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April 8, 2013

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

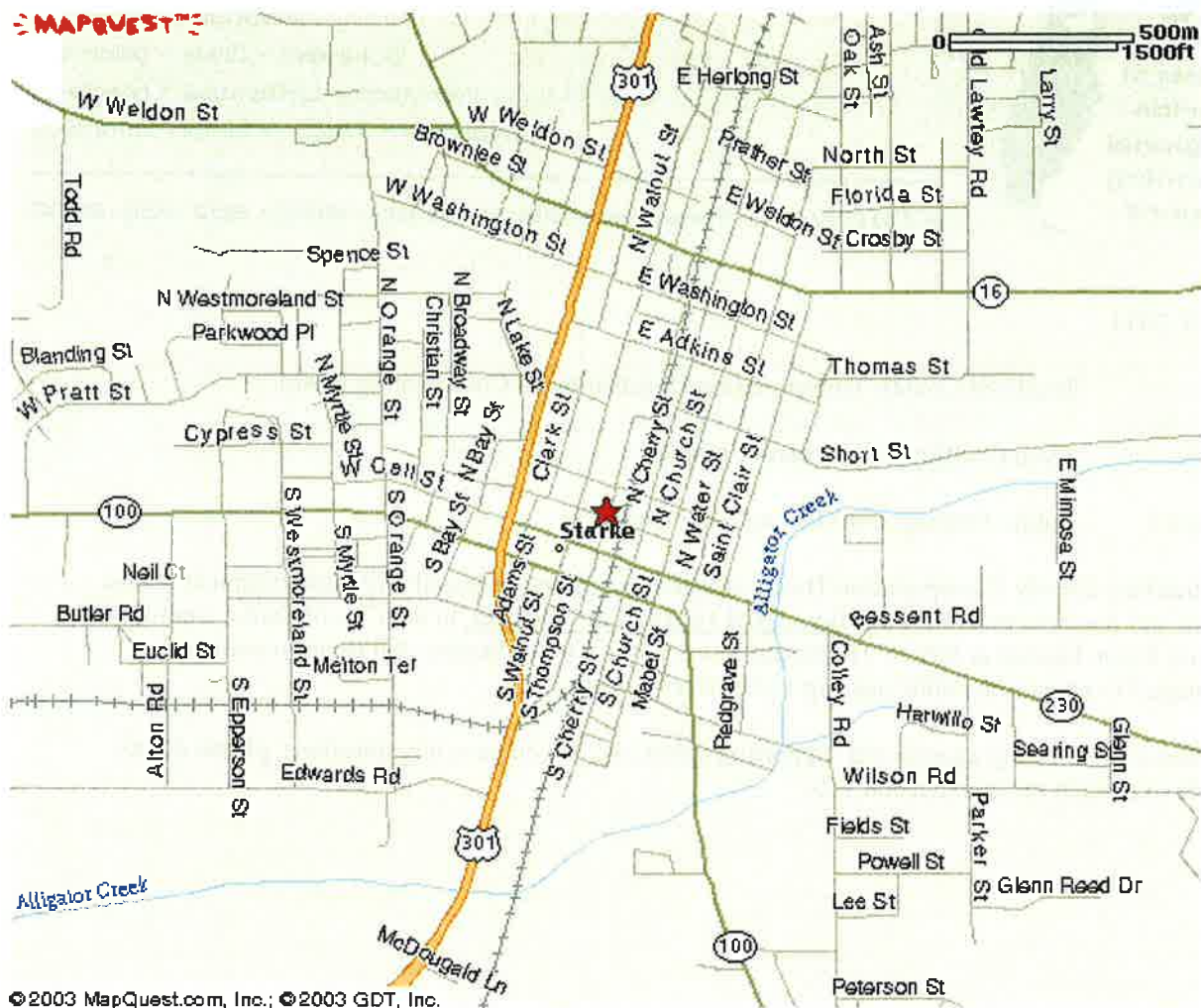
SUBJECT: Public Hearing and Meeting Announcement

The Bradford County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting **Tuesday, April 16, 2013 at 9:30 a.m.** in the City of Starke Commission Meeting Room located at 209 N. Thompson Street in the City of Starke. All Board members are encouraged to attend the public hearing and business meeting.

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

#### Attachments

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**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING ANNOUNCEMENT AND AGENDA**

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

**Tuesday**  
**April 16, 2013**  
**9:30 a.m.**

**I. PUBLIC HEARING – CALL TO ORDER**

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

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

- A. Approval of the Meeting Agenda
- B. Approval of the January 8, 2013 Minutes  
Minutes

**ACTION REQUIRED**

**ACTION REQUIRED**

**III. UNFINISHED BUSINESS**

- A. Community Transportation Coordinator Selection

**ACTION REQUIRED**

The Board needs to recommend that Suwannee River Economic Council be designated the Bradford County Community Transportation Coordinator

**IV. NEW BUSINESS**

- A. Bradford County Transportation Disadvantaged  
Service Plan

**ACTION REQUIRED**

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

**B. Operations Reports** **NO ACTION REQUIRED**

**C. 2013 Legislative Priorities** **NO ACTION REQUIRED**

Enclosed are the Florida Commission for the Transportation Disadvantaged 2013  
Legislative priorities

**V. OTHER BUSINESS**

**A. Comments**

**1. Members**

**2. Citizens**

**VI. FUTURE MEETING DATES**

**A. Tuesday, July 16, 2013 at 9:30 a.m.**

**C. Tuesday, October 15, 2013 at 9:30 a.m.**

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

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

**BRADFORD COUNTY  
COORDINATING BOARD**

**Voting Members**

*Chairperson*  
**Commissioner Danny Riddick**

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

*Department of Children and Families*  
**Brad Seeling**

*Florida Department of Education*  
**Jeffrey Aboumrad**

*Public Education*  
**Richard Sapp**

*Citizen Advocate*  
**Jean Rosebrock**

*Citizen Advocate - User*  
**Patricia Fountain**

*Elderly Representative*  
**(Vacant)**

*Veteran Representative*  
**Barbara Fischer**

*Persons with Disabilities Representative*  
**Mary Lou Black**

*Community Action Agency Representative*  
**E.W. Hodges**

*Department of Elder Affairs*  
**Cindy Roberts**

*Children at Risk*  
**Kyle Bonesteel**

*Private Transit Representative*  
**Steve Futch - Vice Chairman**

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

*Regional Workforce Development Board*  
**Linda Tatum**

**Alternate Members**

*Chairperson*  
**Mayor Tommy Chastain**

*Department of Transportation*  
**Janell Damato**

*Department of Children and Families*  
**Vacant**

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

*Public Education*  
**(Vacant)**

*Citizen Advocate*  
**William Harris**

*Citizen Advocate - User*  
**Lou Hall**

*Elderly Representative*  
**(Vacant)**

*Veteran Representative*  
**(Vacant)**

*Persons with Disabilities Representative*  
**Sherry Ruszkowski**

*Community Action Agency Representative*  
**(Vacant)**

*Department of Elder Affairs*  
**(Vacant)**

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

*Private Transit Representative*  
**Laura Crews**

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

*Regional Workforce Development Board*  
**(Vacant)**

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**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

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

Tuesday  
January 8, 2013  
9:30 a.m.

**VOTING MEMBERS PRESENT**

Commissioner Danny Riddick, Chairman  
Linda Johns, representing Mayor Tommy Chastain  
Jeffrey Aboumrad, Florida Department of Education  
Barbara Fischer, Veterans Representative  
Patricia Fountain, Citizen Advocate -User  
Linda Johns representing Mayor Tommy Chastain  
Alana McKay, Florida Agency for Health Care Administration - Medicaid  
Cindy Roberts, Florida Department of Elder Affairs  
Jean Rosebrock, Citizen Advocate  
Brad Seeling, Florida Department of Children and Families  
Linda Tatum, Regional Workforce Development Board

**VOTING MEMBERS ABSENT**

Mary Lou Black, Persons with Disabilities Representative  
Kyle Bonesteel, Early Childhood Services Representative  
Sandra Collins, Florida Department of Transportation  
Steve Futch, Private Transit Representative, Vice-Chair  
E.W. Hodges, Community Action Agency Representative  
Richard Sapp, Public Education Representative

**OTHERS PRESENT**

Kristin Clements, Communities in Schools  
Terry Goodwin, Florida Commission for the Transportation Disadvantaged  
Matthew Pearson, Suwannee River Economic Council  
Rachael Rhodes, Bradford County  
Tony Sellars, Bradford ARC  
Daisy Williams, Bradford County

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

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

**A. Introductions**

Chairman Riddick asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, asked the Board to add an amendment to the Bradford County Transportation Disadvantaged Service Plan to the agenda.

**ACTION:** Linda Tatum moved to approve the meeting agenda with the addition of agenda item II.C. Bradford County Transportation Disadvantaged Service Plan amendment. Cindy Roberts seconded; motion passed unanimously.

**C. Approval of the October 16, 2012 Minutes**

**ACTION:** Linda Tatum moved to approve the October 16, 2012 meeting minutes. Barbara Fischer seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. Request for Proposals**

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires that the North Central Florida Regional Planning Council use a competitive request for proposals process to select Community Transportation Coordinators at the end of each contract period. She said Suwannee River Economic Council's Memorandum of Agreement will expire June 30, 2013. Therefore, she said the Council issued a request for proposals for Community Transportation Coordinator on January 3, 2013.

Ms. Godfrey explained that any proposal submitted by the deadline will be scored and ranked by a Technical Review Committee. She said the Committee scores and rankings will be provided to the Board for review. She stated that the Board may provide non-binding comments concerning proposals to the North Central Florida Regional Planning Council.



She explained that the Florida Commission for the Transportation Disadvantaged will make the final designation.

**B. Operations Reports**

Ms. Godfrey stated that the operations reports for the third quarter of 2012 are included in the meeting packet for the Board's review. She said there is no action required on this agenda item.

The Board reviewed the operations reports.

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

Ms. Godfrey stated that all projects that are funded with Federal Transit Administration grant funds must be included in the Bradford County Transportation Disadvantaged Service Plan. She stated that Suwannee River Economic Council has applied for U.S.C. Section 5310 and 5311 Program funds. She asked the Board to amend the Bradford County Transportation Disadvantaged Service Plan to include these projects.

The Board reviewed Suwannee River Economic Council's U.S.C. Section 5310 and 5311 Grant applications.

**ACTION:** Linda Tatum moved to approve the amendments to the Bradford County Transportation Disadvantaged Service Plan. Cindy Roberts seconded; motion passed

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

There were no member comments.

**2. Citizens**

Mr. Matthew Pearson, Suwannee River Economic Council Transportation Director, stated that they recently had two drivers leave the employment of Suwannee River Economic Council. He said they may have some service issues until they are able to hire new drivers.

Ms. Rachael Rhodes, Bradford County, said that she receives calls about transportation to the new County Senior Center. She said they are working with Suwannee River Economic Council, but, she understands that funds for transportation are limited.

Mr. Pearson explained how the existing transportation funds are used. He said they will try to coordinate transportation to the new Senior Center when it is possible.

Ms. Godfrey asked if Suwannee River Economic Council offers private pay transportation services.

Mr. Pearson said they do not offer private pay transportation services at this time because they need to make sure transportation is available for medical needs. He said he will look into providing private pay transportation.

**IV. FUTURE MEETING DATES**

Chairman Riddick stated that the next meeting of the Board will be held Tuesday, April 16, 2013 at 9:30 a.m.

