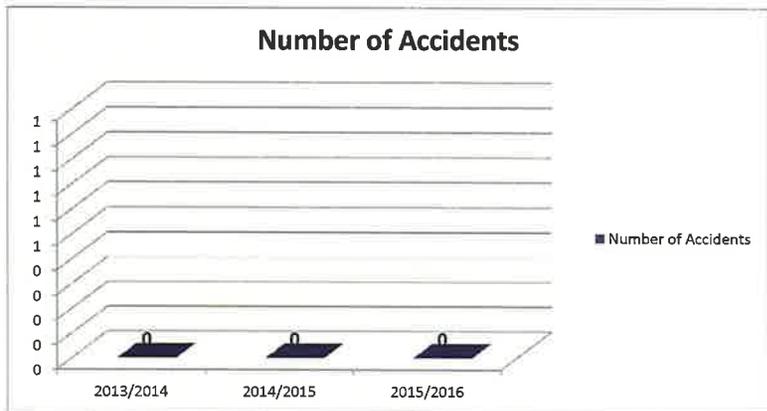
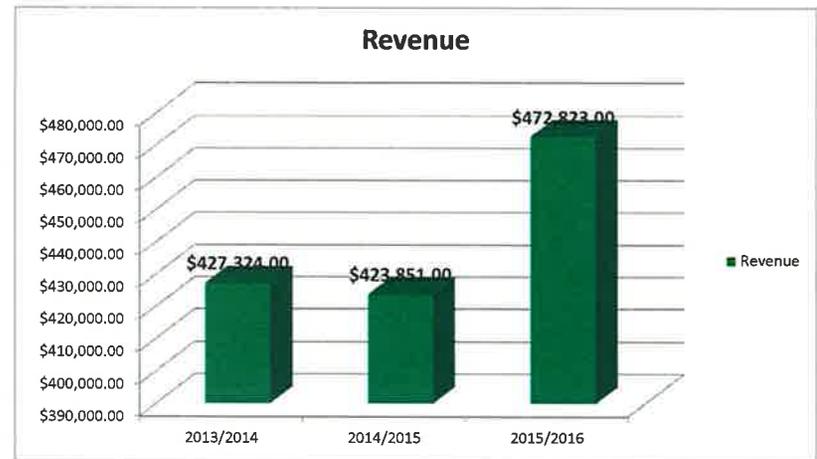
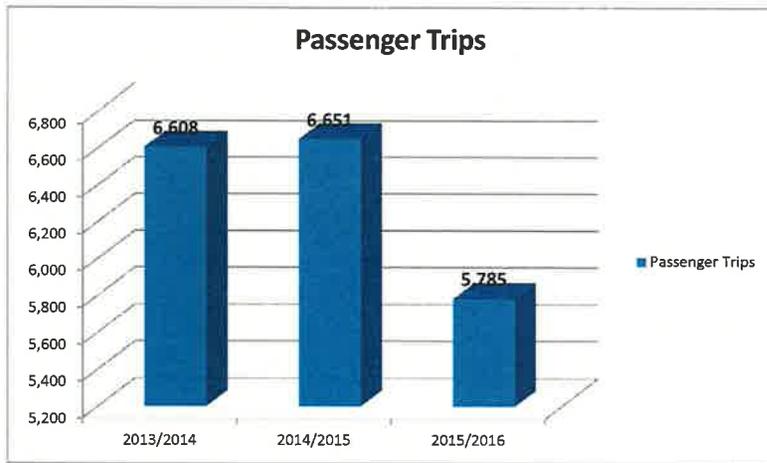
FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Dixie		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$89,739.00	\$0.00	\$89,739.00
Fringe Benefits (502):	\$49,499.00	\$0.00	\$49,499.00
Services (503):	\$18,638.00	\$0.00	\$18,638.00
Materials and Supplies Cons. (504):	\$114,177.00	\$0.00	\$114,177.00
Utilities (505):	\$9,688.00	\$0.00	\$9,688.00
Casualty and Liability (506):	\$12,227.00	\$0.00	\$12,227.00
Taxes (507):	\$207.00	\$0.00	\$207.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$1,575.00	\$0.00	\$1,575.00
Miscellaneous (509):	\$1,803.00	\$0.00	\$1,803.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$0.00	\$0.00	\$0.00
Annual Depreciation (513):	\$6,136.00	\$0.00	\$6,136.00
Contributed Services (530):	\$21,048.00	\$0.00	\$21,048.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$324,737.00	\$0.00	\$324,737.00

