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October 26, 2012

TO: Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Suwannee County Transportation Disadvantaged Coordinating Board will meet Wednesday, November 7, 2012 at 10:30 a.m. at the **Suwannee County Extension Office, 1302 11 Street SW, Live Oak, 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 extension 110.

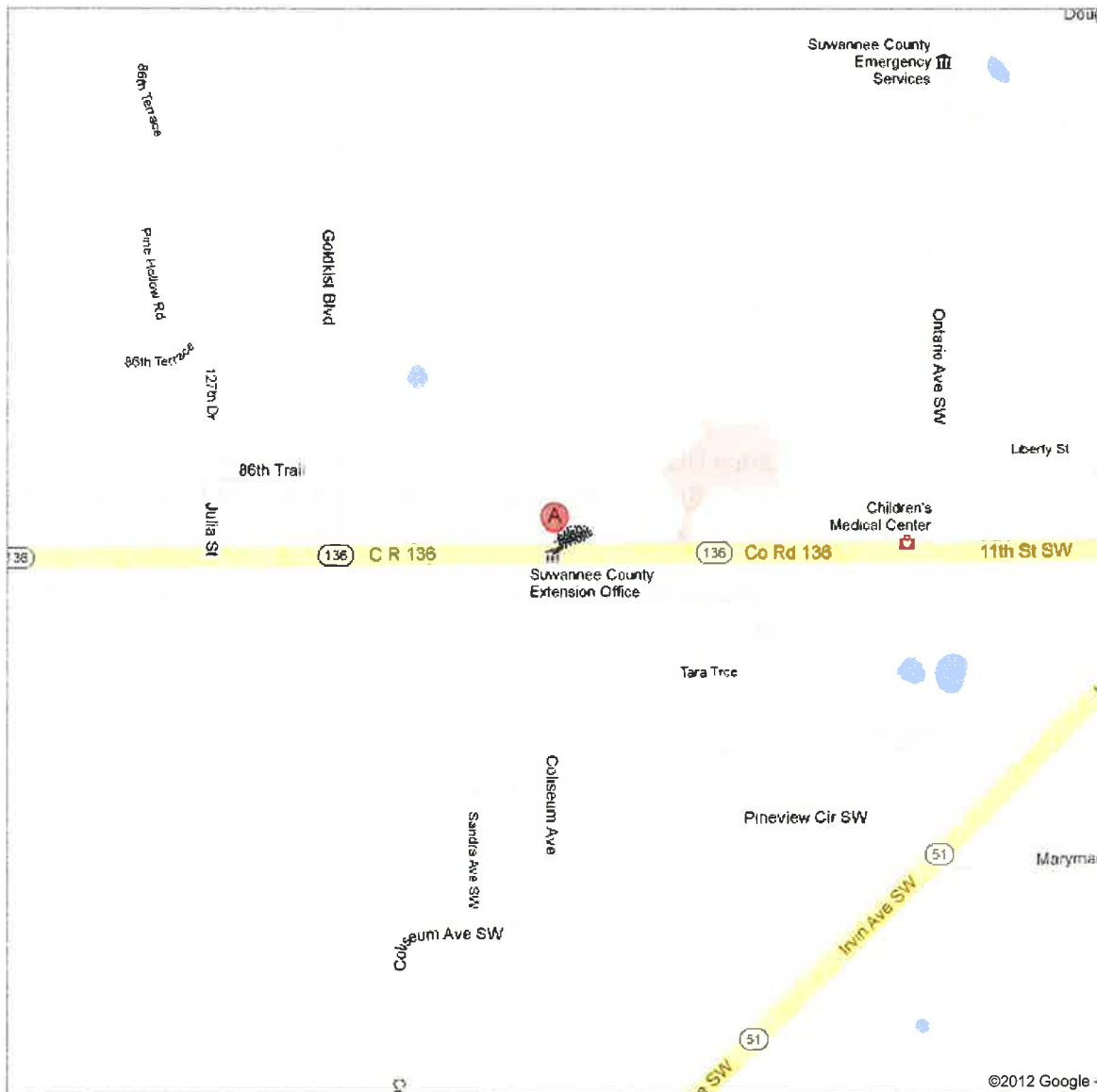
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Dedicated to improving the quality of life of the Region's citizens,  
by coordinating growth management, protecting regional resources,  
promoting economic development and providing technical services to local governments.



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Live Oak, FL 32064





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## **SUWANNEE COUNTY**

### **TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

#### **MEETING ANNOUNCEMENT AND AGENDA**

Meeting Room  
Live Oak City Hall  
101 S.E. White Avenue  
Live Oak, Florida

Wednesday  
**November 7, 2012**  
10:30 a.m.

#### **I. BUSINESS MEETING – CALL TO ORDER**

##### **A. Introductions**

##### **B. Approval of the Meeting Agenda**

**ACTION REQUIRED**

##### **C. Approval of the September 5, 2012 Minutes**

**ACTION REQUIRED**

#### **II. NEW BUSINESS**

##### **A. Annual Performance Evaluation**

**ACTION REQUIRED**

The Board needs to review and approve Suwannee Valley Transit Authority's Annual Performance Evaluation

##### **B. 2011/2012 Annual Operations Report**

**NO ACTION REQUIRED**

The Board needs to review the 2011-2012 Annual Operations Report

##### **C. Multi-County Board**

**NO ACTION REQUIRED**

Enclosed is information concerning the creation of a multi-county Transportation Disadvantaged Coordinating Board with Columbia and Hamilton Counties

**D. Operations Reports**

**NO ACTION REQUIRED**

**III. OTHER BUSINESS**

**A. Comments**

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

**IV. FUTURE MEETING DATES**

- A. Wednesday, March 6, 2013 at 10:30 a.m.**
- B. Wednesday, June 5, 2013 at 10:30 a.m.**
- C. Wednesday, September 4, 2013 at 10:30 a.m.**
- D. Wednesday, November 6, 2013 at 10:30 a.m.**

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

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

# SUWANNEE COUNTY COORDINATING BOARD

## Voting Members

*Chairperson*  
**Commissioner Jesse Caruthers**

*Department of Transportation*  
**Sandra Collins - Grievance Committee Member**

*Department of Children and Families*  
**Kay Tice**

*Department of Education*  
**(Vacant)**

*Public Education*  
**Scott Pfender**

*Citizen Advocate*  
**(Vacant)**

*Citizen Advocate - User*  
**(Vacant)**

*Elderly Representative*  
**Charles Burke**

*Veteran Representative*  
**Ellis A. Gray, III**

*Persons with Disabilities Representative*  
**(Vacant)**

*Community Action Agency Representative*  
**Matt Pearson - Vice Chair/Grievance Committee Member**

*Department of Elder Affairs*  
**Bruce Evans**

*Early Childhood Services*  
**Colleen Cody**

*Private Transit Representative*  
**Robin Lumpkins**

*Agency for Health Care Administration - Medicaid*  
**Alana McKay - Grievance Committee Member**

*North Florida Workforce Development Board*  
**Sheryl Rehberg**

*Local Medical Community*  
**(Vacant)**

## Alternate Members

*Department of Transportation*  
**(Vacant)**

*Department of Children and Families*  
**(Vacant)**

*Department of Education*  
**(Vacant)**

*Public Education*  
**(Vacant)**

*Citizen Advocate*  
**(Vacant)**

*Citizen Advocate - User*  
**(Vacant)**

*Elderly Representative*  
**(Vacant)**

*Veteran Representative*  
**(Vacant)**

*Persons with Disabilities Representative*  
**(Vacant)**

*Community Action Agency Representative*  
**Frances Terry**

*Department of Elder Affairs*  
**Janis Owen**

*Early Childhood Services*  
**(Vacant)**

*Private Transit Representative*  
**(Vacant)**

*Agency for Health Care Administration - Medicaid*  
**Andrew Singer**

*North Florida Workforce Development Board*  
**Cindy Heffernan**

*Local Medical Community*  
**(Vacant)**

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**SUWANNEE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD  
MEETING MINUTES**

Meeting Room  
Live Oak City Hall  
Live Oak, Florida

Wednesday  
September 5, 2012  
10:30 a.m.

**VOTING MEMBERS PRESENT**

Charles Burke, Elderly Representative  
Colleen Cody, Early Childhood Services  
Ellis A Gray, III, Veterans Representative  
Robin Lumpkins, Private Transportation Representative  
Alana McKay, Agency for Health Care Administration - Medicaid  
Matthew Pearson, Community Action Agency Representative, Vice-Chair  
Scott Pfender, Public Education Representative  
Kay Tice, Florida Department of Children and Families

**VOTING MEMBERS ABSENT**

Commissioner Jesse Caruthers, Chairman  
Sandra Collins, Florida Department of Transportation  
Bruce Evans, Florida Department of Elder Affairs  
Sheryl Rehberg, North Florida Workforce Development Board

**OTHERS PRESENT**

Theresa Fortner, Suwannee Valley Transit Authority  
Bill Steele, Suwannee Valley Transit Authority  
Jaime Sandes, Florida Department of Children and Families

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Vice Chair Pearson called the meeting to order at 10:30 a.m.

**A. Introductions**

Vice Chair Pearson asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

**ACTION:** Scott Pfender moved to approve the meeting agenda. Robin Lumpkin seconded; motion passed unanimously.

**C. Approval of the June 6, 2012 Minutes**

**ACTION:** Charles Burke moved to approve the June 6, 2012 minutes. Kay Tice 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 that the Board review and approve the Bylaws annually. She said there have been no changes made to the Bylaws.

Ms. Alana McKay asked if the provision for emergency meetings was added since it is underlined.

Ms. Godfrey said the provision for emergency meetings was added last year.

**ACTION:** Kay Tice moved to approve the Bylaws. Colleen Cody seconded; motion passed unanimously.

**B. Operations Reports**

The Board reviewed Suwannee Valley Transit Authority's operations reports.

Vice Chair Pearson noted that \$33,899 of Transportation Disadvantaged Trust Funds remained at the end of the grant period. She asked if those funds were returned to the Florida Commission for the Transportation Disadvantaged.

Ms. Teresa Fortner, Suwannee Valley Transit Authority Manager, stated that those funds have been spent.

Vice-Chair Pearson requested that operating data for each vendor be reported in future quarterly operating reports.

Mr. Bill Steele, Suwannee Valley Transit Authority Director of Operations, stated that Suwannee Valley Transit Authority now provides approximately 53 percent of the service. He also distributed a map showing the location of their riders.

### **III. OTHER BUSINESS**

#### **A. Comments**

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

There were no member comments.

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

Mr. Bill Steele asked if the Columbia, Hamilton and Suwannee County Coordinating Boards could be combined into one Board.

Ms. Godfrey stated that the Boards have discussed combining into one Board in the past. She said she will ask staff from the Florida Commission for the Transportation Disadvantaged to attend the next meeting to discuss combining the Boards.

The Board discussed combining into one Board and agreed to place this issue on the next agenda for discussion.

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

Vice Chairman Pearson stated that the next meeting of the Board will be held Wednesday, November 7, 2012 at 10:30 a.m.

**ADJOURNMENT**

The meeting adjourned at 11:30 a.m.

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Date

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October 26, 2012

TO: Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

#### RECOMMENDATION

Review and approve Suwannee Valley Transit Authority's annual performance evaluation.

#### BACKGROUND

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

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# ***CTC***

## ***EVALUATION WORKBOOK***

Florida Commission for the



## **Transportation Disadvantaged**



CTC BEING REVIEWED: SUWANNEE VALLEY TRANSIT AUTHORITY

COUNTY: SUWANNEE

ADDRESS: 1907 VOYLES STREET, LIVE OAK, FL 32060

CONTACT: GWENDOLYN PRA, ADMINISTRATOR PHONE: 386-362-5332

REVIEW PERIOD: 7/1/11 - 6/30/12

PERSON CONDUCTING THE REVIEW: LYNN GODFREY, AICP, SENIOR  
PLANNER

CONTACT INFORMATION: NCFRPC



# CTC Review

## Suwannee Valley Transit Authority

County: Suwannee

Date(s) of Review: 7/1/11 - 6/30/12

### **I. Records and Areas of Review**

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Bus/Van Ride
- E. Surveys
- F. Follow-up of previous QAPE Review
- G. Additional Observations

### **II. Findings and Recommendations**

#### **A. General Information**

##### **Area of Noncompliance:**

None

##### **Recommendations:**

1. Suwannee Valley Transit Authority's Riders Guide is in draft form. Suwannee Valley Transit Authority should finalize the Riders Guide and distribute it to passengers as soon as possible.
2. The Riders Guide should provide information about Suwannee Valley Transit Authority's complaint process.
3. The Riders Guide should provide information about the Transportation Disadvantaged Helpline.

#### **B. Chapter 427, F.S.**

##### **Area of Noncompliance:**

Suwannee Valley Transit Authority's subcontracts should state that all bills shall be paid within seven calendar days to subcontractors after receipt of said payment by the Community Transportation Coordinator in accordance with Chapter 287.0585, Florida Statutes.

##### **Recommendation:**

Amend the subcontracts.

#### **C. Rule 41-2, F.A.C.**

##### **Area of Noncompliance:**

1. The Billing Requirement standard does not require that all bills be paid within seven calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Chapter 287.0585, Florida Statutes.
2. SVTA did not meet the roadcall standard of no more than 2 roadcalls annually.

## **CTC Review**

### **Suwannee Valley Transit Authority**

#### **Recommendation:**

1. Amend the Transportation Disadvantaged Service Plan Billing Requirement Standard to be in compliance with Chapter 287.0585, Florida Statutes.
2. Review the roadcall standard and age of vehicle fleet.
3. Suwannee Valley Transit Authority reported \$33,899.74 of Transportation Disadvantaged Trust Funds remaining as of 6/30/12. Therefore, SVTA should review the Transportation Disadvantaged Trust Fund trip priorities and whether additional trip priorities should be provided.

#### **D. Bus/Van Ride**

##### **Area of Noncompliance:**

1. Local toll free and TD Helpline phone numbers were not posted for comments/complaints/commendations in the vehicle observed during the onsite observation.

##### **Recommendation:**

1. Post local and the Transportation Disadvantaged Helpline phone numbers in all vehicles.
2. Not all of the passengers on the vehicle during the on site observation wore seatbelts and the driver did not ensure that passengers were properly belted during the onsite observation. Suwannee Valley Transit Authority should provide the Board with their passenger assistance and securement policy.

#### **E. Surveys (see attachment)**

**Area of Noncompliance:** None

**Recommendation:** None

#### **F. Level of Competition**

**Area of Noncompliance:** None

##### **Recommendation:**

1. Suwannee Valley Transit Authority provided staff with a Resolution that requires the Suwannee Valley Transit Authority Administrator to conduct an Invitation to Bid or Request for Proposals to acquire transportation vendors by October 1, 2012. Suwannee Valley Transit Authority should provide the Board with the results of the competitive procurement process.