**ADJOURNMENT**

The meeting adjourned at 10:30 a.m.

\_\_\_\_\_  
Coordinating Board Chairman

\_\_\_\_\_  
Date



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April 8, 2013

TO: Bradford County Transportation Disadvantaged Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Community Transportation Coordinator Designation

RECOMMENDATION:

**Recommend that the Florida Commission for the Transportation Disadvantaged designate Suwannee River Economic Council, Inc. the Bradford County Community Transportation Coordinator for a five-year period effective July 1, 2013.**

BACKGROUND:

The North Central Florida Regional Planning Council issued a request for proposals for Bradford County Community Transportation Coordinator on January 3, 2013. In response to the request for proposals, one proposal was received from Suwannee River Economic Council, Inc.

The North Central Florida Regional Planning Council authorized the Executive Director to appoint a Technical Review Committee to review and score proposals for the Bradford County Community Transportation Coordinator. The Technical Review Committee has reviewed Suwannee River Economic Council's proposal and determined that it is responsive to the request for proposals.

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April 8 2013

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Bradford County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Bradford County Transportation Disadvantaged Service Plan.

BACKGROUND

Chapter 427, Florida Statutes requires Suwannee River Economic Council to prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the local Coordinating Board's approval. This plan provides information needed by the local Coordinating Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

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

Attachment

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# BRADFORD COUNTY

## TRANSPORTATION DISADVANTAGED SERVICE PLAN



Prepared by the

North Central Florida Regional Planning Council  
209 Northwest 67th Place, Suite A  
Gainesville, Florida 32653-1603  
352.955.2200



and

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

April 2013





**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
LOCAL COORDINATING BOARD**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner Danny Riddick			
Elderly	Vacant			
Disabled	Mary Lou Black			
Citizen Advocate	Jean Rosebrock			
Citizen Advocate/User	Patricia Fountain			
Children at Risk	Kyle Bonesteel			
Community Action	E.W. Hodges			
Public Education	Richard Sapp			
FDOT	Sandra Collins			
FDCF	Brad Seeling			
FDEA	Cindy Roberts			
FDOE	Jeffery Aboumrad			
FAHCA	Alana McKay			
Regional Workforce Development Board	Linda Tatum			
Veteran Services	Barbara Fischer			
Private Transportation Industry	Steve Futch			
Local Medical Community	Vacant			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on

\_\_\_\_\_  
Coordinating Board Chair

\_\_\_\_\_  
Date

Approved by the Commission for the Transportation Disadvantaged.

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



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# I

## DEVELOPMENT PLAN

### INTRODUCTION TO THE SERVICE AREA

The purpose of this section is to provide information about the organization and development of the Transportation Disadvantaged Program in Bradford County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU).

#### **BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM**

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as:

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

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Chapter 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact Chapter 427, Florida Statutes with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code was adopted to implement the provisions of Chapter 427. In addition, Rule 41-2 of the Florida Administrative Code assigns the Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The following sections discuss each of the major components of the Transportation Disadvantaged Program.

## **FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

The Florida Commission for the Transportation Disadvantaged is independent and reports to the Governor and the Legislature. Chapter 427, Florida Statutes states that:

"the purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged."

The Governor appoints seven members to the Commission. Five of the members must have significant experience in the operation of a business and two of the members must have a disability and use the transportation disadvantaged system. The Chairperson is appointed by the Governor and Vice-Chairperson is elected annually from the membership of the Florida Commission for the Transportation Disadvantaged.

## **DESIGNATED OFFICIAL PLANNING AGENCY**

The designated official planning agency is responsible for transportation disadvantaged planning in a given area. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations. In the rural areas of the state, organizations which are eligible to be planning agencies are:

- County or city governments.
- Regional planning councils.
- Metropolitan planning organizations.
- Local planning organizations who are currently performing planning activities in the service area.

The North Central Florida Regional Planning Council is the designated official planning agency for Bradford County. A few of the Planning Council's tasks according to Rule 41-2 of the Florida Administrative Code include:

- Appointment of members to the local coordinating local Coordinating Boards.
- Provision of staff to the local coordinating local Coordinating Boards.
- Recommendation to the Commission regarding the initial selection or re-designation of the Community Transportation Coordinator.

## **LOCAL COORDINATING BOARDS**

The designated official planning agency is responsible for appointing a local coordinating Board in each county. The purpose of the local Coordinating Board is to provide advice and direction to the Community Transportation Coordinator concerning the coordination of transportation services.

According to Rule 41-2 of the Florida Administrative Code, there are 16 members appointed to the local Coordinating Board. The designated official planning agency appoints an elected official, to serve as the official chairperson for all local Coordinating Board meetings. The Vice-Chairperson is elected annually



by the voting members of the local Coordinating Board.

In addition to the Chairperson, the following agencies or other groups serve on the local Coordinating Boards as voting members:

- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Families.
- A representative of the Public Education Community.
- A representative of the Florida Department of Labor and Employment Security.
- A person who is recognized by the Florida Department of Veterans Affairs as representing veterans.
- A person who is recognized by the President of the Florida Association for Community Action as representing the economically disadvantaged.
- A person over sixty representing the elderly.
- A person with a disability representing the disabled.
- A general citizen advocate.
- A citizen advocate who is a user of transportation disadvantaged services.
- A representative of the State Coordinating Council for Early Childhood Services.
- The Chairperson or designee of the local mass transit or public transit system's Local Coordinating Board.
- A representative of the Department of Elder Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Agency for Health Care Administration Medicaid Program.

The following are some of the duties of the local Coordinating Board:

- Approving the Community Transportation Coordinator's Memorandum of Agreement and Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance.
- Reviewing all applications for local, state and federal transportation disadvantaged funds.

### **COMMUNITY TRANSPORTATION COORDINATOR**

The Community Transportation Coordinator is the agency or organization in each county responsible for

ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Suwannee River Economic Council is the designated Community Transportation Coordinator for Bradford County.

The Community Transportation Coordinator may provide all or a portion of transportation service in a designated service area. Community Transportation Coordinators may also subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of the Community Transportation Coordinator:

- Developing and implementing a Service Plan.
- Executing contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating local Coordinating Board).
- Prepare an annual operating report.

## DESIGNATION DATE/HISTORY

Suwannee River Economic Council is a private non-profit corporation, chartered by the State of Florida in 1966. In 1972, Suwannee River Economic Council began the Suwannee Valley Transit System in Columbia, Hamilton, Suwannee and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created to serve Columbia, Hamilton and Suwannee Counties. Suwannee River Economic Council continues to operate as the Community Transportation Coordinator for Lafayette County.

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

In 2008, the North Central Florida Regional Planning Council issued a request for proposals for Bradford County Community Transportation Coordinator. The Planning Council received one proposal from Suwannee River Economic Council. After reviewing Suwannee River Economic Council's proposal, the local Coordinating Local Coordinating Board recommended to the North Central Florida Regional Planning Council that Suwannee River Economic Council be designated the Community Transportation Coordinator for Bradford County. The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council as the Bradford County Community Transportation Coordinator.

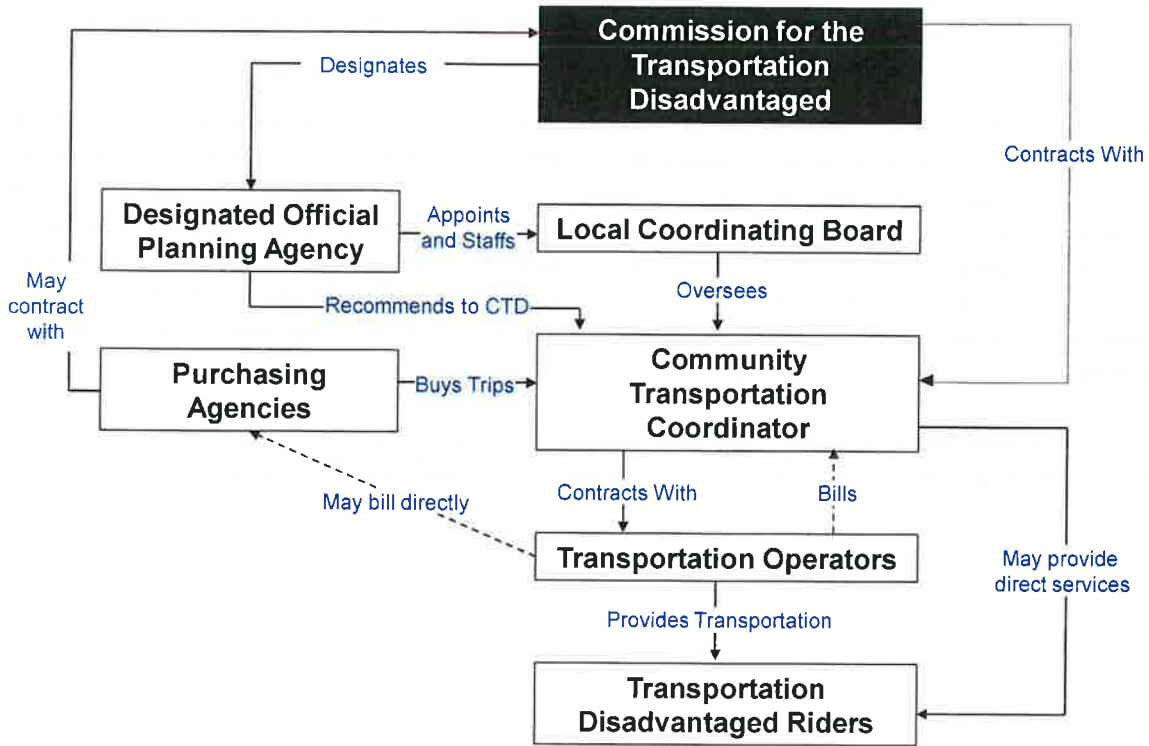
The North Central Florida Regional Planning Council was designated the official planning agency for Bradford County in April 1990. The Council was selected through a non-competitive selection process.

## ORGANIZATION CHART

The following chart illustrates how Florida's Transportation Disadvantaged Program is organized:



# Coordinated Transportation System Organization



## **CONSISTENCY REVIEW OF OTHER PLANS**

### **LOCAL GOVERNMENT COMPREHENSIVE PLANS**

The local comprehensive planning process involves essentially four basic steps:

1. the collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. the formulation of goals for future growth and development;
3. the development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan;
4. the implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Bradford County Comprehensive Plan.

### **REGIONAL POLICY PLANS**

The North Central Florida Strategic Regional Policy Plan is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Strategic Regional Policy Plan.

### **TRANSIT DEVELOPMENT PLANS**

Not applicable.

### **COMMISSION FOR THE TRANSPORTATION DISADVANTAGED 5 YEAR/20 YEAR PLAN**

The Florida Commission for the Transportation Disadvantaged 5 Year/20 Year Plan establishes goals, objectives and a plan of action for the Transportation Disadvantaged Commission. The plan presents forecasts of demand for transportation disadvantaged services, the cost of meeting the forecasted demand, forecasts of future funding for transportation disadvantaged services and approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, demand for trips, number of trips supplied, unmet demand for trips and operating expenses.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Florida Commission for the Transportation Disadvantaged's 5 Year/20 Year Plan.

**MPO LONG RANGE TRANSPORTATION PLANS**

Not applicable.

**TRANSPORTATION IMPROVEMENT PROGRAM**

Not applicable.