**PERFORMANCE TRENDS
DIXIE COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2013/2014	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Percent Change 2014/2015 - 2015/2016
TOTAL SERVICE	Passenger Trips	6,608	6,651	5,785	-15%
	Ambulatory Trips	5,737	5,767	5,016	-15%
	Non-Ambulatory Trips	749	760	661	-15%
	Stretcher Trips	122	124	108	-15%
	Revenue Vehicle Miles	104,253	109,314	72,660	-50%
	Vehicle Miles	116,487	119,852	93,992	-28%
	Driver Hours	7,508	7,883	8,671	9%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.06	0.06	0.08	24%
	Passenger Trips/Vehicle Mile	0.06	0.06	0.06	10%
	Passenger Trips/Driver Hour	0.88	0.84	0.67	-26%
COST	Revenue	\$427,324.00	\$423,851.00	\$472,823.00	10%
	Expenses	\$301,137.00	\$263,438.00	\$324,737.00	19%
	Cost/Passenger Trip	\$45.57	\$39.61	\$56.13	29%
	Cost/Revenue Vehicle Mile	\$2.89	\$2.41	\$4.47	46%
	Cost/Vehicle Mile	\$2.59	\$2.20	\$3.45	36%
	Cost/Vehicles	\$33,459.67	\$26,343.80	\$36,081.89	27%
	Cost/Driver Hour	\$40.11	\$33.42	\$37.45	11%
VEHICLE	Vehicles	9	10	9	-11%
	Passenger Trips/Vehicle	734	665	643	-3%
	Vehicle Miles/Vehicle	12,943	11,985	10,444	-15%
	Revenue Vehicle Miles/Vehicle	11,584	10,931	8,073	-35%
	Miles Per Trip	16	16	13	-31%
SAFETY	Number of Accidents	0	0	0	#DIV/0!
	Accidents/100,000 Miles	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Vehicle Miles Between Roadcalls	116,487	116,487	31,331	-272%
	Roadcalls	1	1	3	67%
	Passenger No-Shows	64	69	60	-15%
	Number of Unmet Trip Requests	0	0	0	#DIV/0!

Source: Annual Operations Reports





III.D.

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Levy • Madison

Marion • Suwannee • Taylor • Union Counties

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

September 29, 2016

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Suwannee River Economic Council - Operations Reports

RECOMMENDATION

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

BACKGROUND

Attached are the following reports for the Board's review:

1. April - June 2016 Operations Report;
2. Fiscal Year 2015/16 Transportation Disadvantaged Trust Fund Status Report;
3. April - June 2016 Complaint/Commendation Report; and
4. April - June 2016 Trip Denial Report.

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

Attachments

t:\lynn\td2016\dixie\memos\statoct.docx

**QUARTERLY OPERATING REPORT
DIXIE COUNTY
APRIL - JUNE 2016**

OPERATING DATA	Suwannee River Economic Council	TOTAL
NUMBER OF INVOICED TRIPS	1,570	1,570
Managed Medical Assistance Program	515	515
Title III-B Aging Program	207	207
Transportation Disadvantaged Program	848	848
TOTAL VEHICLE MILES	29,830	29,830
TOTAL REVENUE VEHICLE MILES	27,742	19,721
TOTAL VEHICLE HOURS	1,633	1,633
TOTAL DOLLARS INVOICED	\$96,143.55	\$96,143.55
Managed Medical Assistance Program	\$41,031.60	\$41,031.60
Title III-B Aging Program	\$2,991.15	\$2,991.15
Transportation Disadvantaged Program	\$52,120.80	\$52,120.80
AVERAGE COST PER TRIP	\$61.24	\$61.24
Managed Medical Assistance Program	\$79.67	\$79.67
Title III-B Aging Program	\$14.45	\$14.45
Transportation Disadvantaged Program	\$61.46	\$61.46
AVG. COST PER VEHICLE MILE	\$3.22	\$3.22
AVG. COST PER REVENUE VEHICLE MILE	\$3.47	\$4.88
AVG. COST PER VEHICLE HOUR	\$58.88	\$58.88
TRIP PURPOSE*	-	-
Medical	1,363	1,363
Employment	0	0
Education/Training	0	0
Shopping	0	0
Meal Site	207	207
Recreation	0	0
Other	0	0
NUMBER OF TRIPS DENIED	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	115	115
PERCENT OF SINGLE PASSENGER TRIPS	7%	7%
NUMBER OF ACCIDENTS	0	0
NUMBER OF VEHICLES	7	7
AVERAGE TRIPS PER VEHICLE	224	224
AVERAGE MILES PER TRIP	19	19
NUMBER OF ROADCALLS	0	0