## GENERAL QUESTIONS

1. DESIGNATION DATE OF COMMUNITY TRANSPORTATION COORDINATOR: 1/1/12
  
2. WHAT IS THE COMPLAINT PROCESS? Suwannee Valley Transit Authority's complaint process is attached.  
 IS THIS PROCESS IN WRITTEN FORM? ☒ Yes ☐ No  
 IS THE PROCESS BEING USED? ☒ Yes ☐ No
  
3. DOES THE COMMUNITY TRANSPORTATION COORDINATOR HAVE A COMPLAINT FORM? ☒ Yes ☐ No  
 Suwannee Valley Transit Authority's complaint form is attached.
  
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 TRANSPORTATION DISADVANTAGED HELPLINE?  
 The Transportation Disadvantaged Helpline is not referenced in Suwannee Valley Transit Authority's complaint process.
  
7. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE TD HELPLINE, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?  
☒ Yes ☐ No
  
8. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TRANSPORTATION DISADVANTAGED SERVICES?  
☐ Yes ☒ No  
 SVTA's Riders Guide (attached) is in draft form.
  
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 RIDERS/ BENEFICIARIES?

Suwannee Valley Transit Authority's Transportation Disadvantaged Program eligibility application is attached.

Comments:

Suwannee Valley Transit Authority's should finalize the Riders Guide and distribute it to passengers as soon as possible.

The Riders Guide should provide information about Suwannee Valley Transit Authority's complaint process.

The Riders Guide should include information about the Transportation Disadvantaged Helpline.

**SUWANNEE VALLEY TRANSIT AUTHORITY**  
1907 Voyles Street  
Live Oak, Florida 32060

**SVTA POLICY MEMORANDUM # 2012-019**

**24 SEPT 2012**

**PURPOSE:** The purpose of the policy memorandum is to set formal procedure for taking and processing complaints.

**ADMINISTRATOR'S INTENT:** To insure all citizens and customers of SVTA has the opportunity to express their opinions and concerns regarding SVTA and that their complaints will reviewed dealt with as appropriate.

**AUTHORITY:** Standard 'good business practice'

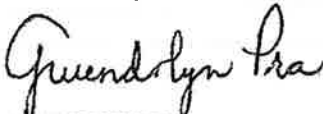
**APPLICATION:** This policy is mandatory for all SVTA personnel

**POLICY:** SVTA will accept, and process any calls of complaints against SVTA, its employees or service IAW the SVTA Complaint Procedures as dictated in this memorandum. Further, a notice showing the 'Complaint Line' will be posted on each SVTA transport vehicle.

**PROCEDURE:** Complaint calls will be processed IAW the follow procedures:

- 1) Any employee who takes a call from a person wishing to lodge a complaint against SVTA, will take the caller's name, contact number and forward that information to the Director of Operations. When taking the complaint, the employee will be professional and will not argue or dissuade the caller in any way. The employee will not engage the caller about the complaint.
- 2) Upon receiving the information from the employee, the Director of Operations will log in the complaint on the SVTA Complaint Log
- 3) The Director of Operations (or a supervisor that the Director assigns) will contact the complainant and review the issues of the complaint with the complainant.
- 4) Upon receiving all available Information regarding the complaint, the Director of Operations will evaluate the complaint and determine if the complaint is valid, sustained, or unfounded. The Director of Operations will notate the determination on the SVTA Complaint Log.
- 5) If the complaint is found to be valid and/or sustained, the Director of Operations will formulate a plan of action to correct the deficiency and make the recommendation to the Administrator. Should the determination be made that an SVTA employee is at fault, all recommendations to the Administrator on what actions to take against the employee will be IAW the SVTA Personnel Rules, Regulations and Policy.
- 6) The Complaint log will be provided to the SVTA Board of Directors as part packet present at the quarterly Board meeting.

POC for this policy is the Director Of Operations



GWENDOLYN PRA

ADMINISTRATOR, SUWANNEE VALLEY TRANSIT

# SUWANNEE VALLEY TRANSIT AUTHORITY

## RIDERSHIP COMPLAINT LOG W/ SUMMARY

COMPLAINT #	2012-02_001
DATE OF COMPLAINT	2/22/2012
TIME OF COMPLAINT	0750 HRS
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	3 day Requirement: Ms. Walker complains about the 3 business day requirement for scheduling;
SVTA'S ACTION TAKEN	Ms. Walker was advised of the rule V-D2A(1) 3 business days needed for scheduling
RESOLUTION	Closed by providing complaint with facts.
COMPLAINT #	2012-02_002
DATE OF COMPLAINT	2/23/2012
TIME OF COMPLAINT	0810 HRS
COMPLAINANT'S NAME	
COMPLAINT'S POC	(;
COMPLAINT'S ISSUE	Late Pickup: Complained that SVTA doesn't arrive in a timely manner; she has many clients to visit and can't wait around with her client for SVTA to arrive, thus wants SVTA there exactly on time.
SVTA'S ACTION TAKEN	Ms. Lewis was advised that SVTA picks up scores of passengers each day over a 3 county area. While SVTA's goal is to be as timely as possible, events and other pickups occur and no pick up is nor can be guaranteed.
RESOLUTION	Closed by providing complaint with facts.
COMPLAINT #	2012-02_003
DATE OF COMPLAINT	2/23/2012
TIME OF COMPLAINT	1200hrs
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Call-in time; didn't like Receptionist's voice; late pickup.
SVTA'S ACTION TAKEN	Advised of SVTA's antiquated phone system; advise vast # of pickup in 3 county area. Pickup times not guaranteed.
RESOLUTION	Closed by providing complaint with facts.
COMPLAINT #	2012-02-004
DATE OF COMPLAINT	2/23/2012
TIME OF COMPLAINT	1230 hrs.
COMPLAINANT'S NAME	
COMPLAINT'S POC	Called several times; calls drop, then fast busy signal. Tried second #, no longer in service.
COMPLAINT'S ISSUE	Schedule Appt more than 30 days out
SVTA'S ACTION TAKEN	(WILL)Advised policy of needing to verify eligibility closer to appointment date. Verification for that far out can not be done
RESOLUTION	(WILL) Advised complainant to call and schedule within 30day of appointment.
COMPLAINT #	2012-02_004
DATE OF COMPLAINT	2/19/2012
TIME OF COMPLAINT	0900hrs
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Upset about the 3 business day notice
SVTA'S ACTION TAKEN	Repeated calls only to get answering machine
RESOLUTION	(WILL) advised complainant of the 3 day rule
COMPLAINT #	2012-03_001
DATE OF COMPLAINT	3/1/2012
TIME OF COMPLAINT	9:20
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Bus Service from Jasper to Live Oak - cancelled the school route
SVTA'S ACTION TAKEN	Advised that school route was not cost effective; plans to circuit route from Jasper to Gainesville
RESOLUTION	Presented information, no further action required

# SUWANNEE VALLEY TRANSIT AUTHORITY

## RIDERSHIP COMPLAINT LOG W/ SUMMARY

COMPLAINT #	2012-03_002
DATE OF COMPLAINT	3/2/2012
TIME OF COMPLAINT	0:00
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Upset that Driver would not take Rider to local pharmacy; felt she was treated rudely
SVTA'S ACTION TAKEN	Advised Rider of Medicaid rule IVc1.g; Advised her that driver attitudes will be a topic for tomorrow's Driver's Tng.
RESOLUTION	Presented information, no further action required

COMPLAINT #	2012-03_002
DATE OF COMPLAINT	3/2/2012
TIME OF COMPLAINT	945
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Can not get through to make an appointment
SVTA'S ACTION TAKEN	Called her directly and made her appointment
RESOLUTION	Appt made

COMPLAINT #	2012-03_003
DATE OF COMPLAINT	3/2/2012
TIME OF COMPLAINT	1646 hrs.
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Upset over the 3 business day rule; wants ride for a medical consult immediately.
SVTA'S ACTION TAKEN	Ms. Carson was advised of the rule V-D2A(1) 3 business days needed for scheduling
RESOLUTION	Ms. Carson states she will call ACCH to complain

COMPLAINT #	2012-03_004
DATE OF COMPLAINT	3/6/2012
TIME OF COMPLAINT	1330 hrs.
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Demands next day service
SVTA'S ACTION TAKEN	Advised Mr. Nickels of the 3 business day rule IAW Rule V-D2A(1)
RESOLUTION	Mr. Nickels advised he'll call his lawyer.

COMPLAINT #	2012-03_005
DATE OF COMPLAINT	3/6/2012
TIME OF COMPLAINT	1335 hrs.
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Needs trip to Gainesville but refuses to wait for a return trip - wants to be returned home immediately when done.
SVTA'S ACTION TAKEN	Advised the transport must wait until last rider has finish appointment before transport can return.
RESOLUTION	Complaint states she'll call the 1-800 number to complain

COMPLAINT #	2012-03_006
DATE OF COMPLAINT	3/20/2012
TIME OF COMPLAINT	1330hrs
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Complains about her mother having to be on a bus with to many stops to/from her appointments in Gainesville
SVTA'S ACTION TAKEN	Advised complainant the requirements for multi-load / cost measures
RESOLUTION	Requested and given # the 1-800 complaint number.

COMPLAINT #	2012-03_07
DATE OF COMPLAINT	3/20/2012
TIME OF COMPLAINT	1430hrs
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	A Vender (Parrish) Driver failed to properly secured wheelchair rider and then joked about it in presence of wife.
SVTA'S ACTION TAKEN	Investigated complaint. Parrish found driver to be at fault, took corrective action (3 day suspension)
RESOLUTION	report being prepared for SVTA Administrator's review and action

# SUWANNEE VALLEY TRANSIT AUTHORITY

## RIDERSHIP COMPLAINT LOG W/ SUMMARY

COMPLAINT #	2012-03_08
DATE OF COMPLAINT	3/26/2012
TIME OF COMPLAINT	859
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	3 day rule; called on Mon for an appoint on Tues. Stated the Dr. would charge her \$200. if appoint was cancelled.
SVTA'S ACTION TAKEN	contacted AHCA to verify if Ms. Brown could in fact be charged for a cancelled appointment due to 3 day rule.
RESOLUTION	AHCA to advise Dr's Office of proper procedures. Ms. Brown to reschedule appoint and then call SVTA IAW 3 day rule.

COMPLAINT #	2012-03_09
DATE OF COMPLAINT	3/26/2012
TIME OF COMPLAINT	1712hrs
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Complaint states N&C was called for a pickup at 1617hrs & recalled at 1705hrs. N&C adviser her to push rider outside where she can
SVTA'S ACTION TAKEN	Call N&C at 1617 hrs. Recalled at 1700. was at the county line. Said for nurse to push the lady outside. Complainant also Upset because she is now late for a second job.
RESOLUTION	

COMPLAINT #	2012-03_10
DATE OF COMPLAINT	3/26/2012
TIME OF COMPLAINT	1130
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Unsafe driving by Bus # 10: South on 41/441, upon coming to a lane merge, complainant noted SVTA bus speeding up, then PBO sped up to pass and beat complaint to the single lane, coming dangerously close.
SVTA'S ACTION TAKEN	Counseled driver appropriately
RESOLUTION	

COMPLAINT #	2012-04_001
DATE OF COMPLAINT	4/4/2012
TIME OF COMPLAINT	900
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	failure to pick up at the appointed time
SVTA'S ACTION TAKEN	Info obtained revealed he had NOT made any reservation and in fact is not eligible for Medicaid.
RESOLUTION	Made special action to take him under 'route charge of \$9.00 since he needs dialysis & sent to him TD form.

COMPLAINT #	2012-04_002
DATE OF COMPLAINT	4/12/2012
TIME OF COMPLAINT	1430 hrs.
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Attitude of Trip Reservation Agent. Complainant feels Agent is just plain rude. She could not identify the agent
SVTA'S ACTION TAKEN	Remind Agents of need to be polite
RESOLUTION	No special action needed or taken

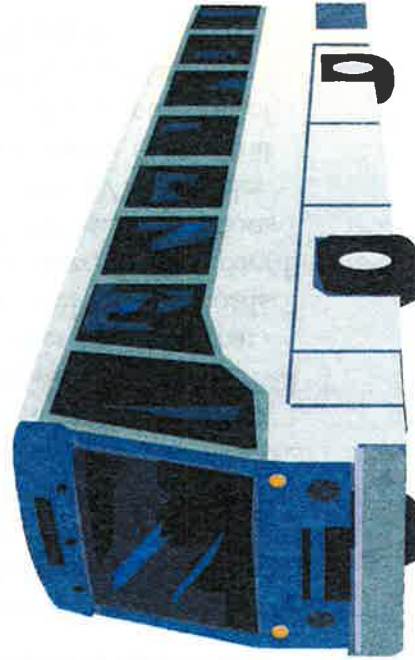
COMPLAINT #	2012-04_003
DATE OF COMPLAINT	4/12/2012
TIME OF COMPLAINT	1600 hrs.
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Upset being picked up early for an appointment & the driver was rude
SVTA'S ACTION TAKEN	Advised SVTA must multi-load thus pick up times not at rider's convenience; Mgt will counsel driver on rudeness.
RESOLUTION	Mrs Curtis stated she understood multi-loading and agrees husband will be ready and patient in the future.

COMPLAINT #	2012-04_005
DATE OF COMPLAINT	4/17/2012
TIME OF COMPLAINT	1136 hrs
COMPLAINANT'S NAME	
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Complainant disagrees with the minimum 3 day rule.

**SUWANNEE VALLEY TRANSIT AUTHORITY****RIDERSHIP COMPLAINT LOG W/ SUMMARY**

<b>SVTA'S ACTION TAKEN</b>	Advised Complainant of the Medicaid rule VD-2A(1)
<b>RESOLUTION</b>	Stated he understood and will comply in the future.

COMPLAINT #	2012-04_006
DATE OF COMPLAINT	4/17/2012
TIME OF COMPLAINT	15:36 hrs
COMPLAINANT'S NAME	r
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Complainant demanded same day service.
SVTA'S ACTION TAKEN	Determined that Complainant had been calling Dr.'s Office thinking that office was making reservation for ride.
RESOLUTION	Waived policy and had Ms. Read at her appointment.



**Suwannee Valley Transit Authority**  
**1907 Voyles Street**  
**Live Oak, Florida 32064**

## **RIDERS GUIDE**

# **SUWANNEE VALLEY TRANSIT AUTHORITY**

**OFFICE HOURS:**

**MONDAY - FRIDAY**

**8AM-5PM**

**STATE OF FLORIDA DESIGNATED  
NON-EMERGENCY MEDICAL  
TRANSPORTATION AGENCY**

**1907 Voyles Street  
Live Oak, Florida 32064**

**(386) 362-5332**

**Reservations: Extension: 2**

**Cancellations/Confirmations: Ex. 3**

**Finance Dept: Ex. 1**

**Medicaid Dept: Ex. 4**

**Fax: (386) 364-7834**

**Toll Free 1-800-258-7267**

## Quick Reference

Office hours Mon - Fri , 8am - 5pm

Phone: (386) 362-5332

Toll Free: 1-800-258-7267



[When you call, LISTEN and follow the prompts]

Fax: (386) 364-7834

When calling to make a reservation for transportation, please know your appointment date/time, location (address/office name), and approximately how long your appointment will last.