**PUBLIC PARTICIPATION**

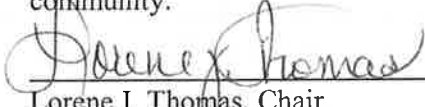
The Bradford County Local Coordinating Board includes representatives of public, private and non-profit transportation and human services providers as well as the public to participate in the development and update of the Bradford County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Bradford County Local Coordinating Board whose membership includes citizens and human service providers.

## BRADFORD COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

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

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

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

Signature:  Date: 12/13/12  
 Lorene J. Thomas, Chair

REPRESENTATION	MEMBER'S NAME	TERM OF APPOINTMENT
Chairperson	Commissioner Danny Riddick	No Term
Elderly	Vacant	2 Years
Disabled	Mary Lou Black	1 Year
Citizen Advocate	Jean Rosebrock	3 Years
Citizen Advocate/User	Patricia Fountain	2 Years
Veteran Services	Barbara Fischer	No Term
Community Action	E.W. Hodges	No Term
Public Education	Richard Sapp	No Term
Florida Department of Transportation	Sandra Collins	No Term
Florida Department of Children and Families	Brad Seeling	No Term
Florida Department of Education	Jeffery Aboumrad	No Term
Florida Department of Elder Affairs	Cindy Roberts	No Term
Florida Agency for Health Care Administration	Alana McKay	No Term
Children at Risk	Kyle Bonesteel	No Term
Regional Workforce Development Board	Linda Tatum	No Term
Local Medical Community	Vacant	No Term
Private Transportation Industry	Steve Futch	3 Years

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## SERVICE AREA PROFILE AND DEMOGRAPHICS

### SERVICE AREA DESCRIPTION

Bradford County has a land area of approximately 293 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Baker County, on the east by Clay County, on the south by Alachua County and a small piece of Putnam County and on the west by Union County.

### DEMOGRAPHICS

#### LAND USE

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

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

Within the unincorporated areas of the County, four types of growth have occurred. The first type of land use pattern is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates within and around the unincorporated market centers. The third type of land use pattern is the development of residential lots along the Santa Fe River within the County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout the County.

#### POPULATION/COMPOSITION

According to the US Census Bureau, Bradford County's 2010 population was 28,520. Table 1.25 of the 2011 Florida Statistical Abstract estimated Bradford County's 2010 total population as 28,520. The 2011 Florida Statistical Abstract also estimated the population of the City of Starke as 5,449, the Town of Brooker as 338, the City of Hampton as 500, the City of Lawtey as 730 and the unincorporated area as 21,503. As Table 1 shows, 74 percent of the County's population is located within the unincorporated areas.

TABLE 1

#### POPULATION COUNTS AND ESTIMATES BRADFORD COUNTY

AREA	POPULATION COUNT 2000 Census	POPULATION ESTIMATES 2010
Bradford County	26,088	28,520
Town of Brooker	352	338
City of Hampton	431	500
City of Lawtey	656	730
City of Starke	5,593	5,449
Unincorporated Area	19,056	21,503

Source: 2011 Florida Statistical Abstract, Table 1.25



It is important to note that, according to Table 1.80 of the 2011 Florida Statistical Abstract, 4,136 individuals in Bradford County are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

### **POPULATION DENSITIES**

With approximately 293 square miles of land area, the County population density in 2000 was approximately 89 persons per square mile.

Table 2 shows that the City of Starke is the most densely populated area in Bradford County, with 839 persons per square mile. The Brooker census division, which has the lowest population density within the County, has only 14 persons per square mile.

**TABLE 2**

**POPULATION DISTRIBUTION IN CENSUS DIVISIONS, CITIES AND TOWNS  
BRADFORD COUNTY, 2000**

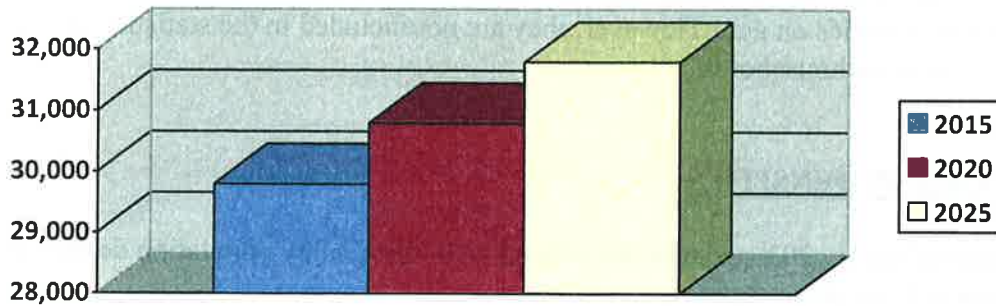
<b>LOCATION</b>	<b>2000 U.S. CENSUS POPULATION</b>	<b>PERCENT OF COUNTY POPULATION</b>	<b>PERSONS PER SQUARE MILE</b>
Brooker Division	1,119	3%	15
City of Brooker	352	1%	670
Hampton Division	5,798	18%	82
City of Hampton	431	1%	417
Lawtey Division	6,105	18%	90
City of Lawtey	656	2%	477
Starke Division	13,066	39%	166
City of Starke	5,593	17%	839
Bradford County	33,120	100%	89

Source: U.S. Department of Commerce, Bureau of the Census, 2000 Census of Land Area and Population Density Table 15

### **POPULATION PROJECTIONS**

According to Table 1.41 of the 2011 Florida Statistical Abstract, it is estimated that Bradford County will have a total population of 29,800 by the year 2015, and by 2025, the total County population will be 31,800. Illustration I shows population projections for 2015, 2020 and 2025.

**ILLUSTRATION I  
BRADFORD COUNTY POPULATION PROJECTIONS**



Source: 2011 Florida Statistical Abstract, Table 1.41

**POPULATION AGE DISTRIBUTION**

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-44 year-old age group is the largest age group within the County. The 65 and over population is the smallest age group within the County, comprising 13 percent of the population.

**TABLE 3  
POPULATION ESTIMATES BY AGE GROUP  
BRADFORD COUNTY  
APRIL 2010**

AGE GROUP	POPULATION	PERCENT
0-17	5,635	20.3%
18-34	6,900	25.9%
35-54	8,360	29.4%
55-64	3,512	11%
65-79	3,103	9.7%
80 & Over	1,010	3.8%
<b>TOTAL</b>	<b>28,520</b>	<b>100%</b>

Source: 2011 Florida Statistical Abstract, Table 1.34

**DISABILITY**

The 2000 Census reported that 9,453 civilian residents who are 5 years of age and over who are not institutionalized, have disabilities.

## EMPLOYMENT

Table 6.11 of the 2011 Florida Statistical Abstract reports that Bradford County's labor force (individuals who are able to work but may not be employed) in 2010 was 12,625 with 11,412 people employed and 1,213 unemployed. The unemployment rate for Bradford County was 9.6 percent.

## INCOME

According to the US Census Bureau, the median household income for Bradford County in 2009 was \$38,360. In addition, the percent of persons below poverty level in 2009 was 22.5%. According to Table 5.10 of the 2011 Florida Statistical Abstract, the per capita personal income for Bradford County in 2009 was \$26,921. Table 4 shows poverty status in 1999 for individuals residing in Bradford County. Table 5 shows income levels that are currently used to define the federal poverty level.

**TABLE 4**  
**POVERTY STATUS**  
**BRADFORD COUNTY**  
**1999**

<b>CHARACTERISTICS</b>	<b>2000 U.S. CENSUS</b>
50 percent of poverty level	1,320
125 percent of poverty level	4,696
130 percent of poverty level	4,911
150 percent of poverty level	5,879
175 percent of poverty level	6,894
185 percent of poverty level	7,257
200 percent of poverty level	8,129

Source: BOC, 2000 Summary File 4 (SF 4)

**TABLE 5**

**POVERTY THRESHOLDS: POVERTY LEVEL  
BASED ON MONEY INCOME  
BY FAMILY SIZE IN THE UNITED STATES**

<b>FAMILY SIZE</b>	<b>2010 INCOME</b>
1	\$11,369
2	\$14,634
3	\$17,094
4	\$22,541
5	\$27,183
6	\$31,266
7	\$35,975
8	\$40,235
9 or More	\$48,400

Source: 2011 Florida Statistical Abstract, Table 5.47

Table 6 shows income and poverty status data for Bradford County. According to the 2010 Bureau of the Census, approximately 23 percent of individual residents in Bradford County had incomes below the poverty level in 2009. In addition the median household income for Bradford County in 2009 was \$38,360.

**TABLE 6**

**INCOME AND POVERTY STATUS  
BRADFORD COUNTY**

<b>LOCATION</b>	<b>PER CAPITA INCOME IN 2009</b>	<b>PERCENTAGE OF PERSONS BELOW POVERTY LEVEL 2009</b>
Bradford County	\$17,152	22.5%

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

The 2010 Bureau of the Census estimates that 22.5 percent of Bradford County residents had incomes below the poverty level in 2009. Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use.

Table 7.18 of the 2011 Florida Statistical Abstract shows the average monthly cases of families receiving Aid to Families with Dependent Children (AFDC) in Fiscal Year 2010-2011 was 151. The total number of Medicaid recipients for Fiscal Year 2008-2009 in Bradford County was 5,238.

Table 7 shows individuals who received Supplemental Security Income.

**TABLE 7**

**PUBLIC ASSISTANCE: AVERAGE MONTHLY  
CASES BY TYPE OF ASSISTANCE  
BRADFORD COUNTY  
DECEMBER 2010**

<b>TYPE OF ASSISTANCE</b>	<b>RECIPIENT S</b>
Aged Assistance	61
Aid to the Blind & Disabled	774
Total	835

Source: 2011 Florida Statistical Abstract, Table 7.19

**HOUSING**

Table 2.05 of the 2011 Florida Statistical Abstract estimates that in 2010, the total number of households in Bradford County was 9,479 and that the average household size was 2.53.

According to the 2000 Census, 10.2 percent of Bradford County's housing units did not have a telephone. Lack of a telephone makes it difficult for an individual to arrange paratransit transportation, since people must telephone to arrange a trip through the transportation disadvantaged system. Table 8 presents data on housing units below poverty level.

**TABLE 8**

**HOUSING UNITS BELOW POVERTY LEVEL  
BRADFORD COUNTY**

<b>OWNER OCCUPIED HOUSING UNITS</b>	<b>RENTAL OCCUPIED HOUSING UNITS</b>	<b>OCCUPIED HOUSING UNITS OVER AGE 65</b>	<b>RENTAL OCCUPIED HOUSING UNITS OVER AGE 65</b>
773	23	314	123

Source: Census 2000 Summary File 4 (SF 4)

**HEALTH**

One hospital and two nursing homes are located in Bradford County. According to Table 20.06 of the 2011 Florida Statistical Abstract, there are 7 medical offices and clinics. There are 10 licensed doctors of medicine and 323 registered, practical and advanced nurses.

## **TRANSPORTATION**

According to the 2000 Census, 6,709 owner-occupied housing units in Bradford County had no vehicle available. 1,788 renter-occupied housing units in Bradford County had no vehicle available.

## **MAJOR TRIP GENERATORS/ATTRACTORS**

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

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

## **SERVICE ANALYSIS**

### **POTENTIAL TRANSPORTATION DISADVANTAGED POPULATION**

The potential transportation disadvantaged population includes all persons who are elderly, disabled or low-income.