**QUARTERLY OPERATING REPORT
DIXIE COUNTY
APRIL 2015 - JUNE 2015**

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	1,471
Medicaid HMO	637
Title III-B Aging Program	0
Transportation Disadvantaged Program	834
TOTAL VEHICLE MILES	27,949
TOTAL REVENUE VEHICLE MILES	25,993
TOTAL VEHICLE HOURS	1,530
TOTAL DOLLARS INVOICED	\$98,122.12
Medicaid HMO	\$46,289.75
Title III-B Aging Program	\$0.00
Transportation Disadvantaged Program	\$51,832.37
AVERAGE COST PER TRIP	\$66.70
Medicaid HMO	\$72.67
Title III-B Aging Program	#DIV/0!
Transportation Disadvantaged Program	\$62.15
AVG. COST PER VEHICLE MILE	\$3.51
AVG. COST PER REVENUE VEHICLE MILE	\$3.77
AVG. COST PER VEHICLE HOUR	\$64.13
TRIP PURPOSE*	-
Medical	1,471
Employment	0
Education/Training	0
Shopping	0
Meal Site	0
Recreation	0
Other	0
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	123
PERCENT OF SINGLE PASSENGER TRIPS	8%
NUMBER OF ACCIDENTS	1
NUMBER OF VEHICLES	8
AVERAGE TRIPS PER VEHICLE	184
AVERAGE MILES PER TRIP	19
NUMBER OF ROADCALLS	1

CTC: Suwannee River Economic Council
 Transportation Disadvantaged Program Service Rates:
 Ambulatory: \$1.40 per passenger mile
 Wheelchair: \$2.40 per passenger mile
 Stretcher: \$5.01 per passenger mile

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

MONTH/YEAR	CONTRACT AMOUNT	TOTAL DOLLARS SPENT	STATE FUNDS SPENT 90%	LOCAL MATCH 10%	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-15	\$210,482.00	\$17,540.75	\$15,786.68	\$1,754.08	\$192,941.25	286	\$61.33
Aug-15	-	\$17,367.86	\$15,631.07	\$1,736.79	\$175,573.39	262	\$66.29
Sep-15	-	\$17,712.93	\$15,941.64	\$1,771.29	\$157,860.46	250	\$70.85
Oct-15	-	\$17,539.44	\$15,785.50	\$1,753.94	\$140,321.02	257	\$68.25
Nov-15	-	\$15,005.20	\$13,504.68	\$1,500.52	\$125,315.82	198	\$75.78
Dec-15	-	\$16,556.56	\$14,900.90	\$1,655.66	\$108,759.26	224	\$73.91
Jan-16	-	\$20,274.64	\$18,247.18	\$2,027.46	\$88,484.62	251	\$80.78
Feb-16	-	\$18,323.80	\$16,491.42	\$1,832.38	\$70,160.82	256	\$71.58
Mar-16	-	\$17,540.20	\$15,786.18	\$1,754.02	\$52,620.62	283	\$61.98
Apr-16	-	\$17,540.80	\$15,786.72	\$1,754.08	\$35,079.82	278	\$63.10
May-16	-	\$17,540.00	\$15,786.00	\$1,754.00	\$17,539.82	284	\$61.76
Jun-16	-	\$17,541.00	\$15,786.90	\$1,754.10	-\$1.18	290	\$60.49
TOTAL	-	\$210,483.18	\$189,434.87	\$21,048.32	-	3,119	\$67.48

**DIXIE COUNTY
SERVICE COMPLAINTS/COMMENDATIONS
APRIL - JUNE 2016**

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

**DIXIE COUNTY
UNMET TRANSPORTATION NEEDS
APRIL - JUNE 2016**

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



September 29, 2016

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Florida Commission for the Transportation Disadvantaged Awards

RECOMMENDATION

For information only. No action is required.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged is seeking nominations for the 2016 Transportation Disadvantaged Awards Program. Attached is a nomination form and awards criteria.