Please place reservations 3 days (excluding weekends and holidays) in advance prior to the appointment date.

A minimum 24 hour notice for canceled appointments is required.

The Suwannee Valley Transit Authority System is comprised of the Suwannee, Columbia, and Hamilton Board of County Commissioners (BOCC), which is a policy oversight body; and the Community Transportation Coordinator. SVTA, which oversees the day to day management of the system, documents all reservations, bills/invoices, schedules trips and employs the drivers who operate the vehicles. In an effort to explain the services, this RIDERS GUIDE is offered to the general public. Everyone associated with Suwannee Valley Transit Authority is committed to providing quality services.

Suwannee Valley Transit Authority is a **NON-EMERGENCY MEDICAL TRANSPORTATION AGENCY**. SVTA can transport via wheelchair and does have subcontractors that can transport via stretcher, with a doctors letter stating that the rider requires a stretcher.

## COMMUNITY DISASTER EMERGENCY PROCEDURES

During a Community Disaster, SVTA will work with the Emergency Operations Center to make every attempt to transport community residents as needed. Depending upon the nature of the disaster, it may be necessary to establish pickup and drop off points due to weather, road decay, water and other situations that make it unsafe to travel on some roads. In the event of a disaster, through coordination with the Emergency Operations Center of each county, SVTA vehicles will be utilized to evacuate the general public and special needs population of Suwannee, Columbia, and Hamilton Counties to Safe Shelters.

# SUWANNEE VALLEY T

- Service Animals may accompany their rider.
- Personal Care Attendant (PCA) is allowed to travel with rider to provide personal or medical needs.
- Please provide 24 HOUR NOTICE if you must cancel a reservation.
- This is a SHARED RIDE SERVICE. Vehicles may stop to let other riders on or off before you reach your destination. SVTA and its vendors transport a great number of riders daily, so you will most likely share the vehicle with other riders.
- Every Rider is responsible for a \$1.00 co-pay each way; \$2.00 round trip.
- When making your reservation please plan your trip 3 business days in advance prior to the appointment date (not including weekends and holidays). This is a policy put into place by Medicaid that we have to follow. There are, however, exceptions. If you have an emergency onset AND a notice from your doctor, SVTA can transport you. If you are riding under private pay, we will do our best to accommodate you.
- If you have an appointment that will continue for a long period of time, (i.e. physical therapy or dialysis treatment) SVTA can set up what is called a Subscription Trip. This will put you on our drivers manifest for the duration of your appointments without the need of you calling to make each individual scheduled appointment.
- RETURN PICK UPS are done either by "will call", or with a scheduled pick up time. If you know approximately what time your appointment will end, please let the reservationist know when scheduling the appointment. If you do not know, it will be set up as "will call". This means that when you get out of the doctor visit, either you or your doctor will have to call the SVTA office to request a driver to come pick you up.
- SVTA drivers will do their best to get you to your appointment as close to the scheduled time with minimal wait time. Riders must understand that SVTA is a 'rural' transportation service. Times between pick up and drop off will be long due to the fact that pickup locations are at the far ends of each county, and a Driver has many Riders who must be picked up. Riders must be prepared for extended travel times and wait times. Riders must bring appropriate provisions (water, snacks, medications, reading materials) for extended wait and travel periods.
- A NO SHOW occurs when the driver arrives to pick up a rider with a scheduled pick up, and the rider is not prepared to travel, not available or their trip was not cancelled within the required 24 hour window. If you NO SHOW or CANCEL at the door for the first part of your trip, then all rides that day will be canceled. We make all efforts to contact the rider. Late cancelations are the same as a no-show. You must have a current and accessible telephone number on file.

# TRANSIT AUTHORITY

## WHO IS ELIGIBLE / HOW

**MEDICAID** - State and Federal funding source for medical transportation. Must have a valid Medicaid number that is eligible for transportation. There is a \$2 co-pay for one round trip that the rider is expected to pay.

**TDTF RIDERS** - (Transportation Disadvantaged Trust Fund). The TD Trust Fund is a state grant that SVTA receives for those in need of transportation to medical appointments, but have no means of transportation and do not have Medicaid. In order to qualify to rider under TD, you must fill out a TDTF Eligibility form. This can either be mailed to you, or you can get one from a driver on your first ride. Basic qualifications include, but not limited to: you do not have an operating vehicle registered under your name, you do not have any other possible ways of transportation, you must pay the co-payment of \$2 per round trip.

## **OTHER FUNDING SOURCES**

SVTA can also transport riders under what is called Private Pay. This basically means that we have a flat rate for certain trips, whether it is within your county, or inter county transportation. To find out the rates for a specific trip, please call the SVTA main office.

## SVTA RIDER CODE OF CONDUCT

Riders and Drivers are required to follow these rules of conduct to ensure everyone's safety.

- Smoking or any form of tobacco is not permitted on the vehicle.
- Eating or drinking is not permitted on the vehicle unless medically necessary.
- Riders and Drivers under the influence of alcohol or illegal drugs will not be tolerated.
- Abusive, threatening, obscene language or similar actions are not permitted.
- Riders are responsible for exact cash.
- Operating or tampering with equipment while on board the vehicle is prohibited.
- Passengers may use personal listening devices with headphones only.
- Any behavior that is disruptive to the driver or other passengers will not be tolerated.
- Riders are not permitted to ask drivers for special treatment or to make extra stops during transport.
- Riders are not permitted to exit the vehicle during transport until they have reached their destination.
- Riders are responsible for their personal belongings. SVTA is not responsible for lost or misplaced property.
- All wheelchair bound riders must be secured in place before an SVTA vehicle begins to move.
- All wheelchairs, walkers or other mobility devices must be in good and safe working condition.
- A Rider who needs special assistance must obtain that assistance and have an assistant with them. That Assistant must be willing and able to assist the Rider. Persons under 18 can not be an Assistant to a Rider. The Assistant must pay the required co-pay or fare.



# Suwannee Valley Transit Authority

## TRANSPORTATION DISADVANTAGED

### ELIGIBILITY APPLICATION

The Transportation Disadvantaged Program was established to provide transportation services to the elderly, disabled, economically disadvantaged, children at risk and to individuals who have no other forms of transportation. It is our goal to provide citizens with safe, reliable, convenient, affordable and cost efficient public transportation. For more information, please call SVTA at (386) 362-5332.

**NOTE: ALL BLANKS must be completed legibly in order for your application to be reviewed.**

#### Section 1 - Personal Information

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ MI: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

COUNTY: \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_ GENDER: \_\_\_\_\_ SS#: \_\_\_\_-\_\_\_\_-\_\_\_\_ PHONE: (\_\_\_\_) \_\_\_\_-\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_ PHONE: (\_\_\_\_) \_\_\_\_-\_\_\_\_

#### Section 2 - Household Member Information

##### HOUSEHOLD MEMBER & TOTAL HOUSEHOLD INCOME:

<u>NAME &amp; RELATIONSHIP</u>	<u>AGE</u>	<u>MO. INCOME</u>	<u>DRIV LIC (Y/N)</u>	<u>RECEIVE FOOD STAMPS (Y/N)</u>
_____	_____	\$ _____	_____	_____
_____	_____	\$ _____	_____	_____
_____	_____	\$ _____	_____	_____
_____	_____	\$ _____	_____	_____

#### Section 3 - Availability of Transportation

1. Do you have a Driver License? YES: \_\_\_\_\_ NO: \_\_\_\_\_ DL#: \_\_\_\_\_
2. What type of vehicle do you own? Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ N/A: \_\_\_\_\_
3. If approved, how long will the transportation services be needed? (Please explain below.)  
\_\_\_\_\_  
\_\_\_\_\_
4. Does any other member of your household own a vehicle? YES: \_\_\_\_\_ NO: \_\_\_\_\_
5. Could anyone in your household, family or friends transport you to your appointments?  
YES: \_\_\_\_\_ NO: \_\_\_\_\_ If no, why? \_\_\_\_\_  
\_\_\_\_\_
6. How are you currently being transported to your appointments? \_\_\_\_\_

7. Are you aware that you are required to pay a co-payment of \$1 each way for this program and that if you do not pay, you cannot ride? YES: \_\_\_\_\_ NO: \_\_\_\_\_
8. Do you receive VA benefits for transportation? YES: \_\_\_\_\_ NO: \_\_\_\_\_

#### **Section 4 - Information About Recurring Medical Appointments**

Main Purpose of Appointment: \_\_\_\_\_

Dialysis: \_\_\_\_\_ Oncology: \_\_\_\_\_ Physical Therapy: \_\_\_\_\_ Other: \_\_\_\_\_

Anticipated Appointment Time: \_\_\_\_\_ Length of Appointment: \_\_\_\_\_ Days of Week: \_\_\_\_\_

Anticipated Appointment Time: \_\_\_\_\_ Length of Appointment: \_\_\_\_\_ Days of Week: \_\_\_\_\_

#### **Section 5 - Special Needs**

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

Escort: \_\_\_\_\_ Powered Wheelchair: \_\_\_\_\_ Stretcher: \_\_\_\_\_ Manual Wheelchair: \_\_\_\_\_ Walker: \_\_\_\_\_

Respirator: \_\_\_\_\_ Service Animal: \_\_\_\_\_ Cane: \_\_\_\_\_ Other: \_\_\_\_\_

#### **Section 6 - Certification and Acknowledgement**

I understand and affirm that the information provided in this application for CTD Medical Non-Emergency Transportation (NET) services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs for transportation to and from medical appointments. 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. SVTA will prosecute offenders and/or pursue civil action to recover costs incurred from false claims or criminal acts.

**NOTE: Transportation is wholly dependent on available TD funds each day.**

**APPLICANT SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Suwannee Valley Transit Authority  
1907 Voyles St, SW  
Live Oak, FL 32064  
(386) 362-5332**

#### **OFFICIAL USE ONLY**

#### **DO NOT WRITE IN THIS SPACE**

New Application: \_\_\_\_\_ Recertification: \_\_\_\_\_ TD: \_\_\_\_\_ Medicaid: \_\_\_\_\_ TMS: \_\_\_\_\_ Other: \_\_\_\_\_

Approved Date: \_\_\_\_\_ Denied Date: \_\_\_\_\_ Reason for Denial: \_\_\_\_\_

Worker: \_\_\_\_\_ Date: \_\_\_\_\_ Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

COMPLIANCE WITH CHAPTER 427, F.S.

**Review the Community Transportation Coordinator contracts for compliance with 427.0155(1), F.S.**

***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE THE COMMUNITY TRANSPORTATION COORDINATOR SUBCONTRACTS UNIFORM?

☒ Yes ☐ No

Suwannee Valley Transit Authority uses the Florida Commission for the Transportation Disadvantaged Standard Operator contract. Suwannee Valley Transit Authority's subcontracts are attached.

IS THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARD CONTRACT UTILIZED?

☒ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☒ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☒ No

Comments:

Suwannee Valley Transit Authority's subcontracts should state that all bills shall be paid within seven calendar days to subcontractors after receipt of said payment by the Community Transportation Coordinator in accordance with Chapter 287.0585, Florida Statutes.

State Of Florida  
Commission for the Transportation Disadvantaged

Standard Coordination/Operator Contract

120 days

RFO

fed threshold

svc flow  
emer pro

This contract is entered into between the community Transportation COORDINATOR, [Suwannee Valley Transit Authority(SVTA)], designated pursuant to chapter 427, F. S., to serve the Transportation Disadvantaged for the community that includes the entire area of Columbia County, Hamilton County, and Suwannee County Florida, and hereinafter referred to as the COORDINATOR and SEE ATTACHED hereinafter referred to as the OPERATOR. The terms and conditions of this contract are effective as of 1 JULY 2012 and will continue through 30 JUN 2013, unless canceled by the administrator, SVTA.

Whereas, the COORDINATOR is required, under rule 41- 2, F.A.C., contractual agreements, to provide and or enter into where cost-effective and efficient; to enter into subcontracts or to broker transportation services to Transportation Operators; and

Whereas, Transportation Disadvantaged funds include any local government, state or federal funds that are for the Transportation of Transportation Disadvantaged; and

Whereas, the COORDINATOR desires to contract with the OPERATOR for the provisions of transportation services for the Transportation Disadvantaged; and

Whereas, the COORDINATOR please it to be in the public interest to provide such transportation services through the OPERATOR for the residents of the service area who are clients of the COORDINATOR; and

Whereas, the OPERATOR will provide the COORDINATOR the opportunity to develop a proposal for any new transportation services needed; and

Whereas, the OPERATOR, in an effort to coordinate available resources, will make available transportation services to the COORDINATOR

Whereas this contract allows for the OPERATOR, in accordance with chapter 427, provide F.S., rule 41 – 2, F.A.C., and the most current community Transportation COORDINATOR policies the provisions of transportation services.

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

The OPERATOR shall comply with all local, state and federal laws and regulations that apply to the provision of 'transportation disadvantages services' to include, but not limited to

Florida Administrative Code 14-90 (Equipment and Operational Safety Standard for Bus Transit Systems);

Florida Administrative Code Rule 41-2 (Commission for the Transportation Disadvantaged)

Florida Statute Chapter 427 Part I ss 427.011 – 427.017 (Transportation Services)

45 CFR (Code of Federal Regulations), Part 205.50 (Safeguarding Information for the Financial Assistance Programs);

Florida Statute Chapter 287 (Procurement of Personal Property and Services)

Part 1 ss 287.001-287.1345 (Commodities, Insurance and Contractual Services)

Part 2 ss 287.14 – 287.20 (Means of Transportation)

FURTHER, the OPERATOR SHALL:

A. Provide services and vehicles according to the conditions specified in Amendment 1.

B. Coordinate available resources and make available transportation services to the COORDINATOR. Such services shall be provided in accordance with Amendment 1.

C. Submit to the COORDINATOR an annual operating report, no later than the date specified in Amendment 1, detailing the demographic, operational, and financial data recording coordination activities in the designated service area. The report shall be prepared on forms provided by the COMMISSION for the Transportation Disadvantaged, hereinafter COMMISSION, and according to the instructions for the forms.

D. Comply with audit and recordkeeping requirements by:

1. utilizing the COMMISSION recognized 'chart of accounts' defined in the Transportation Accounting Consortium Model Uniform Accounting Systems for Rural and Specialized Transportation Providers (uniform accounting system) for all Transportation Disadvantaged accounts and reporting purposes. Operator with existing and the equivalent accounting systems are not required to adopt the chart of accounts in lieu of their existing charts of accounts which shall prepare our reports, invoices, and physical documents relating to the Transportation Disadvantaged function and activities using the chart of accounts and accounting definitions as outlined in the reference manual above.

2. Maintaining and filing with the COORDINATOR such progress, fiscal, inventory and other reports as the COORDINATOR may require during the period of this contract.

3. COORDINATOR will reserve the right to conduct finance and compliance audits at any time. Such audits conducted by the COORDINATOR will be at the expense of the COORDINATOR.