### **TRANSPORTATION DISADVANTAGED POPULATION**

The transportation disadvantaged population includes only those persons who are transportation disadvantaged according to the eligibility guidelines in Chapter 427, Florida Statutes. Chapter 427, Florida Statutes defines transportation disadvantaged as “. . . those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.”

### **FORECASTING DEMAND**

The Center for Urban Transportation Research's first step in forecasting the potential transportation disadvantaged population and transportation disadvantaged population was to forecast the number of persons who are elderly, disabled or low-income. Next, the Center For Urban Transportation Research allocated each member of each of these groups to a particular market segment to avoid double and triple counting. Finally, to forecast demand, Center For Urban Transportation Research added the market segments together.<sup>1</sup>

## **ELDERLY POPULATION**

Forecasts of total population and of elderly population (i.e., persons age 60 and older) are based on county-level data from the Bureau of Economic and Business Research (BEBR) at the University of Florida, Gainesville.

BEBR provided estimates or forecasts of population by age for the years 1995, 2000, 2005 and 2010. Center For Urban Transportation Research developed population forecasts for intermediate years under the assumption that the rate of population growth would remain constant within the five-year periods.<sup>1</sup>

## **DISABLED POPULATION**

Center For Urban Transportation Research used county-level data from the 1990 Census and national data from Current Estimates from the National Health Interview Survey, 1990 to develop estimates of the percentage of the 1990 population who were disabled in the 0 to 59 and the 60 and older age groups. Center For Urban Transportation Research used these percentages to forecast the number of persons who are disabled in each year of the study period.<sup>1</sup>

The 1990 Census provides data on the number of persons reporting a "mobility limitation" and/or a "self-care limitation." The 1990 Census defined "mobility limitation" as a health condition which had lasted for six or more months and which made it difficult to go outside the home alone. The 1990 Census defined "self-care limitation" as a health condition which had lasted for six or more months and which made it difficult to take care of personal needs, such as dressing, bathing, or getting around inside the house. For both definitions, "health condition" referred to both physical and mental conditions.

Center For Urban Transportation Research adjusted the county-level 1990 Census data using the national NHIS data as control totals. Center For Urban Transportation Research adjusted the 1990 Census data for each county so that the total number of persons in Florida who are disabled would match the national National Health Interview Survey data.

## **LOW INCOME POPULATION**

Center For Urban Transportation Research used county-level data from the 1990 Census to develop estimates of the percentage of the 1990 population who were low-income (i.e., who lived in families with an income below the federal poverty level) in the 0 to 59 and the 60 and older age groups. To estimate the number of low-income persons in each year of the study period, Center For Urban Transportation Research assumed that the percentage of low-income persons in each county would remain unchanged.

## **"HIGH RISK" AND "AT RISK" CHILDREN POPULATIONS**

According to the Florida Department of Health and Rehabilitative Services, 28 percent of Florida's children under the age of 5 are "high-risk" or "at-risk."

The Center for Urban and Transportation Research has stated that because most of these children are disabled and/or are members of low income families, they are already included in the population forecasts of disabled and low-income persons.

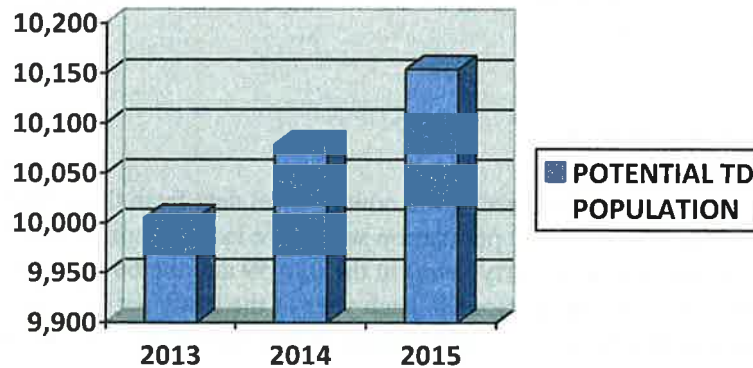
Once the potential transportation disadvantaged and transportation disadvantaged populations are estimated (see Tables 9 and 10 and Illustrations III and IV), anticipated demand and unmet demand for specialized transportation disadvantaged services can be estimated. Tables 11 and 12 and Illustrations V and VI show the estimated demand and unmet demand for total trips for Bradford County.

**TABLE 9**  
**POTENTIAL TRANSPORTATION DISADVANTAGED**  
**POPULATION ESTIMATES**  
**BRADFORD COUNTY, 2013-2015**

<b>POTENTIAL TD POPULATION</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Disabled, Non-Elderly, Low Income	335	337	338
Disabled, Non-Elderly, Non-Low Income	1,901	1,908	1,917
Disabled, Elderly, Low Income	385	389	393
Disabled, Elderly, Non-Low Income	1,652	1,670	1,689
Non-Disabled, Elderly, Low Income	5259	531	537
Non-Disabled, Elderly, Non-Low Income	2,254	2,278	2,302
Non-Disabled, Non-Elderly, Low Income	2,95340	2,965	2,978
<b>TOTAL POPULATION</b>	<b>10,005</b>	<b>10,078</b>	<b>10,154</b>

Source: Center For Urban Transportation Research Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

**ILLUSTRATION III**



Source: Center For Urban Transportation Research Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996



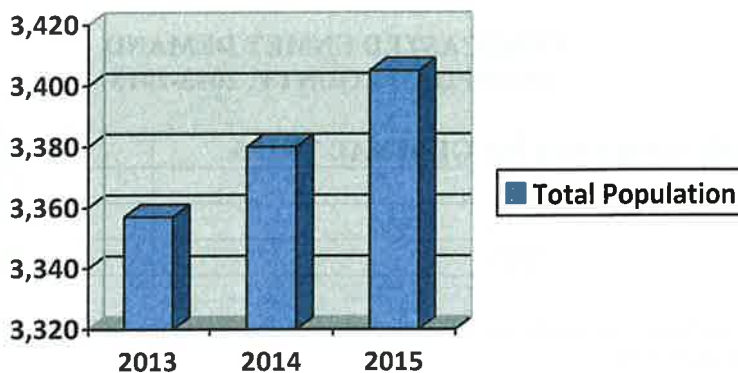
**TABLE 10**

**TRANSPORTATION DISADVANTAGED  
POULATION ESTIMATES  
BRADFORD COUNTY 2013-2015**

<b>TD POPULATION</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
TD, Non-Elderly, Low Income	138	139	139
TD, Non-Elderly, Non-Low Income	783	786	790
TD Elderly, Low Income	252	255	258
TD Elderly, Non-Low Income	1,082	1,093	1,105
Non TD, Low Income, No Auto	1,102	1,107	1,113
<b>TOTAL POPULATION</b>	<b>3,357</b>	<b>3,380</b>	<b>3,405</b>

Source: Center For Urban Transportation Research Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

**ILLUSTRATION IV**



Source: Center For Urban Transportation Research Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

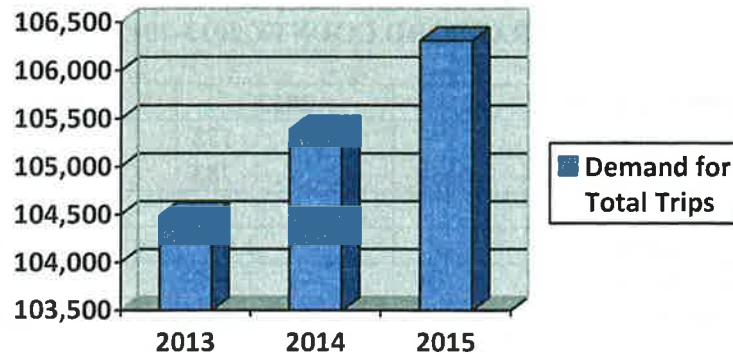
**TABLE 11**

**FORCASTED DEMAND FOR TOTAL TRIPS  
BRADFORD COUNTY, 2013-2015**

<b>DEMAND FOR TOTAL TRIPS</b>	<b>ESTIMATE</b>
<b>2013</b>	<b>104,490</b>
<b>2014</b>	<b>105,383</b>
<b>2015</b>	<b>106,310</b>

Source: Center For Urban Transportation Research Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

**ILLUSTRATION V**



Source: Center For Urban Transportation Research Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

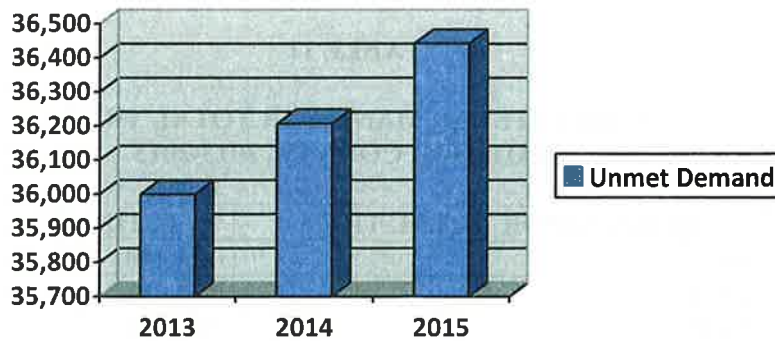
**TABLE 12**

**FORECASTED UNMET DEMAND  
BRADFORD COUNTY, 2013-2015**

UNMET DEMAND FOR GENERAL TRIPS	FORECAST
2013	35,999
2014	36,207
2015	36,442

Source: Center For Urban Transportation Research Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

**ILLUSTRATION VI**



Source: Center For Urban Transportation Research Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

**NEEDS ASSESSMENT**

**U.S.C. Section 5310 Grant Program**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Provide transportation services to the transportation disadvantaged.	2013/14	Bradford County	\$56,000 Federal \$7,000 State \$7,000 Local	U.S.C. Section 5310 Florida Department of Transportation Suwannee River Economic Council

**U.S.C. Section 5311 Grant Program**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Provide transportation services for the transportation disadvantaged.	2013/14	Bradford County	\$140,000 Federal/State \$140,000/Local	U.S.C. Section 5311/FDOT Suwannee River Economic Council

**U.S.C. Section 5311 ARRA Grant Program**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Construction of maintenance facilities for van repairs, cleaning and safety inspections	2009/10	Bradford, Dixie, Gilchrist and Lafayette Counties	\$150,000 Federal	U.S.C. Section 5311 ARRA
Purchase vehicles to provide transportation services to the transportation disadvantaged residents.	2009/10	Bradford, Dixie, Gilchrist and Lafayette Counties	\$561,000 Federal	U.S.C. Section 5311ARRA

**Rural Capital Equipment Support Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Purchase one replacement vehicle.	2012/13	Bradford County	\$58,500 State \$5,850 Local	Rural Area Capital Equipment Support Grant Suwannee River Economic Council

**Transportation Disadvantaged Trust Fund Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Provide trips to transportation disadvantaged individuals.	2012/13	Bradford County	\$100,272 State \$11,141 Local	Transportation Disadvantaged Trust Fund Suwannee River Economic Council

**Medicaid Non-Emergency Transportation Program**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Provide trips to Medicaid Program beneficiaries.	2012/13	Bradford County	\$129,674 State	Medicaid Non-Emergency Transportation Program

## **BARRIERS TO COORDINATION**

Agencies' lack of knowledge of Chapter 427, Florida Statutes and its requirements is a barrier to coordination. More education of the TD Program and benefits of the coordinated transportation system is needed for agencies that provide transportation to their clients. The North Central Florida Regional Planning Council conducts TD Program training and invites agencies to attend. In addition, information and education is provided to agencies through their service on the Local Coordinating Board. Commission member agencies should be encouraged to educate their agencies on the benefits of participating in the coordinated transportation system.