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

Attachments

t:\lynn\td2016\dixie\memos\ftdawards.docx



Florida Commission for the Transportation Disadvantaged

Home About Us Contact Us Rider Information Doing Business Toll Permit Performance Directory

[A+](#) | [Reset](#) | [A-](#)

[CTD / Meetings & Events](#)

2016 Award Nominations



About the Awards and Nomination Forms

The deadline for submitting Award Nominations is October 24, 2016

It's that time of year again to recognize the people who work so hard to make a difference in our world of Transportation Disadvantaged services. Please take this opportunity to nominate individuals, teams and organizations who have gone above and beyond in contributing their time and/or expertise to the Transportation Disadvantaged program.

This year we have made improved changes to the nomination process that we hope you will find helpful. We have provided a nomination form for each category that incorporates a questionnaire to be completed. There is still space for you to express yourself in a narrative format, but now there is specific data that will be used by the Awards Committee to compare the different nominations. Please take the time to answer each question. If you cannot answer a question, please state that you "don't have or collect the information" or, when appropriate, state it's 'not applicable'.

Please make sure to review the Awards Criteria to ensure you have all of the required backup documentation prior to your submission. Do not include copies of training certificates or employee recognition documentation with your nominations. You may summarize this information in your narrative or support letter. Please send a digital photo of your nominee. We will need this to include in the Awards Presentation.

Awards will be presented during the CTD Awards Banquet which will be held on **December 14, 2016 in Jacksonville, Florida.**



Awards & Nomination Information

John Irvine
Phone 850-410-5712

General Information

Phone 800-983-2435 or
850-410-5700

Award Nomination Forms

- [Dispatcher Scheduler of the Year](#)
- [Driver of the Year](#)
- [Elected Official of the Year](#)
- [Innovation Award](#)
- [Operator of the Year](#)
- [Outstanding Coordinating Board of the Year](#)
- [Planning Agency of the Year](#)
- [Rural Community Transportation Coordinator of the Year](#)
- [Safety Award of the Year](#)
- [Urban Community Transportation Coordinator of the Year](#)
- [Volunteer of the Year](#)
- [William G and Budd Bell Lifetime Achievement Award](#)
- [Sheila Winitzer Shining Star Award](#)

ATTENDANCE RECORD

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	10-1-15	1-7-16	4-7-16	7-7-16
Chair	Commissioner Jason Holifield	P	A	P	P
Florida Department of Transportation Alternate Member	Sandra Collins Janell Damato	P A	P A	A A	P A
Florida Department of Children and Families Alternate Member	Debbie Andrews (Vacant)	A	P	A	A
Florida Agency for Health Care Administration Alternate Member	Dewece Ogden Pamela Hagley	P A	P A	P A	P A
Florida Department of Education Alternate Member	Melinda Jordan Jeffrey Aboumrad	A P	A P	A A	A P
Public Education Alternate Member	Tim Alexander (Vacant)	A	P	A	A
Citizen Advocate Alternate Member	(Vacant) (Vacant)				
Citizen Advocate-User Alternate Member	(Vacant) (Vacant)				
Elderly Citizen Advocate	(Vacant) (Vacant)				
Veterans Alternate Member	(Vacant) (Vacant)				
Persons with Disabilities Alternate Rep.	(Vacant) (Vacant)				
Florida Department of Edler Affairs Alternate Member	(Vacant) (Vacant)				
Children at Risk Alternate Member	Sandra Woodard Brooke Ward	A	A	A	A A
Local Medical Community Alternate Member	Scott Pendarvis (Vacant)		P	P	P
Regional Workforce Board Alternate Member	Jeannie Carr Sifoa Nunu	P A	A A	P A	P A

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

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