E. Retained all financial records, supporting documents, statistical records, and any other document pertinent to this agreement for a period of five (5) years after termination of this agreement. If and all that has been initiated and audit findings have not been resolved at the end of the five (5) years, the record shall be retained at the resolution of the audit findings. The OPERATOR shall insure that these records shall be subject to inspection, review at all reasonable times by persons duly authorized by the COORDINATOR or COMMISSION or this agreement. The COMMISSION and the COORDINATOR have the right to examine any of the records and documents during the retention period. Further, OPERATOR will maintain all records (financial records, maintenance records, personnel records, and vehicle records on file for a minimum of five (5) years. All stated records will be open and ready for inspection by proper authority during normal business hours. OPERATOR will be prepared for regulatory audits when notified. SVTA or its representative may conduct a thorough audit on a date and time designated by the COORDINATOR.

F. Comply with safety requirements by:

1. Complying with section 341.061, F. S., and rule 14-90, F.A.C., concerning system safety; and

2. Assuring compliance with local, state, and federal laws and COMMISSION policies relating to drug testing; and

3. Complying with the COORDINATOR's System Safety Program Plan (SSPP) for designated service area.

G. Comply with COMMISSION Insurance requirements by maintaining at least liability insurance coverage and the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this contract. Upon the execution of this contract, the OPERATOR shall add the COORDINATOR as an additional named insured to all insurance policies covering vehicles transporting the Transportation Disadvantaged. The OPERATOR shall insure that in the event of any cancellations or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the COORDINATOR within 24 hours. On a quarterly basis, the OPERATOR shall furnish to the COORDINATOR written verification of the existence of all insurance coverage prior to the execution of this contract. Insurance coverage in the excess of \$1 million per occurrence must be approved by the COORDINATOR and/or the Local Coordinating Board before inclusion in this contract or in the justification over fare structures, s.41-2.006(1), F.A.C.

H. To safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state, and federal regulations, including but not limited to 45 CFR, Part 205.50, except upon order of a court of competent jurisdiction, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.

I. Protect Civil Rights by:

1. Complying with Title VI of the Civil Rights Act of 1964, and section 504 of the Rehabilitation Act of 1973, as amended. The OPERATOR gives us assurance in consideration of and for the purposes of obtaining federal grants, loans, contracts (except contract of insurance or guaranty), property discounts or other federal financial assistance to programs or activities receiving or benefiting from Federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so required by the COORDINATOR. OPERATOR shall also assure compliance with:

a. Title VI of the Civil Rights Act of 1964 as amended 42 USC 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.

b. Section 504 of the rehabilitation act of 1973, as amended, 29 USC 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.

c. Title IX of the Education Amendments of 1972, as amended, 20 USC 1681 et seq., which prohibits discrimination on the basis of sex and education programs and activities receiving or benefiting from Federal financial assistance

d. The Age Discrimination Act of 1975, as amended, 42 USC 6101et,seq., Which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from Federal financial assistance.

e. The Omnibus Budget Reconciliation Act of 1981,P.L. 97 – 35 which prohibits discrimination on the basis of sex and religion in programs and activities receiving or benefiting from Federal financial assistance.

f. All regulations, guidelines and standards lawfully adopted under the above statutes.

g. The American with Disabilities Act of 1990 as it may be amended from time to time.

2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from Federal financial assistance, and that it is binding upon the OPERATOR its successors, subcontractors, transferees, assignees, for the period during which said assistance is provided. Assuring that Operators, subcontractors, sub grantees, or others within the COORDINATOR arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines and standards. In the event of failure to comply, the OPERATOR agrees that the COORDINATOR may, at its discretion, seek a Court Order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated or further assistance being denied.

J. OPERATOR'S obligation to indemnify, defend, and pay for the defense or at the COORDINATOR's option to participate and associate with the COORDINATOR in the defense in trial of any kind and any related settlement negotiations shall be triggered by the COORDINATOR's notice of claim for indemnification to the OPERATOR. OPERATOR's inability to evaluate liability or its evaluation of liability shall not excuse the OPERATOR's duty to defend and indemnify within seven (7) days after such notice by the COORDINATOR is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the COORDINATOR solely negligent, shall excuse performance of this provision by the OPERATOR. OPERATOR shall pay all costs and fees related to this obligation and its enforcement by the COORDINATOR. The COORDINATOR's failure to notify OPERATOR of a claim shall not release the OPERATOR of the above duty to defend.

K. OPERATOR shall comply with all standards and performance requirements as stated in the following:

1. The Commission for Transportation Disadvantaged (Amendment II)
2. The Local Coordinating Board approved Transportation Disadvantaged Service Plan
3. Any entity that purchases services from the OPERATOR.

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

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

M. All contracts, subcontract, coordination contract will be reviewed annually by the COORDINATOR, and at the request of the COORDINATOR, the Local Coordinating Board for conformance with the requirements of this contract.

N. Return to the COORDINATOR any overpayments due to unearned funds or funds disallowed pursuant to the terms of this contract that were dispersed to the OPERATOR by the COORDINATOR. The OPERATOR shall return any overpayment within fifteen (15) calendar days after either discovery by the OPERATOR or notification of the OPERATOR by the COORDINATOR or entity purchasing Transportation whichever is earliest. In the event the COORDINATOR first discovered in overpayment has been made, the COORDINATOR will notify the OPERATOR by letter of such funding. Should repayment not be made

in a timely manner, the COORDINATOR or will charge interest after thirty (30) days after the date of notification or discovery or the COORDINATOR will deduct that amount from future Invoices.

O. In performing this Contract, the OPERATOR shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such actions shall include but not be limited to the following: employment upgrading, demotion or transfer, recruitment or recruitment advertising, lay off or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeships. The OPERATOR shall insert the foregoing provisions modified only to show the particular contractual relationship and all his/her contracts in connection with the development of operation of contract, except contracts for standard commercial supplies or raw materials, and shall require all contractors to insert a similar provision in subcontracts to insert a similar provision in subcontract relating to the performance of this Contract. The OPERATOR shall post in a conspicuous place available to all employees and applicants for employment for Project Work, notices setting forth the provisions of the nondiscrimination clause.

P. By execution of this Contract the OPERATOR represent that it has not paid and also agrees not to pay any bonus or COMMISSION for the purpose of obtaining and approval of its applications for the financing hereafter. Funds disbursed to the OPERATOR under this Contract shall not be expended for the purpose of lobbying the Legislature, the Judicial Branch or other state or federal agencies.

**THE COORDINATOR SHALL:**

A. Recognized the OPERATOR as described in Chapter 427, F. S., and rule 41 -2.

B. Ensure the entities with Transportation Disadvantaged funds will purchase Transportation Disadvantaged services through a coordinating system.

C. At a minimum, annually monitor the OPERATOR for insurance, safety, and reporting requirements, pursuant to chapter 427, F. S., and Rule 41-2, F.A.C. The information contained in the Annual Operating Report must be collected, at a minimum, quarterly from the OPERATOR.

**THE OPERATOR AND COORDINATOR FURTHER AGREE:**

A. Nothing in this contract shall require the COORDINATOR to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of this Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the COORDINATOR in writing and ordered that appropriate changes and modifications may be made by the COORDINATOR and the OPERATOR the OPERATOR may proceed as soon as possible with the provisions of transportation services.

B. If any part or provision of this contract is held invalid, the remainder of this contract shall be binding on to the parties thereto.

**C. Termination Conditions:**

1. **Termination at Will.** This Contract may be terminated by either party upon no less than fifteen (15) days' notice without cause, and that said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.

2. **Termination Due to Lack of Designation.** In the event that the COORDINATOR so designated by the Coordinating Board and approved by the Commission loses its designation, this Contract is

terminated immediately upon notification to the OPERATOR and the notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

3. Termination due to Disapproval of Memorandum of Agreement. In the event that the Commission does not accept or prove any contracted Transportation rates listed within the Memorandum of Agreement, this Contract shall be terminated immediately upon notification to the OPERATOR. Said notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

4. Termination Due to Lack of Funds. In the event funds to finance his Contract become unavailable, the COORDINATOR may terminate the contract with no less than twenty-four (24) hours written notice to the OPERATOR. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Notice shall be effective upon receipt. The COORDINATOR shall be the final authority as to the availability of funds.

5. Termination for Breach. Unless the OPERATOR's breach is waived by the COORDINATOR in writing, the COORDINATOR may, by written notice to the OPERATOR, terminate the Contract upon no less than twenty-four (24) hours' notice. Notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the COORDINATOR of breach of any provision of this contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract, and shall not act as a waiver or estoppel to enforcement of any provisions of this Contract. The provisions herein do not limit the COORDINATOR's right to remedy at law or to damages.

6. Upon receipt of notice of termination of this Contract for any reason the OPERATOR shall cease services and prepare all final report and documentation as required by the terms of this Contract. A final envoy shall be sent to the COORDINATOR within fifteen (15) days after the termination of this Contract.

D. Renegotiations or Modification of this Contract shall only be valid when they have been reduced to writing, duly approved by the COORDINATOR, and signed by both parties hereto.

E. OPERATOR shall assign no portion of this contract without the prior written consent of the COORDINATOR.

F. This Contract is the entire agreement between the parties.

G. Attachments I and II are an integral part of the Contract and are hereby incorporated by reference into this Contract. All subsequent attachments are of an optional nature.

H. Notice and Contact.

The name and address for the COORDINATOR in this Contract is: Gwendolyn Pra, Administrator, Suwannee Valley Transit Authority, 1907 Voyles St. SW., Live Oak Florida, 32064.

The name and address for the Manager of this contract is: W. Bill Steele, Director of Operations, Suwannee Valley Transit Authority, 1907 Voyles St. SW., Live Oak, FL, 32064.

The name and address for the OPERATOR responsible for the administration of this program under this contract is:

In the event that different representatives are designated by either party after execution of his Contract, notice of the name and address of the new representative will be rendered in writing to the other party and send notification attached to the originals of this Contract

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

\_\_\_\_\_  
SIGNATURE COORDINATOR

\_\_\_\_\_  
SIGNATURE OPERATOR

**ATTACHMENT I  
VENDOR/OPERATOR CONTRACT**

**SERVICE DESCRIPTION**

1. The OPERATOR will provide to SVTA the following specific service:[circle all that apply]  
Transportation for ambulatory clients; Transportation for non-ambulatory clients;  
Transportation for stretcher bound clients; Transportation for wheel chair bound clients;  
Transportation for clients in oversized wheel chairs; Transportation for motorized bound  
wheel chair clients.
2. The OPERATOR will be available to provide Transportation 24 hours a day. The OPERATOR will  
provide a current and attended telephone number and point of contact for after normal business hours.  
This telephone # and point of contact must be authorized to receive calls for service and act on those  
calls for service by the COORDINATOR or an authorized representative.
3. The OPERATOR will be available to provide transportation seven (7) days a week to include holidays.
4. The OPERATOR will provide transportation using the following vehicles, which are properly licensed,  
tagged, and insured in accordance with state law and this Contract. Motor vehicles not listed here in will  
not be used for transportation of Transportation Disadvantaged clients.

	Year	Make	Model	VIN &	Tag	Assigned Veh
ID#						
1)						
2)						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						

5. The OPERATOR will insure that the vehicles listed herein have the following equipment and set  
equipment in working condition: air-conditioning and heating; grab rails; first aid kits; seatbelts, safety  
restraints, and securing equipment; fire extinguishers; and adequate communications equipment. All  
vehicles and equipment will comply with 14-92 requirements and the Suwannee Valley Transportation  
Authority's System Safety Program Plans (SSPP).
6. The OPERATOR will insure that prior to departing station to pick up Transportation Disadvantaged for  
that day, the vehicle is given a thorough pre-trip inspection in accordance with Rule 14-92 and the SVTA  
SSPP.
7. The OPERATOR will insure that no later than the first day of the fiscal year (1 Oct) that each vehicle  
used to transport Transportation Disadvantaged is inspected the COORDINATOR (SVTA certified  
mechanic) to insure that said motor vehicle meets all inspection and safety standards as required by rule  
14-90 and SVTA's SSPP. Other than the annual inspection, the routine maintenance may be done by a  
qualified and certified mechanic (certification must be on file) of choice and must be done in accordance

with FAC 14-90 and the SVTA SSPP. The OPERATOR will maintain records of this routine maintenance which must be on file and available for inspection at any time by proper authority.

8. The OPERATOR will maintain all records indicating that each vehicle used to transport Transportation Disadvantaged has been through the mandatory yearly motor vehicle inspection and daily pre-trip inspections and said records/files are open and ready for inspection by appropriate authority upon their request.

9. The OPERATOR will that all drivers employed to transport Transportation Disadvantaged are properly licensed to operate said motor vehicle and are trained to properly assist, secure, escort Transportation Disadvantaged and their mobility equipment.

10. The OPERATOR will insure that all drivers employed to transport or escort Transportation Disadvantaged clients are properly trained and certified in basic first aid to include such topics as CPR, Blood borne Pathogens and other basic first aid actions.

11. The OPERATOR will conduct a review of driver's license record and level II criminal background check of each employee who drives Transportation Disadvantaged clients, and a level II criminal background check for each employee who escorts a Transportation Disadvantaged client.

11. The OPERATOR will provide a report regarding each vehicle, driver and escort stating the above stated requirements are met and that said records are on file, readily available open to inspection by proper authority. Upon request, the OPERATOR may request assistance from the COORDINATOR in obtaining said background checks and the COORDINATOR would provide assistance for a fee to be determined at the time of request.

12. The OPERATOR will provide documentation to the COORDINATOR stating that each driver is properly licensed and certified as indicated above no less than the last day of each quarter of each calendar year.

13. The OPERATOR will receive referrals for transportation for Transportation Disadvantaged only from the COORDINATOR and will not receive or accept referrals for transportation directly from a Transportation Disadvantaged client or a facility or others acting on behalf of the Transportation Disadvantaged. Should a Transportation Disadvantaged client or facility-agent acting on behalf of a Transportation Disadvantaged client contact OPERATOR for transportation, the OPERATOR will direct that individual to contact the COORDINATOR to arrange for transportation.

14. The OPERATOR will receive a daily request for transportation from the COORDINATOR by way of an authorized SVTA daily manifest at least 48 hours prior to the date and time of the trip. The OPERATOR will receive the SVTA issued manifest via e-mail from the COORDINATOR. Whenever possible the Operator will make all efforts to multi-load Transportation Disadvantaged clients. If multi-load is not possible, the OPERATOR will clearly document on the manifest, client log, Rider report as to the reason why multi-load was not possible. The COORDINATOR, at her discretion, shall determine if the reason given for not multi-load is reasonable and acceptable. If in the COORDINATOR'S discretion determines that multi-loading was possible and reasonable, then the COORDINATOR will adjust the OPERATOR'S billing request as appropriate. The COORDINATOR will make note of the change on the billing report and return said report to the OPERATOR.

15. The OPERATOR will complete the daily authorized SVTA's Transportation Disadvantaged client log/rider report after each trip using the SVTA issued billing report document.