Increasing Transportation Disadvantaged Program requirements is a potential barrier to coordination because increasing requirements add to the cost of transportation services. If transportation services can be purchased at a lesser cost outside of the coordinated system, agencies may choose to do so. The Florida Commission for the Transportation Disadvantaged can assist in addressing this barrier by not placing additional requirements on the Community Transportation Coordinators without providing additional funding.

### **GOALS, OBJECTIVES AND STRATEGIES**

- GOAL I:** **Coordinate all transportation disadvantaged services that are funded with local, state and/or federal government funds.**
- OBJECTIVE:** The planning agency staff in cooperation with the Community Transportation Coordinator shall identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator. The Community Transportation Coordinator and the Local Coordinating Board shall inform each non-coordinated agency about Chapter 427, Florida Statutes.
- Strategy 1(a):** In cooperation with the Community Transportation Coordinator and the local Coordinating Board, identify agencies located in Bradford County that receive local, state and/or federal funds to transport clients or purchase vehicles.
- Strategy 1(b):** The Community Transportation Coordinator and planning agency staff shall contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc.
- Strategy 1(c):** The Community Transportation Coordinator shall determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

**GOAL II:**                   **The local Coordinating Board shall identify unmet transportation needs of disadvantaged individuals in Bradford County.**

**OBJECTIVE:**               The local Coordinating Board shall identify unmet transportation needs of the disadvantaged in Bradford County and discuss ways to meet these needs at each local Coordinating Board meeting.

**Strategy 2(a):**             The Community Transportation Coordinator shall report quarterly the number and types of transportation services that are requested which it is unable to provide.

**GOAL III:**                   **The Community Transportation Coordinator shall provide transportation services that are consumer oriented and effectively coordinate trips.**

**OBJECTIVE:**               The local Coordinating Board shall encourage the Community Transportation Coordinator to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

**Strategy 3(a):**             The Community Transportation Coordinator shall report on a quarterly basis the number of single passenger trips provided.

**Strategy 3(b):**             The Community Transportation Coordinator shall work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.

**Strategy 3(c):**             The Community Transportation Coordinator shall document the reduction of single passenger trips.

**Strategy 3(d):**             The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.

**GOAL IV:**                   **The Community Transportation Coordinator shall develop creative ways to provide additional non-sponsored trips.**

**OBJECTIVE:**               The Community Transportation Coordinator shall identify additional funding opportunities to provide non-sponsored transportation.

**Strategy 4(a):**             Using information provided by the Community Transportation Coordinator and the local Coordinating Board concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.

**Strategy 4(b):**             The planning agency staff shall report to the local Coordinating Board the types of funding opportunities that may be available.

**GOAL V:**                   **The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**

**OBJECTIVE:**           The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.

**Strategy 5(a):**       The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.

**Strategy 5(b):**       The planning agency staff shall discuss the *Americans With Disabilities Act (ADA)* during local Coordinating Board training sessions.

**Strategy 5(c):**       The Community Transportation Coordinator shall provide alternative methods for accessing transportation services for individuals with disabilities (i.e., Telephone Device for the Deaf (TDD), radio advertising, close captioned public service announcements, etc.).

**Strategy 5(d):**       The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.

**GOAL VI:**               **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**

**OBJECTIVE:**           The Coordinating Local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.

**GOAL VII:**             **The community transportation coordinator shall continue to provide accessible 24-hour, seven days per week transportation service as required in the designated service area by any federal, state or local government agency sponsoring such services. The provision of said services shall be furnished in accordance with the advance reservation requirement included in the Quality Assurance Section of the Transportation Disadvantaged Service Plan.**

**OBJECTIVE:**           The Community Transportation Coordinator shall provide or contract for the provision of transportation services after Community Transportation Coordinator office hours as required by federal, state or local government agencies sponsoring such services.

**Strategy 7(a):** The Community Transportation Coordinator shall contract with an adequate number of transportation operators to provide after-hour and weekend transportation services as required by federal, state or local government agencies sponsoring such services.

**Strategy 7(b):** The Community Transportation Coordinator shall implement an accessible system for individuals to request after-hour service and on weekends as required by federal, state or local government agencies sponsoring such services.

**Strategy 7(c):** The Community Transportation Coordinator shall annually update its contingency plan for the provision of transportation services in the event that the current transportation operator terminates its services.

**GOAL VIII:** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**

**OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.

**Strategy 8(a):** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.

**Strategy 8(b):** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.

**GOAL IX:** **The Community Transportation Coordinator shall comply with all reporting requirements of the Commission for the Transportation Disadvantaged and the Local Coordinating Board.**

**OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.

**Strategy 9(a):** The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.

**Strategy 9(b):** The Community Transportation Coordinator shall require all subcontractors to report quarterly operating data.



**GOAL X:**                   **The Community Transportation Coordinator shall improve the quality of service.**

**OBJECTIVE:**           The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator and subcontractors.

**Strategy 10(a):**       The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.

**Strategy 10(c):**       The Community Transportation Coordinator shall collect on-time performance data and ensure that all operators are meeting the on-time performance standard.

**OBJECTIVE:**           **The Community Transportation Coordinator shall provide courteous and professional service.**

**Strategy 10(c):**       Reservationists and other office staff shall receive sensitivity and courtesy training annually, as offered by the Florida Commission for the Transportation Disadvantaged and the Florida Department of Transportation.

**GOAL XI:**               **The Community Transportation Coordinator shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**

**OBJECTIVE:**           The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.

**Strategy 11(a):**       The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.

**Strategy 11(b):**       The Community Transportation Coordinator shall improve the use of computer scheduling of trips.

**GOAL XII:**             **The Community Transportation Coordinator shall insure the provision of safe transportation services.**

**OBJECTIVE:**           The Community Transportation Coordinator shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.

**Strategy 12(a):**       The System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule and 14-90, Florida Administrative Code*.

**IMPLEMENTATION PLAN**

<b>STRATEGIES</b>	<b>IMPLEMENTATION DATE</b>
<p>(1) Identify agencies located in Bradford County receiving local, state and/or federal funds to transport clients or purchase vehicles.</p> <p>(2) Contact the identified agencies to obtain information about the funding they receive.</p> <p>(3) Determine type of contract to execute to coordinate transportation services.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Ongoing</p>
<p>(1) Discuss transportation needs at local Coordinating Board meetings.</p> <p>(2) Report unmet trip requests.</p>	<p>(1) Quarterly</p> <p>(2) Quarterly</p>
<p>(1) Maximize the use of vehicles without unduly inconveniencing the rider.</p> <p>(2) Work with purchasing agencies and service providers to arrange appointments to group trips.</p> <p>(3) Document the reduction of single passenger trips.</p> <p>(4) Measure total passenger trips per vehicle.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) 2013</p> <p>(4) 2013</p>
<p>(1) Identify additional funding opportunities to provide non-sponsored trips.</p> <p>(2) Determine the level of demand and cost to provide additional trips.</p> <p>(3) Report the types of funding opportunities that may be available.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Ongoing</p>
<p>(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.</p> <p>(2) Discuss the Americans With Disabilities Act at Local Coordinating Board training sessions.</p> <p>(3) Provide alternative methods for accessing transportation services for individuals with disabilities.</p> <p>(4) Train staff members regarding the utilization of special equipment for persons with disabilities.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Ongoing</p> <p>(4) Ongoing</p>
<p>(1) Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.</p>	<p>(1) 2013</p>
<p>(1) Continue to provide accessible 24-hour, seven days per week transportation service as required in the designated service area by any federal, state or local government agency sponsoring such services. The provision of said services shall be furnished in accordance with the advance reservation requirement included in the Quality Assurance Section of the Transportation Disadvantaged Service Plan.</p> <p>(2) Contract with an adequate number of transportation operators to provide after hours and weekend service.</p> <p>(3) Implement an accessible system for individuals to request service after hours and on weekends.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Ongoing</p>

STRATEGIES	IMPLEMENTATION DATE
<p>(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner.</p> <p>(2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.</p> <p>(3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.</p>	<p>(1) Ongoing</p> <p>(2) Annually</p> <p>(3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval.</p> <p>(2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</p> <p>(3) Require subcontractors to report quarterly operating data.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Quarterly</p>
<p>(1) Monitor the quality of service.</p> <p>(2) Make recommendations to improve the quality of service.</p> <p>(3) Provide courteous and professional service.</p> <p>(4) Provide sensitivity and courtesy training to Community Transportation Coordinator staff annually.</p> <p>(5) Collect on-time performance data and ensure that all operators are meeting the on-time performance standard.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Ongoing</p> <p>(4) Ongoing</p> <p>(5) Annually</p>
<p>(1) Maintain a data base with pertinent information relative to clients needs and limitations.</p> <p>(2) Improve the use of computer scheduling of trips.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p>
<p>(1) The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>(1) Annually</p>

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**II**

**SERVICE PLAN**

**OPERATIONS ELEMENT**

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

**TYPES, HOURS AND DAYS OF SERVICE**

<b>TYPES OF SERVICE</b>									
	Ambulatory	Wheelchair	Stretcher	Advance Reservation	Subscription	Modified Fixed Route	Door to Door	Curb to Curb	Door through door
Suwannee River Economic Council	✓	✓		✓	✓		✓	✓	
Bradford ARC	✓	✓		✓	✓	✓			✓

**GROUP TRIPS**

A group trip is defined as more than one individual traveling on a vehicle.

**SUBSCRIPTION SERVICE**

Subscription service is defined as a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner.

## HOURS OF SERVICE

Transportation Disadvantaged Program sponsored service is provided Monday through Friday, 6:00 a.m. to 6:00 p.m. excluding holidays (see below).

Medicaid sponsored service shall be provided twenty-four (24) hours per day, seven (7) days per week. The coverage shall consist of an answering machine, call forwarding, or call coverage. Florida Commission for the Transportation Disadvantaged written approval must be obtained for any other means used to ensure call coverage.

Medicaid non-emergency transportation services shall be available on a timely basis, as follows:

### A. Routine Trips

Medicaid beneficiaries must contact the Community Transportation Coordinator before the close of business at least three business days before the Medicaid beneficiary needs to receive transportation services. The three Business Days includes the day the Medicaid beneficiary calls the Community Transportation Coordinator, but, not the day of the Medicaid beneficiary's medical appointment.

### B. Hospital/Facility Discharges

The Community Transportation Coordinator must acknowledge and schedule all hospital/facility discharge requests for transportation services within one hour of the time the hospital/facility makes the request.

Transportation services shall be provided to Medicaid beneficiaries within three hours of when the hospital/facility makes the request. If the hospital/facility is located in a county other than the Medicaid beneficiary's county of residence, the Community Transportation Coordinator may add additional time to the three hour time limit at the rate of thirty (30) minutes for every fifteen (15) miles the Community Transportation Coordinator must travel outside of the Medicaid beneficiary's county of residence. The Community Transportation Coordinator must work with the hospital's/facility's discharge coordinator to assure that the Medicaid beneficiary is ready for transport at the scheduled time.

### C. Urgent Care

The Community Transportation Coordinator shall provide transportation services to return a Medicaid beneficiary to his/her home after business hours. The Community Transportation Coordinator must acknowledge and schedule all requests for urgent care transportation services within one hour of the time the Medicaid beneficiary, or his/her representative, makes the request.