16. The OPERATOR will return the billing using the authorized SVTA billing report to the COORDINATOR no later than the close of the next business day via e-mail. The said billing report will be typed, legible, and error-free. Should the COORDINATOR find five (5) or less errors per daily billing report, the COORDINATOR will contact the OPERATOR and make corrections over the phone if feasible. Should the COORDINATOR find more than five errors on any daily report, the COORDINATOR will contact the OPERATOR and direct that OPERATOR to return to the COORDINATOR's office, retrieve said reports and make the required corrections.

17. The OPERATOR will, not later than the next business day, return the authorized SVTA's daily manifest, client log, rider report with a map verifying the amount of miles the OPERATOR is claiming on the daily manifest, client log, and rider report. The COORDINATOR will accept verification maps from programs such as MapQuest, AAA map program or other similar map verification programs that are available on the Internet.

18. The trip OPERATOR will complete the end of month report in its entirety and return it to the COORDINATOR not later than the third business day of the next month. If the trip OPERATOR fails to meet this time line, then the trip OPERATOR will not be paid from that month's payment cycle, but will wait until the next month cycle for payment. End of month reports not submitted by the OPERATOR by the end of the second cycle will be waived and considered to be an unbilled trip. The COORDINATOR will not allow OPERATOR to recover for unbilled trips.

19. The trip OPERATOR will be paid SEVENTY CENTS (\$.70) PER MILE FOR THE FIRST LOADED PASSENGER, AND FIVE DOLLARS (\$5.00) FOR EACH ADDITIONAL (MULTI-LOADED) PASSENGER. OPERATOR will multi-load whenever possible. Revenue will begin by the first revenue mile.

20. The OPERATOR will report all 'fare box' collections to the COORDINATOR and said 'fare box' collections will be considered in the billing report.

21. OPERATOR will have all Transportation Disadvantage sign the manifest as evidence that the trip was made and the Transportation Disadvantage was serviced by the OPERATOR.

22. The mileage for the trip will begin at the first rider's point of pick-up to the first's riders destination. The trip from point of pick-up to destination will be by the shortest path possible. The OPERATOR will verify to the COORDINATOR that said trip was done by shortest route possible by supplying with the billing statement, a map produced by a typical internet-mapping program.

23. OPERATOR will be assigned referrals for transportation based solely and completely on the needs of the COORDINATOR. Nothing in this contract suggests that an OPERATOR will receive a minimum number of referrals. When the COORDINATOR requires assistance from an OPERATOR, the COORDINATOR will pass out said referrals in the most equitable way possible, with that decision being based upon the needs of the COORDINATOR and assets of the OPERATOR available at the time of the need.

24. If the OPERATOR declines a trip without good cause, then the COORDINATOR may consider this contract void in accordance with rule C5 above. Should the trip OPERATOR decline three or more trips in a billing cycle then the COORDINATOR may consider this Contract void in accordance with rule C5 above. Examples of 'good cause' would include: all vehicles are otherwise engaged; mechanical failures; all of the OPERATOR's drivers are engaged. OPERATOR's belief that the trip is 'too far out' will not be considered as a good cause. The COORDINATOR and OPERATOR understand that in some cases, the requested trip may be for a short distance though getting to the point of pickup may be at a distance. The COORDINATOR will make every effort to keep this type of occurrence at a minimum.

25. OPERATOR will place an SVTA approved marking on each vehicle that transports Transportation Disadvantaged. That marking will say "Under Contract with Suwannee Valley Transit Authority -( Veh #\_)

The ADMINISTRATOR will provide the # that will be assigned to said vehicle.

26. OPERATOR will insure that the proper vehicle ID # will be put on the appropriate billing statement. 1

**ATTACHMENT II**  
**The Commission for the Transportation Disadvantaged**  
**Standards and Performance Requirements**

Pursuant to rule 41-2.006, I. Florida Administrative Code, the Community Transportation COORDINATOR and any Transportation OPERATOR from who services purchased or arranged by the Community Transportation COORDINATOR shall adhere to Commission approved standards. These standards shall include:

- (a) Drug and Alcohol testing for safety sensitive positions (positions are defined in the SSPP) and within the coordinated system regarding pre-employment, randomization, post-accident and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
  - The OPERATOR will institute a drug-testing program, maintain records of said program, and have files ready for immediate inspection upon request by appropriate authority. All employees of the OPERATOR who transport or escort Transportation Disadvantaged must submit to routine and/or random drug and alcohol testing as directed by rule and law.
  - The Vendor Operator will notify the COORDINATOR quarterly regarding the drug and alcohol program that is in place and results of any testing done in accordance with the established program.
- (b) An escort of a Transportation Disadvantaged passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
- (c) Child restraint devices shall be determined locally as to their use, responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan
- (d) Transportation Disadvantaged passenger property that can be carried by the passenger and can be stowed safely on the vehicle shall be allowed to be transported with the passenger at no additional cost. Additional requirements may be negotiated for caring and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
- (e) Vehicle transfer point shall provide shelter, security, and safety of passengers.
- (f) The OPERATOR will insure that a local toll-free number for complaints or grievances shall be posted inside each vehicle. The local complaint process is outlined as a section in the local Transportation Disadvantaged Service plan including, advising the dissatisfied person about the COMMISSION's Ombudsman Program as a step in the complaint processes approved by the local Coordinating Board.
- (g) Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinance prohibits such trips.
- (h) OPERATOR will make sure that all vehicles used to transport Transportation Disadvantaged shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials; which will provide discomfort for a passenger.

(i) The OPERATOR will insure that adequate seating is available to the Transportation Disadvantaged passengers; that adequate para-transit services shall be provided to each rider and escort, child, or personal care attendant, and the OPERATOR will transport no more passengers than the registered passenger seating capacity for said vehicle allows.

(j) The trip OPERATOR will insure that the drivers, including corporation contractors, announce and identify themselves by name and company in a manner that is conducive to communications with the specific Transportation Disadvantaged passenger upon pickup of each rider, groups of riders, or representative, guardian, or associate of that rider. Each driver must have a photo identification that is in view of the passenger.

(k) The trip Vendor will insure that the driver and/or escort provide a passenger with boarding assistance if necessary or requested to the seating portion of the vehicle. The boarding assistance shall include, but not limited to:

- retrieving the passenger at his/her front door (but will not cross the threshold of any rider's residence unless the case is a stretcher case);
- opening the vehicle door;
- fastening the seatbelt or utilizing their wheelchair's security devices;
- storage of mobility assistive devices; and
- closing the vehicle door.

(l) OPERATOR will notify COORDINATOR immediately upon becoming aware that a vehicle under their control is involved in a motor vehicle collision or other incident as described in the SVTA's SSPP. The OPERATOR will follow procedures as outlined in the SSPP.

(m) OPERATOR will attend slated training that will be given by the COORDINATOR. Said training sessions will be held on the second Tuesday of each month, at 5:pm and held at the SVTA's HQ building. The date and time is subject to change. The OPERATOR may offer suggestions for said training and will include, but not limited to: the SSPP, Drug & Alcohol Plan; billing assistance and other topics as necessary.

## SIGNATURE PAGE

I, \_\_\_\_\_, the owner and/or duly authorized representative of

\_\_\_\_\_, located at \_\_\_\_\_

having read this contract in its entirety and I agree to abide by each provision of this contract. Failure to abide by this contract may result in termination of services.

Signature of OPERATOR / REPRESENTATIVE Title

Address

Gwendolyn Pra  
Administrator, SVTA

In the event that different representatives are designated by either party after execution of his Contract, notice of the name and address of the new representative will be rendered in writing to the other party and send notification attached to the originals of this Contract

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

  
SIGNATURE COORDINATOR

 June 28, 2012

SEE ATTACHED  
SIGNATURE OPERATOR

## SIGNATURE PAGE

I, \_\_\_\_\_, the owner and/or duly authorized representative of  
\_\_\_\_\_, located at \_\_\_\_\_

having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

\_\_\_\_\_  
Signature of OPERATOR / REPRESENTATIVE Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
Gwendolyn Pra  
Adminlstrator, SVTA

## SIGNATURE PAGE

I, Carline P. Kennedy, the owner and/or duly authorized representative of  
Peeler's Medical Transport, located at 3367 US Hwy 441 Lake City FL 32025

having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

Carline P. Kennedy  
Signature of OPERATOR / REPRESENTATIVE Title

3367 US Hwy 441 Lake City FL 32025  
Address

Gwendolyn H. Pra June 28, 2012  
Gwendolyn Pra  
Administrator, SVTA

In the event that different representatives are designated by either party after execution of his Contract, notice of the name and address of the new representative will be rendered in writing to the other party and send notification attached to the originals of this Contract

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

Grigoriy H. Iva  
SIGNATURE COORDINATOR

Caroline P. Kenney  
SIGNATURE OPERATOR

## SIGNATURE PAGE

I, Gloria Collins, the owner and/or duly authorized representative of  
Collins Transportation, located at 317 N.W. 4th Gadsden Fla.

having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

Gloria Collins Supervisor  
Signature of OPERATOR / REPRESENTATIVE Title

338 N.W. Brown Rd Lake City Fla. 32052  
Address

Gwendolyn H. Pra  
Gwendolyn Pra  
Administrator, SVTA

In the event that different representatives are designated by either party after execution of his Contract, notice of the name and address of the new representative will be rendered in writing to the other party and send notification attached to the originals of this Contract

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

*Guendolyn H. Fra*  
SIGNATURE COORDINATOR

*Gloranne Collins*  
SIGNATURE OPERATOR

## SIGNATURE PAGE

I, Kathleen Watson, the owner and/or duly authorized representative of  
HCW Transport, located at 22497 41<sup>st</sup> Drive Lake City

having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

Kathleen Watson owner  
Signature of OPERATOR / REPRESENTATIVE Title

22497 41<sup>st</sup> Drive Lake City FL 32024  
Address

Gwendolyn Pra June 28, 2012  
Gwendolyn Pra  
Administrator, SVTA

In the event that different representatives are designated by either party after execution of his Contract, notice of the name and address of the new representative will be rendered in writing to the other party and send notification attached to the originals of this Contract

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

Quendolyn Fra  
SIGNATURE COORDINATOR

Kachler Walter  
SIGNATURE OPERATOR

## SIGNATURE PAGE

I, Brenda G. Hall, the owner and/or duly authorized representative of  
Pannich med' van, located at 1101 SW Tustenyu

having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

Brenda G. Hall owner of 6/18/12  
Signature of OPERATOR / REPRESENTATIVE Title

1101 SW Tustenyu Lakem FI 32025  
Address

gp  
Gwendolyn Pra  
Administrator, SVTA

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

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

Gwendolyn H. Ha  
SIGNATURE COORDINATOR

[Signature]  
SIGNATURE OPERATOR

## SIGNATURE PAGE

I, Kathy Lumpkin, the owner and/or duly authorized representative of  
Alternative Transport, located at 8274 97th RD Live Oak, FL

having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

Kathy Lumpkin Manager  
Signature of OPERATOR / REPRESENTATIVE Title

8274 97th RD Live Oak, FL  
Address

Gwendolyn Pra  
Administrator, SVTA

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

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

Guendolyn H. Pra  
SIGNATURE COORDINATOR

Kathy Lempkin  
SIGNATURE OPERATOR

ALT

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC last Annual Operations Report submittal for compliance with 427. 0155(2)**  
***“Collect Annual Operating Data for submittal to the Commission.”***

**REPORTING TIMELINESS**

**WERE THE FOLLOWING ITEMS SUBMITTED ON TIME?**

- |   |   |     |                          |    |
|---|---|-----|--------------------------|----|
| a. Annual Operating Report                        | ✓ | Yes | <input type="checkbox"/> | No |
| b. Memorandum of Agreement                        | ✓ | Yes | <input type="checkbox"/> | No |
| c. Transportation Disadvantaged Service Plan      | ✓ | Yes | <input type="checkbox"/> | No |
| d. Transportation Disadvantaged Grant Application | ✓ | Yes | <input type="checkbox"/> | No |
| e. All other grant applications                   | ✓ | Yes | <input type="checkbox"/> | No |

Comments:

None.

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the Community Transportation Coordinator monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**  
***"Review all transportation operator contracts annually."***

DOES THE COMMUNITY TRANSPORTATION COORDINATOR MONITOR ITS SUBCONTRACTORS AND HOW OFTEN IS MONITORING CONDUCTED?

Suwannee Valley Transit Authority monitors their vendors annually.

IS A WRITTEN REPORT ISSUED TO THE OPERATOR?    ☐    Yes    ☐    No

Suwannee Valley Transit Authority executed subcontracts in July 2012. Therefore, Suwannee Valley Transit Authority has not monitored their subcontractors yet.

WHAT TYPE OF MONITORING DOES THE COMMUNITY TRANSPORTATION COORDINATOR PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

☐    Yes    ☐    No    ☒ Not applicable

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

No applicable.

Comments:

None.



## **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): 2012

Certification Year: (Prior Calendar Year): 2011

Name and address of Bus Transit System: Suwannee Valley Transit Authority  
1907 Voyles Street, SW  
Live Oak, FL 32064

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

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

*Blue Ink Signature:* Gwendolyn H. Pra  
(Individual Responsible for Assurance of Compliance)

*Name:* Gwendolyn H. Pra      *Title:* Administrator

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

*Name:*      Bus safety inspections performed at CTC maintenance garage; security performed by Ops Mgr & Adm.

*Address:*      1907 Voyles Street, S.W., Live Oak, FL 32064

*Name of Qualified Mechanic Authorizing Annual Inspections:*      Peter Lucas and Mark Holmes, Senior. Mechanics

# SUWANNEE VALLEY TRANSIT AUTHORITY

## TRIP VENDOR INSPECTION CHECKLIST AND REPORT

1. The OPERATOR provides following specific service:[circle all that apply]

- Transportation for ambulatory clients;
- Transportation for non-ambulatory clients;
- Transportation for stretcher bound clients;
- Transportation for wheel chair bound clients;
- Transportation for clients in oversized wheel chairs;
- Transportation for motorized bound wheel chair clients.

2. The OPERATOR is be available to provide Transportation 24 hours a day.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

\_\_\_\_\_

3. The OPERATOR has provided a current and attended telephone number:

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

\_\_\_\_\_

4. The OPERATOR has provided an "after normal business hours" point of contact

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

\_\_\_\_\_

4. The OPERATOR has been available to provide transportation seven (7) days a week to include holidays.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

\_\_\_\_\_

4. The OPERATOR provides transportation using the following vehicles, which are properly licensed, tagged, and insured in accordance with state law and this Contract. Motor vehicles not listed here in will not be used for transportation of Transportation Disadvantaged clients.