Transportation services must be provided to a Medicaid beneficiary within three hours of when the Medicaid beneficiary, or his/her representative, makes the request. If the hospital/facility is located in a county other than the Medicaid beneficiary's county of residence, the Community Transportation Coordinator may add additional time to the three hour time limit at the rate of thirty (30) minutes for every fifteen Miles the Community Transportation Coordinator must travel outside of the Medicaid beneficiary's county of residence.

#### D. Emergency Room/Facility Discharges

The Community Transportation Coordinator shall provide hospital emergency room or facility discharge staff with contact information, procedures, and other appropriate information to access and schedule transportation services for all Medicaid beneficiaries. The Community Transportation Coordinator must acknowledge and schedule all requests for emergency room/facility transportation services within one hour of the time the Medicaid beneficiary, or his/her representative, makes the request.

Transportation services must be provided to a Medicaid beneficiary within three hours of when the Medicaid beneficiary, or his/her representative, makes the request. If the hospital/facility is located in a county other than the Medicaid beneficiary's county of residence, the Community Transportation Coordinator may add additional time to the three hour limit at the rate of thirty (30) minutes for every fifteen (15) Miles the recipient must travel outside of the Medicaid beneficiary's county of residence.

#### E. Will Call

If a Medicaid beneficiary must delay receipt of transportation services as a result of a backlog of patients at the doctor's office or due to some other reason beyond the Medicaid beneficiary's control, the Medicaid beneficiary can contact the Community Transportation Coordinator and request transportation services to return to his/her residence. The Community Transportation Coordinator must acknowledge and schedule all such requests within one hour of the time the Medicaid Beneficiary, or his/her representative, makes the request.

#### **HOLIDAYS:**

Transportation Disadvantaged Program sponsored service will not be provided on the following observed holidays.

Veteran's Day  
Thanksgiving Day  
Christmas Day  
New Year's Day  
Martin Luther King, Jr.'s Birthday  
Memorial Day  
Independence Day  
Labor Day

Medicaid Program sponsored service will not be provided on the following observed holidays except for urgent care service:

- Veteran's Day
- Thanksgiving Day
- Christmas Day
- New Year's Day
- Martin Luther King, Jr.'s Birthday
- Memorial Day
- Independence Day
- Labor Day

### ACCESSING SERVICES

#### ADVANCE NOTIFICATION TIME

Twenty-four hours advance notification must be given for trips provided Tuesday through Saturday. Forty-eight hours advance notification must be given for trips provided on Sundays. Seventy-two hours advance notification must be given for trips provided on Mondays.

Medicaid Non-Emergency Transportation urgent care is an unscheduled episodic situation in which there is no threat to life of limb but the recipient must be seen on the day of the request under currently accepted standards of care, and qualified medical personnel have determined that treatment cannot be put off until the next day. Hospital discharges shall also be considered as urgent care. This requirement shall also apply to appointments established by medical care providers allowing for insufficient time for routine (3) day scheduling. Valid requests for urgent care transport and hospital discharges shall be acknowledged for scheduling within three (3) hours of the time the request is made.

#### Medicaid Trip Scheduling Time Standards

<b>Trip Type</b>	<b>Reservation Period</b>	<b>Acknowledgement Period</b>	<b>Pick Up Period</b>
Routine	Three (3) Business Days	At Time of Call	As Scheduled
Hospital/Facility Discharges	At Time of Call	Within One (1) Hour From Time of Call	Within Three (3) Hours From Time of Call*
Urgent Care	At Time of Call	Within One (1) Hour From Time of Call	Within Three (3) Hours From Time of Call*
Emergency Room/Facility Discharges	At Time of Call	Within One (1) Hour From Time of Call	Within Three (3) Hours From Time of Call*
Will Call	At Time of Call	Within One (1) Hour	From Time of Call

## **OFFICE HOURS**

Monday through Friday, 8:00 a.m. to 4:30 p.m.

## **PHONE NUMBER**

386-362-4115 or 1-800-597-7579.

## **TRIP CANCELLATION PROCESS**

Trip cancellations should be made to Suwannee River Economic Council with 24-hour advance notification. However, a no-show will not be credited to a rider if the cancellation is received before the vehicle is dispatched.

## **NO-SHOW POLICIES**

Transportation Disadvantaged Program sponsored trips should be canceled a minimum of two hours before the scheduled pick-up time. If trips are not cancelled at least two hours in advance, the passenger will be considered a no-show. Cancellations at the door will be considered no-shows. If an individual is charged with frequent no-shows, they may be temporarily suspended from service.

On the first "no-show," the driver will leave a "no-show" notice on the client's door. On the second "no-show" occurrence, a letter of warning will be sent from the Community Transportation Coordinator. If a third infraction occurs within 60 days, the Community Transportation Coordinator will send a letter notifying the client that they have been suspended from service for a 30 day period. When the client is again reinstated to the program, and if three (3) infractions occur within 60 days, the suspension will be 45 days. When the client is again reinstated to the program and if three (3) infractions occur within 60 days, the suspension will be 60 days.

Clients may only be removed from suspension by the sponsoring agency. Passengers must be counseled on the policies and responsibilities of using the transportation system. If a client feels that he/she has been unfairly suspended, the client may appeal the suspension.

Medicaid Program sponsored passengers will comply with Medicaid Program policies.



## **AFTER HOURS SERVICE**

After hours service is only provided through the Medicaid Program. After hours trips (i.e., hospital discharges) are scheduled according to standards outlined in the Medicaid Subcontracted Transportation Provider contract with the Florida Commission for the Transportation Disadvantaged.

## **TRANSPORTATION DISADVANTAGED TRUST FUND PROGRAM ELIGIBILITY**

•**Unable to transport themselves:** Individual is not sponsored by any agency or organization for their transportation needs or have the ability to operate a vehicle; or

•**Unable to purchase transportation:** Individual's income is below the federal poverty level guidelines.

•**Unable to obtain transportation:** Individual does not have an operational vehicle in the household ; the ability to operate a vehicle; or the ability to find transportation from other sources.

Suwannee River Economic Council will use the above criteria when determining Transportation Disadvantaged Program eligibility. Suwannee River Economic Council determines eligibility by conducting phone interviews at the time assistance is requested. Additional eligibility verification may be required by Suwannee River Economic Council.

## **TRANSPORTATION DISADVANTAGED TRUST FUND TRIP PRIORITIES**

Suwannee River Economic Council in cooperation with the Coordinating Board has established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds:

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

## **PASSENGER CO-PAYMENTS**

Suwannee River Economic Council will not charge co-payments to Transportation Disadvantaged Program sponsored passengers for their service.

Suwannee River Economic Council will charge a co-payment to Medicaid beneficiaries that is not greater than one dollar (\$1.00) for each trip or two dollars (\$2.00) per each round trip. The Medicaid Handbook describes beneficiaries who are exempt from paying co-payments.

Transportation services cannot be denied to a Medicaid beneficiary based solely on the Medicaid beneficiary's inability to pay a co-payment. If the Medicaid beneficiary is unable to pay for transportation services at the time the transportation provider renders transportation services, Suwannee River Economic Council may bill the Medicaid beneficiary for the unpaid charge.

## **SERVICE DENIAL**

It is the policy of Suwannee River Economic Council, Inc. to provide safe, dependable transportation services to all of the citizens of Bradford County. At times, and in the interest of all riders and purchasing agencies, it will be necessary to deny service. The following are reasons for service denial:

### ■ **Capacity**

Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. Transportation service shall be denied if adequate seating is not available for the requested service.

### ■ **Funding Availability**

Transportation services that are paid for by purchasing agencies (i.e. Transportation Disadvantaged Trust Fund, Medicaid, Title III B), shall be denied if funding is not sufficient or available for the requested service.

### ■ **Safety**

Transportation service shall be denied if the passenger represents a danger to the safety of the driver, other passengers or to themselves.

### ■ **Escorts**

I. Transportation services shall be denied if the passenger requires an escort because of a physical or mental impairment and is not accompanied by an escort.

II. Children under the age of 16 will be required to be accompanied by an escort. Escorts must be provided by the passenger. Escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate. Transportation service shall be denied to children under the age of 16 who are not accompanied by an escort. Children under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device will be provided by the passenger. Transportation services shall be denied to passengers who do not provide an appropriate child restraint device.

### ■ **Priorities**

Transportation services sponsored with Transportation Disadvantaged Trust Funds shall be denied if the purpose of the trip requested is not included in the approved trip priority list.

■ **Out of County Service**

Transportation services outside of Bradford County (other than to the City of Gainesville located in Alachua County) shall be denied if a medical certification is not provided.

■ **Passenger Property**

Passengers shall be allowed a maximum of two pieces of personal property which they can place in their lap or stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle. Transportation services shall be denied to passengers who carry on more than the allowable passenger property or if they cannot independently carry personal property onto the vehicle.

■ **Advance Reservation Requirement**

Twenty-four hours advance notification must be given for trips provided Tuesday through Saturday. Forty-eight hours advance notification must be given for trips provided on Sundays. Seventy-two hours advance notification must be given for trips provided on Mondays. Transportation services may be denied to passengers who do not request service within the appropriate advance notification time.

**TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS**

Suwannee River Economic Council has a coordination contract with the Bradford ARC.

**PUBLIC TRANSIT UTILIZATION**

Not applicable. There is no fixed route, public transit system operating in Bradford County.

**SCHOOL BUS UTILIZATION**

Currently, there is no need to use school buses at this time. If Suwannee River Economic Council determines a need to use school buses in the future, the Bradford County School Board will be contacted for assistance.

**VEHICLE INVENTORY**

Suwannee River Economic Council's vehicle inventory is attached.

**SYSTEM SAFETY PROGRAM PLAN CERTIFICATION**

Suwannee River Economic Council's System Safety Program Plan Certification is attached.

## INTER-COUNTY SERVICES

Suwannee River Economic Council does not have any inter-county agreements with other Community Transportation Coordinators at this time.

## NATURAL DISASTER/EMERGENCY PREPAREDNESS

The Bradford County Emergency Management Department does not have a formal agreement with Suwannee River Economic Council to provide transportation during natural disasters.

## MARKETING

Currently, there are no efforts to market the availability of transportation services sponsored by Transportation Disadvantaged Trust Funds due to the limited availability of these funds.

## ACCEPTABLE ALTERNATIVES

There have been no acceptable alternatives for the provision of transportation service identified in Bradford County.

## SERVICE STANDARDS

The Community Transportation Coordinator and any transportation operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Florida Commission for the Transportation Disadvantaged approved standards. These standards include:

### DRUG AND ALCOHOL POLICY

**Rule 41-2.006 (4) (a), F.A.C.:** Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post accident and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

Suwannee River Economic Council shall comply with this standard.

### TRANSPORT OF ESCORTS AND DEPENDENT CHILDREN

**Rule 41-2.006 (4) (b), F.A.C.:** An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.

**Local Policy:** Children under age 16 will be required to be accompanied by an escort. Escorts must be provided by the passenger. Escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

## **USE, RESPONSIBILITY AND COST OF CHILD RESTRAINT DEVICES**

**Rule 41-2.006 (4) (c), F.A.C.:** Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

**Local Policy:** All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device will be provided by the passenger.

## **PASSENGER PROPERTY**

**Rule 41-2.006 (4) (d), F.A.C.:** Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

**Local Policy:** Passengers shall be allowed to have two pieces of personal property which they can place in their lap or stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle.