	Year	Make	Model	VIN &	Tag	Assigned Veh
ID#						
1)						
2)						
3)						
4)						
5)						

# SUWANNEE VALLEY TRANSIT AUTHORITY

## TRIP VENDOR INSPECTION CHECKLIST AND REPORT

- 6)
- 7)
- 8)
- 9)
- 10)

5. The OPERATOR's vehicles listed herein have the following equipment and set equipment in working condition: (circle item NOT in working order on specific vehicle)

air-conditioning  
heating;  
grab rails;  
first aid kits;  
seatbelts,  
safety restraint  
securing equipment;  
fire extinguishers;  
adequate communications equipment.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. The OPERATOR's vehicles go through a "pre-trip inspection" in accordance with Rule 14-92 and the SVTA SSPP.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. The OPERATOR has presented each authorized vehicle to SVTA for mandatory inspection NLT 1 Oct.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8: Other than the annual inspection, the routine maintenance is done by a qualified and certified mechanic (certification must be on file) of choice and is done in accordance with FAC 14-90 and the SVTA SSPP.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# SUWANNEE VALLEY TRANSIT AUTHORITY

## TRIP VENDOR INSPECTION CHECKLIST AND REPORT

9: The OPERATOR maintains records of this routine maintenance which on file and available for inspection at any time by proper authority.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. The OPERATOR maintains all records indicating that each vehicle used to transport Transportation Disadvantaged has been through the mandatory yearly motor vehicle inspection and daily pre-trip inspections and said records/files are open and ready for inspection by appropriate authority upon their request.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. The OPERATOR's drivers authorized transport Transportation Disadvantaged are properly licensed to:

(a) operate motor vehicle;

(b) trained to properly assist, secure, escort Transportation Disadvantaged and their mobility equipment.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. The OPERATOR's drivers authorized to transport or escort Transportation Disadvantaged clients are properly trained and certified in:

(a) basic first aid;

(b) CPR

(c) Blood borne Pathogens

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. The OPERATOR reviews driver's license record and level II criminal background check of each employee who drives Transportation Disadvantaged clients, and a level II criminal background check for each employee who escorts a Transportation Disadvantaged client.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# SUWANNEE VALLEY TRANSIT AUTHORITY

## TRIP VENDOR INSPECTION CHECKLIST AND REPORT

13. The OPERATOR provides documentation to the COORDINATOR stating that each driver is properly licensed and certified as indicated above no less than the last day of each quarter of each calendar year.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. The OPERATOR receives referrals for transportation for Transportation Disadvantaged only from the COORDINATOR

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

15. The OPERATOR receives a daily request for transportation from the COORDINATOR by way of an authorized SVTA daily manifest at least 48 hours prior to the date and time of the trip.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

16. Whenever possible the Operator makes all efforts to multi-load Transportation Disadvantaged clients.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

17. If multi-load is not possible, the OPERATOR will clearly document on the manifest, client log, Rider report as to the reason why multi-load was not possible.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

18. The OPERATOR returns the billing using the authorized SVTA billing report to the COORDINATOR no later than the close of the next business day via e-mail.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## SUWANNEE VALLEY TRANSIT AUTHORITY

### TRIP VENDOR INSPECTION CHECKLIST AND REPORT

19. The said billing report will be typed, legible, and error-free.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

20: The COORDINATOR understands that if Billing Authority finds five (5) errors per daily billing report, the COORDINATOR will contact the OPERATOR and direct that OPERATOR to return to the COORDINATOR's office, retrieve said reports and make the required corrections.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

21. The OPERATOR returns the authorized SVTA's daily manifest, client log, rider report with a map verifying the amount of miles the OPERATOR is claiming on the daily manifest, client log, and rider report.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

22. The trip Operator does complete the end of month report in its entirety and return it to the COORDINATOR not later than the third business day of the next month.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

23. The OPERATOR understands that failure to meet the end of month report time line, OPERATOR will not be paid from that month's payment cycle, but will wait until the next month cycle for payment. End of month reports not submitted by the OPERATOR by the end of the second cycle will be waived and considered to be an unbilled trip. The COORDINATOR will not allow OPERATOR to recover for unbilled trips.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

24. The OPERATOR does report all 'fare box' collections to the COORDINATOR and said 'fare box' collections will be considered in the billing report.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# SUWANNEE VALLEY TRANSIT AUTHORITY

## TRIP VENDOR INSPECTION CHECKLIST AND REPORT

25. OPERATOR has Transportation Disadvantage riders sign the manifest as evidence that the trip was made and the Transportation Disadvantage was serviced by the OPERATOR.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

26. The OPERATOR calculates billable mileage from the first rider's point of pick-up to the first's riders destination.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

27: The OPERATOR bills mileage based on point of pick-up to destination which will always be by the shortest path possible.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

28. The OPERATOR verify to the COORDINATOR that said trip was done by shortage route possible by supplying with the billing statement, a map produced by a typical internet-mapping program.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

29. OPERATOR understands that the COORDINATOR assigns referrals for transportation based solely and completely on the needs of the COORDINATOR. Nothing in this contract suggests that an OPERATOR will receive a minimum number of referrals.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

30. The OPERATOR does not decline a trip without good cause. (List trips that were declined and reasons for such.)

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# SUWANNEE VALLEY TRANSIT AUTHORITY

## TRIP VENDOR INSPECTION CHECKLIST AND REPORT

31. The OPERATOR understands that by declining three or more trips in a billing cycle then the COORDINATOR may consider this Contract void in accordance with rule C5 above. Examples of 'good cause' would include: all vehicles are otherwise engaged; mechanical failures; all of the OPERATOR's drivers are engaged. OPERATOR's belief that the trip is 'too far out' will not be considered as a good cause.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

32. OPERATOR has in place an SVTA approved marking on each vehicle that transports Transportation Disadvantaged. That marking will say "Under Contract with Suwannee Valley Transit Authority -( Veh #\_)

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

33. OPERATOR insures that the proper vehicle ID # will be put on the appropriate billing statement.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

34: The OPERATOR has a viable and working Drug and Alcohol testing program for safety sensitive positions (positions are defined in the SSPP)

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

35. The OPERATOR maintains records of said program, and have files ready for immediate inspection upon request by appropriate authority.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

36. All employees of the OPERATOR who transport or escort Transportation Disadvantaged do submit to routine and/or random drug and alcohol testing as directed by rule and law.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# SUWANNEE VALLEY TRANSIT AUTHORITY

## TRIP VENDOR INSPECTION CHECKLIST AND REPORT

37. The OPERATOR reports to the COORDINATOR quarterly regarding the drug and alcohol program that is in place and results of any testing done in accordance with the established program.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

38. Appropriate child restraint devices are available in each vehicle that the OPERATOR uses to transport children.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

39. The OPERATOR has a procedure in place to allow Transportation Disadvantaged passengers to take property that can be carried by the passenger and can be stowed safely on the no additional cost.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

40. The OPERATOR has posted the local toll-free number for complaints or grievances inside each vehicle.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

41. OPERATOR's vehicles used to transport Transportation Disadvantaged are clean, free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials, which will provide discomfort for a passenger.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

42. The OPERATOR ensures that each vehicles will transport no more passengers than the registered passenger seating capacity for said vehicle allows.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# SUWANNEE VALLEY TRANSIT AUTHORITY

## TRIP VENDOR INSPECTION CHECKLIST AND REPORT

43 The trip OPERATOR insures that the drivers announce and identify themselves by name and company in a manner that is conducive to communications with the specific Transportation Disadvantaged passenger.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

44. Each of the OPERATOR'S driver has a photo identification that is in view of the passenger.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

45. The OPERATOR's drivers always provides a passenger with boarding assistance, if necessary, which includes, but not limited to:

- retrieving the passenger at his/her front door (but will not cross the threshold of any rider's residence unless the case is a stretcher case);
- opening the vehicle door;
- fastening the seatbelt or utilizing their wheelchair's security devices;
- storage of mobility assistive devices; and
- closing the vehicle door.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

46. OPERATOR notifies COORDINATOR immediately upon becoming aware that a vehicle under their control is involved in a motor vehicle collision or other incident as described in the SVTA's SSPP. The OPERATOR will follow procedures as outlined in the SSPP.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

47. OPERATOR will attend slated training that will be given by the COORDINATOR. Said training sessions will be held on the second Tuesday of each month, at 5:pm and held at the SVTA's HQ building. The date and time is subject to change.

YES \_\_\_\_\_ NO \_\_\_\_\_

EXPLANATION: \_\_\_\_\_

# **SUWANNEE VALLEY TRANSIT AUTHORITY**

## **TRIP VENDOR INSPECTION CHECKLIST AND REPORT**

### **INSPECTOR'S FINDINGS AND COMMENTS**

#### **TOTALS:**

**# OF ITEMS MARKED AS "YES" (IN COMPLIANCE)**\_\_\_\_\_

**# OF ITEMS MARKED AS "NO" (NOT IN COMPLIANCE)**\_\_\_\_\_

**% OF Compliance**

**Date of INSPECTION**

\_\_\_\_\_  
**Signature of OPERATOR / REPRESENTATIVE    Title**

\_\_\_\_\_  
**Address**

\_\_\_\_\_  
**INSPECTOR**  
**Authorized SVTA Agent**

COMPLIANCE WITH CHAPTER 427, F.S.

**Review the Transportation Disadvantaged Service Plan to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**  
***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE COMMUNITY TRANSPORTATION COORDINATOR USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Suwannee Valley Transit Authority does not have a contract with the Columbia County School Board.

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE COMMUNITY TRANSPORTATION COORDINATOR USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

Not applicable.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No ☒ Not Applicable

Comments:

None .

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.006(1), Minimum Insurance Compliance**

***“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”***

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$200,000 per person

\$300,000 per incident

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

\$200,000 per person

\$300,000 per incident

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes     ☒ No

Comments:

None.

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.**

*"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."*

1. IF THE COMMUNITY TRANSPORTATION COORDINATOR HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Not applicable.

Cost

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No

3.

Cost

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with Commission Standards**

*"...shall adhere to Commission approved standards..."*

<b>Commission Standards</b>	<b>Comments</b>
Local toll free phone number must be posted in all vehicles.	The vehicle observed during the on site observation did not have a local toll free number posted for comments or concerns.
Vehicle Cleanliness	Suwannee Valley Transit Authority cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	Suwannee Valley Transit Authority maintains a passenger/trip database.
Adequate seating	Suwannee Valley Transit Authority provides adequate seating for all passengers.
Driver Identification	Suwannee Valley Transit Authority requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	Suwannee Valley Transit Authority requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in all vehicles. 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	The billing requirement standard does not require that all bills be paid within seven calendar days to subcontractors after receipt of said payment by the Community Transportation Coordinator in accordance with Chapter 427, Florida Statutes.

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with Local Standards**

*"...shall adhere to Commission approved standards..."*

<b>Local Standards</b>	<b>Comments</b>
Transport of Escorts and dependent children policy	Suwannee Valley Transit Authority requires that children under the age of 18 be accompanied by an 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 Valley Transit Authority requires all passengers under the age of 4 and/or 50 pounds to use a child restraint device. The device must be provided by the passenger.
Out-of-Service Area trips	Suwannee Valley Transit Authority may require medical provider certification for any out of county trip.
CPR/1st Aid	Suwannee Valley Transit Authority does not require drivers to be trained in CPR. Suwannee Valley Transit Authority requires that all vehicles be equipped with biohazard kits as required by State and Federal regulations.
Driver Criminal Background Screening	All drivers must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. All drivers must also have a driving record check.
Passenger Property	Passengers shall be allowed to have personal property which they can place in their lap or stow under the seat.
Advance reservation requirements	Trips must be scheduled three days in advance by 4:00 p.m.
Pick-up Window	Passengers should be picked up 60 minutes before or 60 minutes after their scheduled pick-up time.

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	Not applicable.	-
On-time performance	90%	Yes
Accidents	1/100,000 miles.	Yes
Roadcalls	No more than 7/100,000 miles.	No
Complaints	No more than 1/1,000 trips.	Yes
Call-Hold Time	Not applicable.	-

# ON-SITE OBSERVATION OF THE SYSTEM

Date of Observation:

9/12/12

Please list any special guests that were present:

Angela Cavanaugh, Ralph Kitchens, Sandra Collins, Bill Steele

Location:

Shands Live Oak Medical Center

Number of Passengers picked up/dropped off:

1

Ambulatory

1

Non-Ambulatory

0

Was the driver on time? ☒ Yes ☐ No, how many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☐ No

Did the driver render an appropriate greeting? ☒ Yes ☐ No ☐

Did the driver ensure the passengers were properly belted? ☐ Yes ☒ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? ☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? ☐ Yes ☒ No

Does the vehicle have working heat and air conditioning? ☒ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☒ Yes ☐ No

If used, was the lift in good working order? ☐ Yes ☐ No ☒ Not Applicable

Was there safe and appropriate seating for all passengers? ☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger? ☐ Yes ☐ No ☒ Not Applicable

<b>Level of Cost</b>
----------------------

Insert Cost page from the AOR.

# FLCTD

## Annual Operations Report

### Section VII: Expense Sources

County: Suwannee		Fiscal Year: July 1, 2011 - June 30, 2012	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$220,698.00	\$0.00	\$220,698.00
Fringe Benefits (502):	\$32,386.00	\$0.00	\$32,386.00
Services (503):	\$35,138.00	\$0.00	\$35,138.00
Materials and Supplies Cons. (504):	\$57,703.00	\$0.00	\$57,703.00
Utilities (505):	\$9,431.00	\$0.00	\$9,431.00
Casualty and Liability (506):	\$21,636.00	\$0.00	\$21,636.00
Taxes (507):	\$14,635.00	\$0.00	\$14,635.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$335,968.00	\$0.00	\$335,968.00
Miscellaneous (509):	\$6,459.00	\$0.00	\$6,459.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$768.00	\$0.00	\$768.00
Annual Depreciation (513):	\$0.00	\$0.00	\$0.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$16,517.00	\$0.00	\$16,517.00
GRAND TOTAL:	\$751,339.00	\$0.00	\$751,339.00

<b>Level of Competition</b>
-----------------------------

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.
Private Non-Profit	3	0
Private For-Profit	17	9
Government	0	0
Public Transit Agency	1	1
Total	21	10

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

3. Does the CTC have a competitive procurement process? No \_\_\_\_\_

4. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators? No executed contracts.

	Low bid
	Requests for qualifications
1	Negotiation only

	Requests for proposals
	Requests for interested parties

## **Resolution**

### **SUWANNEE VALLEY TRANSIT AUTHORITY Regarding Procurement of "Private, For-Profit Transport Service Companies"**

**WHEREAS** at the beginning of 1 July 2011, SVTA had twenty one (21) private, for profit transport companies to whom it would send requests for assistance in transporting approved Medicaid and other Riders throughout the Columbia, Hamilton and Suwannee County region; and

**WHEREAS** SVTA had no contract with any of the said transportation companies, but said companies worked on a strictly informal and casual basis; and

**WHEREAS** SVTA validated the fact that many of the said companies were not in compliance with FAC Chapter 14-90, FAC Chapter 41-2 and/or failed to meet statutory requirements to transport Medicaid and other Riders; and

**WHEREAS** SVTA had no approved procurement process, methodology, without which the SVTA could not comply with the Commission's benchmark requirements; and

**WHEREAS** the Commission for the Transportation Disadvantaged and the SVTA Board of Directors mandated that SVTA convert the casual relationship with the Trip Vendors into a formal contract in order to continue doing business with SVTA for the purpose of transporting Medicaid and other riders;

**THEREFORE**, the SVTA Board of Directors requests the Administrator to plan, prepare and execute an annual "Invitation to Bid" (ITB) or a "Request for Proposal" (RFP) to acquire contractual service to provide "transport service". The ITB and/or RFP will be in accordance with (IAW) Florida Statute Section 287.057, and Rule 60-A, Florida Administrative Code. The Administrator will determine the number, type, and amount of contracted transport services needed to meet the transportation requirements of the SVTA. That determination will be based on the results gathered over 120 days from the date of June 25, 2012. For the procurement process, the Administrator will set the minimum requirements that must be met by a successful bidder prior to accepting a bid from a transport service that may wish to submit a proposal or bid. The appropriate process, as determined by the Administrator, will be advertised for a period of twenty (20) days with a contract in place not later than October 1, 2012, to be renegotiated annually in August.

The SVTA Board of Directors now mandates that for next 120 days, the Administrator will offer to its *current* private, for profit transport services desiring to continue transporting Medicaid and other riders on behalf of SVTA, an opportunity to contract for said service. This contract, approved by the SVTA Board, and the Florida Commission for Transportation Disadvantaged, will take effect July 1, 2012. Prior to July 1, 2012, the Administrator will review, inspect and verify that each transport service company desiring to participate under this temporary 120 day contract, meet the requirements as set out in FAC 14-90 and all other applicable local, state and federal laws and codes as well as each SVTA policy and rule as stipulated in the contract. Upon such confirmation by the Administrator, the transport service may begin engaging with said company to provide transportation of Medicaid and other riders as stipulated in said contract and as the Transit Authority's needs dictate.

**The Board of Directors hereby declares that this method of procuring transit provider support to the state designated transit coordinator over 120 days from July 1, 2012 to October 31, 2012, and then from November 1, 2012 to July 1, 2013, is acceptable and represents a fair and balanced methodology of procurement.**

**BE IT RESOLVED by the Suwannee Valley Transit Board of Directors that this method of procuring trip vendor support to the state designated transit coordinator is hereby approved**

**this \_\_\_\_\_ day of \_\_\_\_\_ 2012.**

\_\_\_\_\_  
**Ronald W. Williams**  
**Chairman of the Board**  
**Suwannee Valley Transit Authority**

\_\_\_\_\_  
**Date**

**ATTEST:** \_\_\_\_\_

\_\_\_\_\_  
**Date**

**Shirley Cribbs, Secretary to the Board**

## Level of Coordination

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

Suwannee Valley Transit Authority's Rider Guide is in draft form and has not been distributed to passengers or agencies in the community.

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

Suwannee Valley Transit Authority determines eligibility for Transportation Disadvantaged Program sponsored passengers.

**Call Intake** – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Passengers are required to call Suwannee Valley Transit Authority to make Transportation Disadvantaged and Medicaid sponsored trip reservations.

**Reservations** – What is the reservation process? How is the duplication of a reservation prevented?

Caller→Suwannee Valley Transit Authority→reservation form→eligibility verified→route assignments→manifest prepared→

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

See attached chart.

**Scheduling** – How is the trip assignment to vehicles coordinated?

See attached chart.

**Transport** – How are the actual transportation services and modes of transportation coordinated?

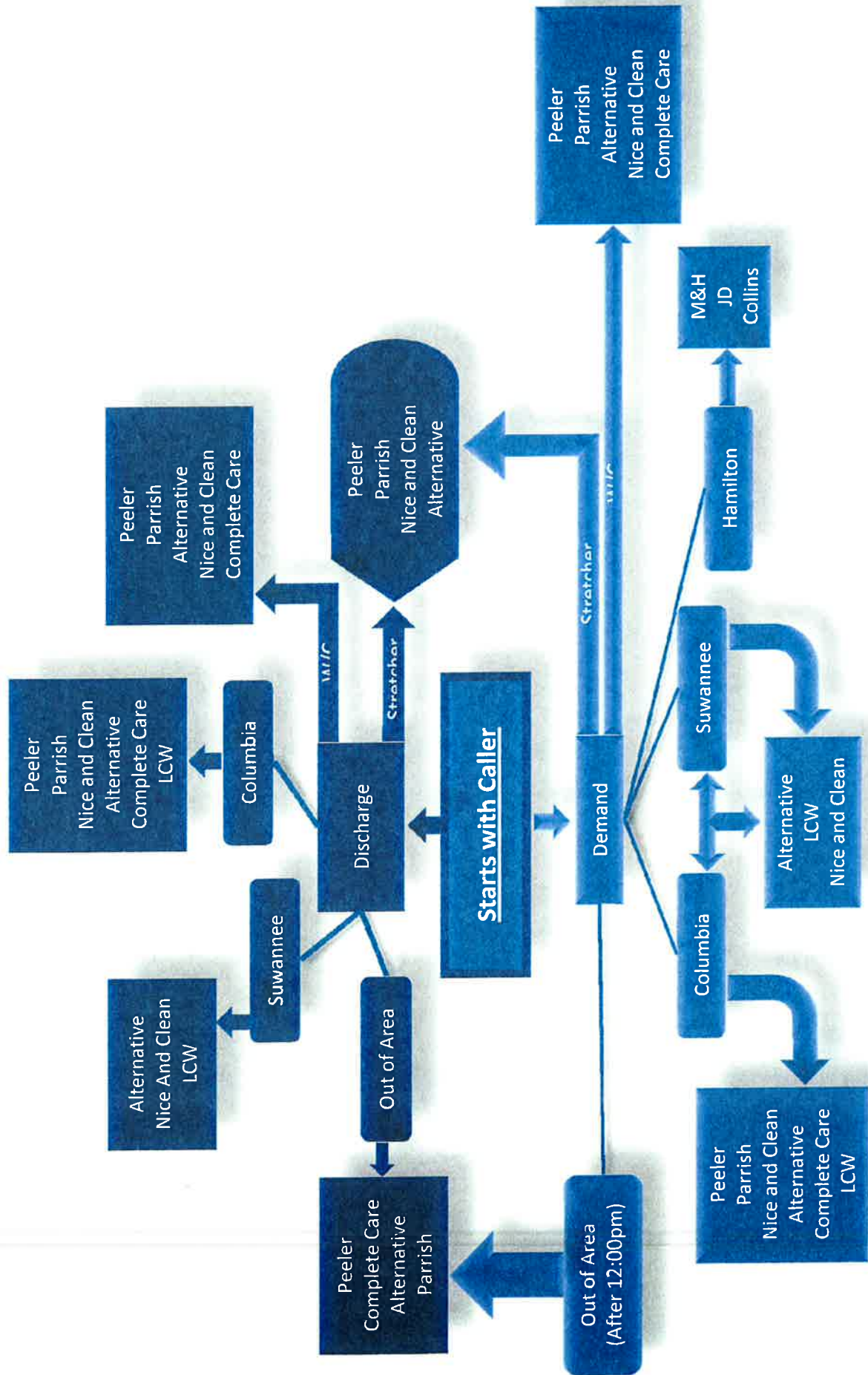
See attached chart.

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

Suwannee Valley Transit Authority monitors subcontractors.



# SVTA VENDOR SCHEDULING FLOW CHART







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

---

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

October 26, 2012

TO: Suwannee County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2011-2012 Annual Operations Report

RECOMMENDATION

Review the 2011/2012 Annual Operations Report.

BACKGROUND

Suwannee Valley Transit Authority is required to submit an annual operations report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is Suwannee Valley Transit Authority's 2011-2012 Annual Operations Report. If you have any questions concerning the enclosed evaluation, please contact me at extension 110.

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# FLCTD

## Annual Operations Report

### Section I: Face Sheet

<b>County:</b> Suwannee	<b>Fiscal Year:</b> July 1, 2011 - June 30, 2012
<b>Status:</b> Ready	
<b>Report Date:</b>	09/17/2012
<b>Period Covered:</b>	July 1, 2011 - June 30, 2012
<b>Coordinator's Name:</b>	Suwannee Valley Transit Authority
<b>Address:</b>	1907 Voyles Street
<b>City:</b>	Live Oak
<b>Zip Code:</b>	32064
<b>Service Area:</b>	Suwannee
<b>Contact Person:</b>	Gwen Pra
<b>Title:</b>	Administrator
<b>Phone:</b>	(386) 353 - 5332
<b>Fax:</b>	(386) 362 - 5332
<b>Email:</b>	gwendolyn.pra@ridesvta.Com
<b>Network Type:</b>	Partial Brokerage
<b>Organization Type:</b>	Public Transit Authority
<b>CTC Certification:</b> <p>I, Gwendolyn H. Pra, 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> <p><b>CTC Representative (signature)</b>  Gwendolyn H. Pra - 09/17/2012</p>	
<b>LCB Statement:</b> <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> <p><b>LCB Signature</b>  _____</p>	

# **FLCTD**

## **Annual Operations Report**

### **Section II: General Info**

County: Suwannee

Fiscal Year: July 1, 2011 - June 30, 2012

Status: Ready

#### **Section II: Coordinated System General Information**

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

Number of Private Non-Profits: 3

Number of Private For-Profits: 17

##### **Public Entities:**

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 0

**Total: 21**

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

0

# FLCTD

## Annual Operations Report

### Section III: Passenger Trip Info

County: <b>Suwannee</b>		Fiscal Year: <b>July 1, 2011 - June 30, 2012</b>	
Status: <b>Submitted to FLCTD</b>			
<b>Section III: Passenger Trip Information</b>			
<b>1a. One-Way Passenger Trips</b>			
<b>Type of Service</b>	<b>Service Area</b>		
<b>Fixed Route/Fixed Schedule</b>	<b>Within</b>	<b>Outside</b>	<b>Total</b>
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
<b>Deviated Fixed Route Service</b>	0	0	0
<b>Paratransit</b>			
Ambulatory	16951	472	17423
Non-Ambulatory	5106	46	5152
Stretcher	293	4	297
<b>Other Services</b>			
School Board Trips	0	0	0
<b>Total Trips</b>	<b>22350</b>	<b>522</b>	<b>22872</b>
<b>1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?</b>			0
<b>1c. How many of the total trips were provided by coordination contractors?</b>			0
<b>2. One-Way Trips by Funding Source</b>			
Agency for Health Care Administration	16041		
Agency for Persons with Disabilities	1780		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	5051		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	0		
Department of Elder Affairs	0		
Department of Health	0		

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	0
Local Non-Government	0
Other Federal Programs	0
<b>Total:</b>	<b>22872</b>
<b>3. One-Way Trips by Passenger Type</b>	
Was this information obtained by sampling?	no
<b>Elderly</b>	
Low Income:	11836
Disabled:	3602
Low Income and Disabled:	0
Other:	1715
<b>Children</b>	
Low Income:	790
Disabled:	241
Low Income and Disabled:	0
Other:	115
<b>Other</b>	
Low Income:	3156
Disabled:	960
Low Income and Disabled:	0
Other:	457
<b>Total:</b>	<b>22872</b>
<b>4. One-Way Passenger Trips - by Purpose</b>	
Was this information obtained by sampling?	no
Medical Purpose	21092
Employment Purpose	0
Education/Training/Daycare Purpose	1780
Nutritional Purpose	0
Life-Sustaining/Other Purpose	0
<b>Total:</b>	<b>22872</b>
<b>5. Unduplicated Passenger Head Count</b>	
5a. Paratransit/Deviated Fixed Route/ School Brd	22872

5b. Fixed Route	0
<b>Total:</b>	22872
<b>6. Number of Unmet Trip Requests</b>	0
<b>Unmet Trip Requests by Type of Trip</b>	
Unmet Medical	0
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0
<b>Reason Trip was Denied (Optional)</b>	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
<b>7.) Number of Passenger No-shows</b>	0
<b>Passenger No-Shows by Funding Source (optional)</b>	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
<b>8. Complaints</b>	
Complaints by Service	0
Complaints by Policy	10
Complaints by Vehicle	0
Complaints by Other	0
<b>Complaint Total:</b>	10
<b>9. Commendations</b>	
Commendations by CTC	0

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

# FLCTD

## Annual Operations Report

### Section IV: Vehicle Info

County: <b>Suwannee</b>		Fiscal Year: <b>July 1, 2011 - June 30, 2012</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section IV: Vehicle Information</b>			
<b>1. Mileage Information</b>			
	<b>Vehicle Miles</b>		<b>Revenue Miles</b>
CTC:	748412		748412
Transportation Providers:	315612		315612
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
<b>Total:</b>	1064024		1064024
<b>2. Roadcalls</b>			
	15		
<b>3. Accidents</b>			
	<b>Chargeable</b>		<b>Non-Chargeable</b>
Total Accidents Person Only:	0		2
Total Accidents Vehicle Only:	0		2
Total Accidents Person & Vehicle:	0		2
<b>Total Accidents:</b>	0		6
<b>Grand Total:</b>	6		
<b>4. Total Number of Vehicles</b>			
	39		
		<b>Count</b>	<b>Percentage</b>
a. Total vehicles that are wheelchair accessible:		34	87.00%
b. Total vehicles that are stretcher equipped:		6	15.00%

# FLCTD

## Annual Operations Report

### Section V: Employee Info

County: <b>Suwannee</b>		Fiscal Year: <b>July 1, 2011 - June 30, 2012</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section V: Employee Information</b>			
<b>1. CTC and Transportation Provider Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	24		45770
Part-Time Drivers	6		4992
Volunteer Drivers	0		0
<b>Total Hours:</b>			<b>50762</b>
Maintenance Employees	4		
Dispatchers	2		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	5		
Other Operations Employees	14		
			<b>Hours</b>
Other Volunteers	0		0
Administrative Support	0		
Management Employees	7		
<b>Total</b>	<b>63</b>		
<b>2. Coordination Contractors Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
<b>Total Hours:</b>			<b>0</b>
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		<b>Hours</b>
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
<b>Total</b>	0	
		<b>TOTAL HOURS: 50762</b>

# FLCTD

## Annual Operations Report

### Section VI: Revenue Sources

County: Suwannee		Fiscal Year: July 1, 2011 - June 30, 2012	
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	\$464,740.00	\$0.00	\$464,740.00
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	\$17,615.00	\$0.00	\$17,615.00
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	\$94,804.00	\$0.00	\$94,804.00

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
<b>Department of Children and Families</b>			
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
<b>Department of Community Affairs</b>			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Education</b>			
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
<b>Department of Elder Affairs</b>			
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Health</b>			
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
<b>Department of Juvenile Justice</b>			
(specify)	\$0.00	\$0.00	\$0.00
<b>Department of Transportation</b>			
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)	\$89,506.00	\$0.00	\$89,506.00
49 USC 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)	\$0.00	\$0.00	\$0.00
<b>Local Government</b>			
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
<b>Local Non-Government</b>			
Farebox	\$13,108.00	\$0.00	\$13,108.00

Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$8,135.00	\$0.00	\$8,135.00
<b>Other Federal or State Programs</b>			
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>	\$687,908.00	\$0.00	\$687,908.00