## **VEHICLE TRANSFER POINTS**

**Rule 41-2.006 (4) (e), F.A.C.:** Vehicle transfer points shall provide shelter, security and safety of passengers.

The Community Transportation Coordinator shall comply with this standard.

## **LOCAL TOLL FREE PHONE NUMBER**

**Rule 41-2.006 (4) (f), F.A.C.:** A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The Transportation Disadvantaged Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) Will include the Transportation Disadvantaged Helpline phone number.

The Community Transportation Coordinator shall comply with this standard.

## **OUT-OF-SERVICE AREA TRIPS**

**Rule 41-2.006 (4) (g), F.A.C.:** Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.

**Local Policy:** The Community Transportation Coordinator may require medical provider certification for any out of county trip. It is expected that the Medicaid area office staff will work with the Medicaid recipient and the CTC to identify appropriate in-county medical providers whenever possible.

## **VEHICLE CLEANLINESS**

**Rule 41-2.006 (4) (h), F.A.C.** Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

**Local Policy:** All vehicles shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

## **BILLING REQUIREMENTS**

**Rule 41-2.006 (4) (I), F.A.C.** Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within seven (7) calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes.

**Local Policy:** If the Community Transportation Coordinator without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the Community Transportation Coordinator of full or partial payment, the Community Transportation Coordinator shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. (F.S. 2000/ Ch 287/Part I/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.)

## **PASSENGER/TRIP DATABASE**

**Rule 41-2.006 (4) (i), F.A.C.:** Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system.

The Community Transportation Coordinator shall comply with this standard.

## **ADEQUATE SEATING**

**Rule 41-2.006 (4) (k), F.A.C.:** Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

The Community Transportation Coordinator shall comply with this standard.

## **DRIVER IDENTIFICATION**

**Rule 41-2.006 (4) (l), F.A.C.:** Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

**Local Policy:** The Community Transportation Coordinator shall comply with this standard.

## **PASSENGER ASSISTANCE**

**Rule 41-2.006 (4) (m), F.A.C.:** The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

**Local Policy:** The Community Transportation Coordinator shall comply with this standard.

## **SMOKING, EATING, AND DRINKING**

**Rule 41-2.006 (4) (n), F.A.C.:** Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

**Local Policy:** Eating and drinking on board the vehicle will not be allowed. Stops may be made to accommodate the needs of the passengers at the discretion of the driver.

## **PASSENGER NO-SHOWS**

**Rule 41-2.006 (4) (o), F.A.C.:** The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

**Local Policy** - The Community Transportation Coordinator shall attempt to reduce the number of no-shows annually.

## **TWO-WAY COMMUNICATIONS**

**Rule 41-2.006 (4) (p), F.A.C.:** All vehicles providing service within the coordinated system shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

The Community Transportation Coordinator shall comply with this standard.

## **AIR CONDITIONING/HEATING**

**Rule 41-2.006 (4) (q), F.A.C.:** All vehicles providing service within the coordinated system shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

The Community Transportation Coordinator shall comply with this standard.

## **FIRST AID**

**Rule 41-2.006 (4) (r), F.A.C.:** First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

**Local Policy:** All vehicles will be equipped with first aid kits and bio-hazard kits as required by state and federal regulations.

## **CARDIOPULMONARY RESUSCITATION**

**Rule 41-2.006 (4) (s), F.A.C.:** Cardiopulmonary resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

**Local Policy:** Drivers are not required to be trained in cardiopulmonary resuscitation.



## **DRIVER CRIMINAL BACKGROUND SCREENING**

**Rule 41-2.006 (4) (t), F.A.C.:** Driver background screening shall be determined locally, dependent up on purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.

**Local Policy:** All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. All drivers must also have a driving records check.

## **FIXED ROUTE TRANSIT UTILIZATION**

**Rule 41-2.006 (4) (u), F.A.C.:** In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the local Coordinating Board a percentage of total trips that will be placed on the fixed route system.

**Local Policy:** Not applicable.

## **PICK-UP WINDOW**

**Rule 41-2.006 (4) (v), F.A.C.:** The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

**Local Policy:** There is a thirty (30) minute pickup window in place for all intra-county trips based on the arrival/departure time of the passenger. The passenger is given a pick-up time at the time of scheduling the ride.

## **ON-TIME PERFORMANCE**

**Rule 41-2.006 (4) (w), F.A.C.:** The Community Transportation Coordinator and local Coordinating Board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers. This measure should also be included as part of the Community Transportation Coordinator's evaluation of its contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

**Local Policy:** The Community Transportation Coordinator will have an 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

## **ADVANCE RESERVATION REQUIREMENT**

**Rule 41-2.006 (4) (x), F.A.C.:** The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

**Local Policy:** Twenty-four hours advanced notice is required for all trips scheduled within the coordinated system. Trips scheduled for Sunday require 48 hours advance notification. Monday service requires 72 hours advance notice. Riders are encouraged to schedule return trips in advance to avoid the two hour pick up window.

## **SAFETY**

**Rule 41-2.006 (4) (y), F.A.C.:** The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

**Local Policy:** There shall be no more than 1 accident per 100,000 miles during the evaluation period.

## **RELIABILITY**

**Rule 41-2.006 (4) (z), F.A.C.:** The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

**Local Policy:** There shall be no more than 5 roadcalls during the evaluation period.

## **CALL-HOLD TIME**

**Rule 41-2.006 (4) (aa), F.A.C.:** This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the local Coordinating Board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local Coordinating Board's evaluation of the Community Transportation Coordinator.

This standard is not applicable to this service area.

## **QUALITY OF SERVICE**

**Rule 41-2.006 (4) (bb), F.A.C.:** The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

**Local Policy:** There shall be no more than one complaint per 1,000 trips during the evaluation period.

## **LOCAL GRIEVANCE PROCEDURE/PROCESS**

The local Coordinating Board, serving to assist the Community Transportation Coordinator, has established the following procedures for the Grievance Committee to address grievances or complaints from agencies, users, potential users, sub-contractors, and other interested parties.

### **PURPOSE OF GRIEVANCE COMMITTEE**

According to Rule 41-2.012 of the Florida Administrative Code, one duty of the Coordinating Board is to:

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

It should be noted that there is a distinct difference between "hearing" a grievance, and "hearing and determining" a grievance. Neither the Grievance Committee or the local Coordinating Board has the authority to "hear and determine" a grievance. They only have the authority to "hear" and advise.

When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance. Chapter 427, Florida Statutes (F.S.) grants no adjudicative powers to anyone.

Even though the local Coordinating Board does not have determinative powers, the recognition of problems by the various members of the local Coordinating Board is a very useful mechanism to resolve many issues. In addition, it should be noted that since the local Coordinating Board is involved in the development and approval of the Community Transportation Coordinator's Service Plan, and the annual evaluation of the Community Transportation Coordinator, there is considerable avenue for the local Coordinating Board to influence changes where needed.

## **DEFINITION OF SERVICE COMPLAINT**

Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant.

All service complaints should be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the local Coordinating Board. If the Community Transportation Coordinator is also an operator, their statistics on service complaints should be included.

Service Complaints may include but are not limited to:

- Late trips (late pickup and or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., may not qualify, lack of Transportation Disadvantaged funds, etc.

## **DEFINITION OF FORMAL GRIEVANCE**

A formal grievance is a written complaint to document any concerns regarding the operation or administration of Transportation Disadvantaged services by the transportation operator, the Community Transportation Coordinator, the Designated Official Planning Agency, or the local Coordinating Board. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days.

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

Formal Grievances may include but are not limited to:

- Chronic, recurring or unresolved Service Complaints. (Refer to description of service complaints above)
- Violations of specific laws governing the provision of Transportation Disadvantaged services, i.e., Chapter 427 Florida Statutes (F.S.), Rule 41-2 Florida Administrative Code and accompanying documents, Sunshine Law and the Americans with Disabilities Act.
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes

- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures
- Suspension of service

## **COMPOSITION OF GRIEVANCE COMMITTEE**

The local Coordinating Board shall appoint at least three (3) of its voting members to a Grievance Committee. The Grievance Committee shall elect a Chair and Vice-Chair. Term limits on the Grievance Committee may coincide with term limits on the Coordinating Board. A majority vote is required for actions by the Grievance Committee. A quorum shall consist of no less than a majority of the Grievance Committee membership. In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

## **GRIEVANCE COMMITTEE PROCEDURES**

All local Coordinating Boards must make a written copy of their grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.

## **FILING A GRIEVANCE WITH THE LOCAL COORDINATING BOARD**

Should an interested party wish to file a grievance with the local Coordinating Board, that grievance must be filed in writing with the Grievance Committee within ninety (90) days after the occurrence of the event giving rise to the grievance. The complainant may use the Grievance Form provided to submit a grievance. The grievance shall be sent to:

Transportation Disadvantaged Program  
Coordinating Board Grievance Committee  
2009 N.W. 67 Place, Suite A  
Gainesville, Florida 32653-1603

When necessary, the North Central Florida Regional Planning Council staff will provide assistance to disabled individuals to prepare written grievances. The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.

The grievance shall include:

1. the name and address of the complainant;
2. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
3. an explanation by the complainant of the improvements needed to address the complaint.

If the local Coordinating Board receives a grievance pertaining to the operation of services under the Community Transportation Coordinator, that grievance should be passed on to the Community Transportation Coordinator for their response to be included in the local Coordinating Board's response.

### **GRIEVANCE COMMITTEE MEETING SCHEDULE**

Within fifteen (15) working days following the date of receipt of the formal grievance, staff shall advise the Grievance Committee of the grievance, schedule a hearing on the grievance and inform the complainant of the hearing date.

The Grievance Committee shall meet to hear the grievance within forty-five (45) days from the date of receipt of the grievance.

When appropriate, the Grievance Committee may meet to hear filed grievances immediately following regularly scheduled Coordinating Board meetings.

In addition, a regular business meeting of the Grievance Committee may be called when necessary.

### **NOTICE OF HEARING**

Staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the complainant and other interested parties. Certified mailing is recommended. The notice shall clearly state:

1. date, time, and location of the meeting; and
2. purpose of the discussion and a statement of the issues involved.

### **GRIEVANCE COMMITTEE HEARING PROCEDURES**

All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence.

The Grievance Committee may at any time during the course of the hearing question the parties and their witnesses on any facts which it deems material to the alleged improper action.

The entire hearing shall be recorded electronically, on tape. Any party requesting a copy of the transcription shall pay all costs incurred in furnishing the copy of the transcription.

The Grievance Committee will follow a meeting agenda in accordance with the procedures herein set forth:

1. call to order;
2. presentation of grievance;
  - a. presentation of grievance by Complainant, which will also include witnesses, if applicable, and
  - b. response of concerned parties, which will include witnesses, if applicable.
3. discussion of grievance, which shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, staff, the complainant and other interested parties. Discussion shall focus solely on the grievance as filed by the complainant;
4. following discussion of the grievance, the Grievance Committee may submit a recommendation to the Coordinating Board in response to the grievance; and
5. close hearing.

#### **REPORT TO COORDINATING BOARD**

A written report shall be provided to the Coordinating Board and shall include the following information:

1. a statement that a meeting was held in which the involved parties, their representatives and witnesses were given an opportunity to present their grievance;
2. a statement that clearly defines the issues discussed; and
3. the recommendation or explanation of the Grievance Committee based on their investigation and assessment.

A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Coordinating Board through the appeal process.