# FLCTD

## Annual Operations Report

### Section VII: Expense Sources

County: Suwannee		Fiscal Year: July 1, 2011 - June 30, 2012	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$220,698.00	\$0.00	\$220,698.00
Fringe Benefits (502):	\$32,386.00	\$0.00	\$32,386.00
Services (503):	\$35,138.00	\$0.00	\$35,138.00
Materials and Supplies Cons. (504):	\$57,703.00	\$0.00	\$57,703.00
Utilities (505):	\$9,431.00	\$0.00	\$9,431.00
Casualty and Liability (506):	\$21,636.00	\$0.00	\$21,636.00
Taxes (507):	\$14,635.00	\$0.00	\$14,635.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$335,968.00	\$0.00	\$335,968.00
Miscellaneous (509):	\$6,459.00	\$0.00	\$6,459.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$768.00	\$0.00	\$768.00
Annual Depreciation (513):	\$0.00	\$0.00	\$0.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$16,517.00	\$0.00	\$16,517.00
GRAND TOTAL:	\$751,339.00	\$0.00	\$751,339.00

**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY  
SUWANNEE COUNTY 2010 - 2012**

PERFORMANCE STANDARD	MEASURE	2010	2011	2012	Percent Change 2010-2012
TOTAL SERVICE	Total Passenger Trips	205,642	Not Available	22,872	-799%
	Total Revenue Vehicle Miles	488,028	Not Available	1,064,024	54%
	Total Vehicle Miles	1,087,918	Not Available	1,064,024	-2%
SERVICE EFFECTIVENESS	Average Miles per Trip	5.29	Not Available	46.52	89%
	Passenger Trips/Revenue Vehicle Miles	0.42	Not Available	0.02	-1860%
	Passenger Trips/Total Vehicle Miles	0.19	Not Available	0.02	-779%
	Revenue Vehicle Miles/Vehicle Miles	0.45	Not Available	1.00	55%
COST EFFECTIVENESS & EFFICIENCY	Total Revenue	\$1,686,745	Not Available	\$687,908	-145%
	Total Expenses	\$1,635,505	Not Available	\$751,339	-118%
	Cost/Passenger Trip	\$7.95	Not Available	\$32.85	76%
	Cost/Total Vehicle Miles	\$1.50	Not Available	\$0.71	-113%
	Cost/Total Vehicles	\$38,035.00	Not Available	\$19,265.10	-97%
VEHICLE UTILIZATION	Total Vehicles	43	Not Available	39	-10%
	Passenger Trips/Vehicles	4,782	Not Available	586	-715%
	Total Vehicle Miles/Total Vehicles	25,300	Not Available	27,283	7%
	Total Revenue Vehicle Miles/Total Vehicles	11,349	Not Available	27,283	58%
SAFETY	Total Number of Accidents	0	Not Available	6	100%
	Accidents/100,000 Miles	0	Not Available	1	100%
SERVICE AVAILABILITY	Average Vehicle Miles Between Roadcalls	1,087,918	Not Available	70,935	-1434%
	No Shows	54	Not Available	0	#DIV/0!
	Roadcalls	1	Not Available	15	93%
	Number of Trip Denials	26	Not Available	0	#DIV/0!

Source: Annual Operations Reports/ North Central Florida Regional Planning Council





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October 26, 2012

TO: Suwannee County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Multi-County Transportation Disadvantaged Coordinating Board

RECOMMENDATION

Discuss the creation of a multi-county Transportation Disadvantaged Coordinating Board.

BACKGROUND

At its last meeting, the Board agreed to discuss creating a multi-county Transportation Disadvantaged Coordinating Board with the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Boards. Attached is information concerning the creation of a multi-county Transportation Disadvantaged Board.

Florida Commission for the Transportation Disadvantaged staff will be in attendance at the meeting to answer questions.

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### **Creating a Multi-County Transportation Disadvantaged Coordinating Board**

- Resolution from each individual local Coordinating Board approving the multi-county Board.
- Resolution from Suwannee Valley Transit Authority approving the multi-county Board.
- Resolution from North Central Florida Regional Planning Council recommending the multi-county Board.
- Florida Commission for the Transportation Disadvantaged gives final approval.
- Terminate current Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee Valley Transit Authority. Replace current Memorandum of Agreement with new combined service area (Columbia, Hamilton and Suwannee Counties) Memorandum of Agreement. Maintain same contract period (1/1/2012 to 6/30/2016).
- Amend local Coordinating Board By-laws.
- One Transportation Disadvantaged Service Plan.
- Amend Planning contract.
- Amend Transportation Disadvantaged Trust Fund Grant.
- Rates developed for tri-county service area.
- Combined Annual Operations Report.
- Medicaid encounter data **will not** be combined.
- **Rule 41-2.012, Florida Administrative Code: Coordinating Board Structure and Duties:**
  - (1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official, to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. **For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.**
  - (3) In addition to the Chairperson, **except for multi-county Coordinating Boards which shall have as a representative an elected official from each county . . .**
    - 1 voting representative
    - 1 alternate representative
    - Rotate meeting location
    - Board of County Commissioners approval. This is not required, but, is an option.



QUARTERLY OPERATING REPORT SUWANNEE COUNTY JULY-SEPT 2012												
OPERATING DATA	OPERATOR											TOTAL
	SVTA	ACV	Alternative	Complete Care	Collins	JD Trans	M & H	LCW	N & C	Parrish	Peeler	
TOTAL TRIPS	2,834	118	1,253	364	95	4	4	130	420	388	165	5,775
Arc of N FL	304	0	0	0	0	0	0	0	0	0	0	304
Medicaid	1,184	118	1,017	291	75	4	4	92	389	388	151	3,713
TD Trust Fund	1,342	0	236	73	20	0	0	38	31	0	14	1,754
Disability Determination	0	0	0	0	0	0	0	0	0	0	0	0
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0	0	0	0
Ryan White	4	0	0	0	0	0	0	0	0	0	0	4
											verified	5,775
TOTAL DOLLARS INVOICED	\$230,807.26	\$4,591.76	\$43,807.68	\$9,914.34	\$2,889.58	\$77.52	\$126.20	\$3,364.33	\$19,218.59	\$8,547.80	\$4,885.05	\$328,230.11
Arc of N FL	3,993.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$3,993.13
Medicaid	189,181.80	4,591.76	26,088.60	0.00	2,172.20	77.52	126.20	1,507.40	14,117.74	8,547.80	3,401.98	\$249,813.00
TD Trust Fund	37,577.33	0.00	17,719.08	9,914.34	717.38	0.00	0.00	1,856.93	5,100.85	0.00	1,483.07	\$74,368.98
Disability Determination	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$0.00
Vocational Rehabilitation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$0.00
Ryan White	55.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$55.00
											verified	\$328,230.11
TOTAL VEHICLE MILES (passenger)	n/a	5,324	39,259	6,225	3,553	48	166	3,363	10,510	9,957	5,262	83,667
TOTAL VEHICLE HOURS (passenger)	n/a	142	1,536	159	106	2	8	117	351	506	141	3,068
AVERAGE COST PER TRIP												
Arc of N FL	\$13.14	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Medicaid	\$159.78	\$38.91	\$25.65	\$0.00	\$28.96	\$19.38	\$31.55	\$16.38	\$36.29	\$22.03	\$22.53	\$401.48
TD Trust Fund	\$28.00	#DIV/0!	\$75.08	\$135.81	\$35.87	#DIV/0!	#DIV/0!	\$48.87	\$164.54	#DIV/0!	\$105.93	#DIV/0!
Disability Determination	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Vocational Rehabilitation	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Ryan White	\$13.75	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
AVERAGE COST PER MILE	#VALUE!	\$0.86	\$1.12	\$1.59	\$0.81	\$1.62	\$0.76	\$1.00	\$1.83	\$0.86	\$0.93	\$3.92
AVERAGE COST PER HOUR	#VALUE!	\$28.52	\$62.35	\$62.35	\$27.26	\$38.76	\$15.78	\$28.75	\$54.75	\$16.89	\$34.65	\$106.99
TRIP PURPOSE	-	-	-	-	-	-	-	-	-	-	-	-
Medical	2,530	118	1,253	364	95	4	4	130	420	388	165	5,471
Employment	0	0	0	0	0	0	0	0	0	0	0	0
Education/Training	304	0	0	0	0	0	0	0	0	0	0	304
Shopping	0	0	0	0	0	0	0	0	0	0	0	0
Meal Site	0	0	0	0	0	0	0	0	0	0	0	0
Recreation	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
											verified	5,775
NUMBER OF TRIPS DENIED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	10	70	0	0	0	0	14	320	0	0	414
PERCENT OF SINGLE PASSENGER TRIPS PROVIDED	n/a	#VALUE!										
NUMBER OF ACCIDENTS												0
NUMBER OF VEHICLES	29	3	5	2	2	3	5	1	3	4	4	61
NUMBER OF TRIPS PER VEHICLE	98	39	251	182	48	1	1	130	140	97	41	95
NUMBER OF ROADCALLS												0

SVTA includes Adoptive Parents 78 trips  
\$1,132.00

2011-2012 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY  
SUWANNEE COUNTY

MONTH/YEAR	GRANT AMOUNT	TOTAL DOLLARS INVOICED	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS PROVIDED	AVERAGE COST PER TRIP
11-Jul	\$214,810.00	\$17,913.00	\$196,897.00	543	\$32.99
11-Aug		\$17,900.00	\$178,997.00	662	\$27.04
11-Sep		\$17,900.00	\$161,097.00	571	\$31.35
11-Oct -		\$17,900.00	\$143,197.00	480	\$37.30
11-Nov -		\$17,900.00	\$125,297.00	486	\$36.84
11-Dec -		\$17,900.00	\$107,397.00	464	\$38.58
12-Jan -		\$15,719.98	\$91,677.02	387	\$40.62
12-Feb -		\$14,200.80	\$77,476.22	311	\$45.67
12-Mar -		\$15,660.35	\$61,815.97	354	\$44.24
12-Apr -		\$9,317.40	\$52,498.57	236	\$39.48
12-May -		\$10,608.77	\$41,889.80	313	\$33.90
12-Jun -		\$7,990.06	\$33,899.74	244	\$32.75
Total		\$180,910.36	\$33,899.74	5,051	

**Rates Charged for TD Service:**

**\$1.57 per passenger mile (ambulatory)**

**\$2.69 per passenger mile (wheelchair)**

**\$5.61 per passenger mile (stretcher)**

**2012-2013 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY  
SUWANNEE COUNTY**

<b>MONTH/YEAR</b>	<b>GRANT AMOUNT</b>	<b>TOTAL DOLLARS INVOICED</b>	<b>TOTAL AMOUNT REMAINING</b>	<b>NUMBER OF TRIPS PROVIDED</b>	<b>AVERAGE COST PER TRIP</b>
12-Jul	\$19,742.00	\$18,845.46	\$896.54	575	\$32.78
12-Aug	\$19,697.00	\$19,697.00	\$0.00	555	\$35.49
12-Sep	\$19,697.00	\$19,697.00	\$0.00	525	\$37.52
12-Oct	-				
12-Nov	-				
12-Dec	-				
13-Jan	-				
13-Feb	-				
13-Mar	-				
13-Apr	-				
13-May	-				
13-Jun	-				
Total					

## 2012-2013 MEDICAID NET SUMMARY SUWANNEE COUNTY

MONTH/YEAR	TOTAL AMOUNT	MONTHLY ALLOCATION	TOTAL DOLLARS SPENT	NUMBER OF TRIPS	AVERAGE COST PER TRIP
	<b>\$999,263.00</b>				
Jul-12	-	\$83,271.00	\$63,760.15	1,031	\$61.84
Aug-12	-	\$83,271.00	\$93,902.89	1,309	\$71.74
Sep-12	-	\$83,271.00	\$68,720.41	990	\$69.41
Oct-12	-				#DIV/0!
Nov-12	-				#DIV/0!
Dec-12	-				#DIV/0!
Jan-13	-				#DIV/0!
Feb-13	-				#DIV/0!
Mar-13	-				#DIV/0!
Apr-13	-				#DIV/0!
May-13	-				#DIV/0!
Jun-13	-				#DIV/0!
<b>TOTAL</b>					<b>#DIV/0!</b>

SUWANNEE COUNTY  
SERVICE COMPLAINTS AND COMMENDATIONS  
JULY 2012-SEPTEMBER 2012

TYPE OF COMPLAINT	Suwannee Valley Transit Authority	ACV	Alternative Transport	Collins Transport	Complete Care	D's Healthcare	LCW Transport	M&H Transport	Nice and Clean Transportation	Peeler Medical Transport	Parrish Medivan	Resolved
Vehicle Condition	0	0	0	0	0	0	0	0	0	0	0	-
Driver's Behavior	1	0	0	0	0	0	0	0	0	0	0	-
Client Behavior	0	0	0	0	0	0	0	0	0	0	0	-
No Show by Client	12	0	0	0	0	0	5	0	0	0	0	-
Tardiness - Late pickup	1	0	0	0	0	0	0	0	1	0	0	-
Tardiness - Late dropoff	0	0	0	0	0	0	0	0	1	0	0	-
No Show by Operator	1	0	0	0	0	0	0	0	0	0	0	-
Dispatch/Scheduling	0	0	0	0	0	0	0	0	0	0	0	-
Other	1	0	0	0	0	0	0	0	0	0	0	-
<b>TOTALS</b>	16	0	0	0	0	0	5	0	2	0	0	23
<b>COMMENDATIONS</b>	0	0	1	0	0	0	0	0	0	0	0	-



**ATTENDANCE RECORD**

**SUWANNEE COUNTY**  
**TRANSPORTATION DISADVANTAGED**  
**COORDINATING BOARD**

POSITION	NAME	3/7/12	6/6/12	6/25/12	9/5/12
Chairperson	Commissioner Jesse Caruthers	P	P	P	A
FDOT Alternate Member	Sandra Collins (Vacant)	P	A	A	A
FDCF Alternate Member	Kay Tice (Vacant)	P	P	P	P
FAHCA-Medicaid Alternate Member	Alana McKay Andrew Singer	A P	A P	P P	P A
FDOE Alternate Member	(Vacant) (Vacant)				
Public Education Alternate Member	Scott Pfender (Vacant)	P	A	A	P
Citizen Advocate (CA) Alternate Member	(Vacant) (Vacant)				
CA-User Alternate Member	(Vacant) (Vacant)				
Elderly Rep. Alternate Member	Charles Burke (Vacant)	P	P	A	P
Veterans Rep. Alternate Member	Ellis A. Gray, III (Vacant)	P	P	A	P
Person with Disabilities Rep Alternate Member	(Vacant) (Vacant)				
CAA Rep. Alternate Member	Matt Pearson Frances Terry	P A	A A	P A	P A
FDEA Alternate Member	Bruce Evans Janis Owen	P A	P A	P A	A A
Early Childhood Services Alternate Member	Colleen Cody (Vacant)	P	P	P	P
Private Transit Rep. Alternate Member	Robin Lumpkins (Vacant)	A	P	P	P
North Florida Workforce Dev. Board Alternate Member	Sheryl Rehberg Cindy Heffernan	A	A P	A P	A A
Local Medical Community Alternate Member	(Vacant) (Vacant)				

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

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