### **REPORT TO CTC GOVERNING BOARD**

A written report shall also be provided to the Community Transportation Coordinator's governing board and shall include the following information:

1. a statement that a meeting was held in which the involved parties, their representatives and witnesses were given an opportunity to present their grievance;
2. a statement that clearly defines the issues discussed; and
3. the recommendation or explanation of the Grievance Committee based on their investigation and assessment.

### **SUSPENSION RECONSIDERATION HEARING**

If a rider has been issued a notice of suspension by Suwannee River Economic Council, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Bradford County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.

All requests for reconsideration must be in writing and delivered to:

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

and

Transportation Disadvantaged Program  
Coordinating Board Grievance Committee  
2009 N.W. 67 Place, Suite A  
Gainesville, Florida 32653-1603

The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.

Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.



The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The local Coordinating Board Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the person requesting the hearing.

## **APPEALS**

### **APPEAL TO THE COORDINATING BOARD**

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

Transportation Disadvantaged Program  
Coordinating Board  
2009 N.W. 67 Place, Suite A  
Gainesville, Florida 32653-1603

The complainant will be notified in writing of the date, time and place of the local Coordinating Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) days in advance of the meeting.

The local Coordinating Board will meet to hear the appeal and render its recommendation within thirty (30) days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) days of the date of the recommendation.

### **APPEAL TO THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

Should a complainant remain dissatisfied with the Local Coordinating Board or Community Transportation Coordinator's recommendation, he or she may contact the Commission for the Transportation Disadvantaged at the following address:

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

The Florida Commission for the Transportation Disadvantaged also has a Helpline to assist individuals with complaints. The toll-free Helpline is -1800-983-2435.

Chapter 427, F.S. does not expressly confer the power or authority for the Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."

Similarly, if the grievance showed that one of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.

Accordingly, the Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

#### **FILING GRIEVANCES WITH THE COMMUNITY TRANSPORTATION COORDINATOR**

Where appropriate, an interested party may also file a grievance with the Community Transportation Coordinator. Such grievance shall be an issue which can be addressed by the Community Transportation Coordinator and shall be executed in accordance with the Community Transportation Coordinator's grievance procedures.

The Community Transportation Coordinator's service plan must be developed consistently with the Coordinated Transportation Contracting Instructions, incorporated by reference in Rule 41-2.002(27), F.A.C. Pursuant to these instructions, the Operations Element must contain at a minimum, the step-by-step process the Community Transportation Coordinator uses to address "Service Complaints" and "Formal Grievances". The "Formal Grievance" part of this is intended to be the step-by-step process which allows for "hearing and determination" activities within the Community Transportation Coordinator's organization. Therefore, it will provide steps by which a formal written grievance can be "heard" and a "determinative" action can be taken.

The Community Transportation Coordinator's grievance procedure should ultimately end at its Board of Directors, Board of County Commissioners, Owner or whoever else is legally responsible for the actions of the Community Transportation Coordinator.

All Community Transportation Coordinators and transportation subcontractors (including coordination contractors) must make a written copy of their grievance procedures and rider policies available to anyone, upon request.

All Community Transportation Coordinators and transportation subcontractors (including coordination contractors) must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of riders. Suwannee River Economic Council's toll-free phone number is 1-800-597-7579.

The Community Transportation Coordinators' grievance procedure should state that all grievances filed must be written and contain the following:

1. The name and address of the complainant;
2. A statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
3. An explanation of the relief desired by the complainant.

The Community Transportation Coordinator must respond within fifteen (15) working days to the Grievant in writing, noting the date of receipt and the date by which a decision will be made.

The Community Transportation Coordinator will render a decision in writing, giving the complainant an explanation of the facts that lead to the Community Transportation Coordinator's decision and provide a method or ways to bring about a resolution.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

The Board of Directors, Owners, or whoever is legally responsible must receive a copy of the grievance and response.

#### **PROHIBITION AGAINST RETALIATION**

No individual shall be unlawfully denied Transportation Disadvantaged services because such individual has filed a grievance related to the Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to the Transportation Disadvantaged Program.

#### **ALTERNATIVE RECOURSE**

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

GRIEVANCE FORM

1. Name of Complainant \_\_\_\_\_

2. Mailing Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Daytime Telephone Number \_\_\_\_\_

\_\_\_\_\_

4. Grounds for Grievance

Please describe the basis for the grievance. Provide the date(s) of the occurrence(s) and any supporting documentation.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Improvements Needed

Please provide an explanation of the improvements needed to address the grievance.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Signature of Complainant \_\_\_\_\_

**PLEASE SUBMIT TO:**

Transportation Disadvantaged Program  
Coordinating Board Grievance Committee  
2009 N.W. 67th Place, Suite A  
Gainesville, Florida 32653-1603

## MEDICAID NET GRIEVANCE SYSTEM

### Definitions

- a. **Complaint Process** – the complaint process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Complaints, which are expressions of dissatisfaction about any matter other than an Action that are resolved at the Point of Contact rather than through filing a formal Grievance.
- b. **Grievance Process** – The Grievance process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any matter other than an Action.
- c. **Appeal Process** – the Appeal process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Appeals, which are requests for review of an Action.
- d. **Medicaid Fair Hearing Process** – The Medicaid Fair Hearing process is the administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the Commission or the STP.

### General Requirements

As set forth herein, the following process constitutes Suwannee River Economic Council Inc.’s Medicaid Grievance/Complaint Process.

1. Suwannee River Economic Council Inc. herein referred to as the STP, must attain written approval of the Medicaid Grievance/Complaint Process prior to implementation.
2. The STP will refer all Medicaid Beneficiaries who are dissatisfied with the STP or its Actions to the STP’s Grievance/Appeal Coordinator for processing and documentation in accordance with the Medicaid contract and established policies and procedures.
3. The STP shall provide reasonable assistance to Medicaid Beneficiaries in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/Transportation Disadvantaged and interpreter capability.
4. The STP shall acknowledge, in writing, the receipt of a Grievance or request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.
5. The STP shall not allow any of the decision makers on a Grievance or Appeal if they were involved in any of the previous levels of review or decision-making when deciding any of the following:

- a. An Appeal or denial that is based on lack of Medical Necessity; and,
  - b. A Grievance regarding the denial of an expedited resolution of an Appeal.
6. The Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, shall be allowed an opportunity to examine the Medicaid Beneficiary's case file before and during the Grievance or Appeal process, including all Medical Records and any other documents and records held by the STP.
7. The Medicaid Beneficiary and/or the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate shall be considered as parties to the Grievance/Appeal.
8. The STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of the Medicaid contract in order to fulfill the requirements as set forth in this process.
9. The STP shall work with the Commission's Grievance/Appeals Coordinator to resolve all grievance related issues.
- a. The STP shall notify the Medicaid Beneficiary, in writing, using language at, or below the fourth (4<sup>th</sup>) grade reading level, of any action taken by the STP to deny a Transportation Service request, or limit transportation services in an amount, duration, or scope that is less than requested.
  - b. The STP shall provide notice to the Medicaid Beneficiary as set forth below:
    - (1) The Action the Recipient has taken or intends to take;
    - (2) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;
    - (3) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;
    - (4) The procedures for filing an appeal;
    - (5) The circumstances under which expedited resolution is available and how to request it; and,
    - (6) The Medicaid Beneficiary's rights to request that transportation services continue pending the resolution of the appeal, how to request the continuation of transportation services, and the circumstances under which the Medicaid Beneficiary may be required to pay the costs of these services.

- c. The STP must provide the notice of action within the following time frames:
  - (1) At least ten (10) calendar days before the date of the action or fifteen (15) calendar days if the notice is sent by surface mail (five [5] calendar days if the recipient suspects fraud on the part of the Medicaid Beneficiary).
  - (2) For denial of the trip request, at the time of any action affecting the trip request.
  - (3) For standard service authorization decision that deny or limit transportation services, as quickly as the Medicaid Beneficiary's health condition requires, but no later than fourteen (14) calendar days following receipt of the request for service.
- d. If the STP extends the time frame for notification, it must:
  - (1) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid beneficiary of the right to file a grievance if the Medicaid Beneficiary disagrees with the recipient's decision to extend the time frame; and,
  - (2) Carry out its determination as quickly as the Medicaid beneficiary's health condition requires, but in no case later than the date upon which the fourteen (14) calendar day extension period expires.
- e. If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a denial and, therefore, an action adverse to the Medicaid Beneficiary.
- f. For expedited Service Authorization decisions, within three (3) business days (with the possibility of a fourteen (14) calendar day extension).

#### The Complaint Process

- 1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a complaint.
- 2. General Duties
  - a. The STP must:

- (1) Resolve each complaint within fifteen (15) business days from the day the STP received the initial complaint, be it oral or in writing;
  - (a) The STP may extend the complaint resolution time frame by up to ten (10) business days if the Medicaid Beneficiary request an extension, or the Recipient/Subcontractor documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
  - (b) If the STP requests the extension, the Recipient/Subcontractor must give the Medicaid Beneficiary written notice of the reason for the delay.
- (2) Notify the Medicaid Beneficiary, in writing, within five (5) business days of the resolution of the complaint if the Medicaid Beneficiary is not satisfied with the STP's resolution. The notice of disposition shall include the results and date of the resolution of the complaint, and shall include:
  - (a) A notice of the right to request a grievance or appeal, whichever is the most appropriate to the nature of the objection; and,
  - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair Hearing System Section).
- (3) The STP shall provide the Commission with a report detailing the total number of complaints received, pursuant to reporting requirements of the contract with the Commission.
- (4) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files a complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's complaint.



b. Filing Requirements

- (1) The Medicaid Beneficiary or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent must file a complaint within fifteen (15) calendar days after the date of occurrence that initiated the complaint.
- (2) The Medicaid Beneficiary or his/her representative may file a complaint either orally or in writing. The Medicaid Beneficiary or his/her representative may follow up an oral request with a written request, however the timeframe for resolution begins the date the STP receives the oral request.

The Grievance Process

A Medicaid Beneficiary may file a grievance, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a grievance.

1. General Duties

a. The STP must:

- (1) Resolve each grievance within ninety (90) calendar days from the day the STP received the initial grievance request, be it oral or in writing;
- (2) Notify the Medicaid Beneficiary, in writing, within thirty (30) calendar days of the resolution of the grievance. The notice of disposition shall include the results and date of the resolution of the grievance, and for decisions not wholly in the Medicaid Beneficiary's favor, the notice of disposition shall include:
  - (a) Notice of the right to request a Medicaid Fair Hearing, if applicable; and,
  - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair hearing System Section below);
- (3) Provide the Commission with a copy of the written notice of disposition upon request;

- (4) The STP nor any Transportation Provider shall take an punitive action against a physician or other health care provider who files a grievance on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's grievance; and,
  - (5) Provide the Commission with a report detailing the total number of Grievances received, pursuant to the Reporting Requirements Section of these procedures.
- b. The STP may extend the Grievance resolution time frame by up to fourteen (14) calendar days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
- (1) If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.
- c. Filing Requirements
- (1) The Medicaid Beneficiary or provider must file a grievance within one (1) year after the date of occurrence that initiated the grievance.
  - (2) The Medicaid Beneficiary or provider may file a grievance either orally or in writing. The Medicaid Beneficiary may follow up an oral request with a written request, however the timeframe for resolution begins the date the STP receives the oral request.

### The Appeal Process

A Medicaid Beneficiary may file an appeal, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file an appeal.

- 1. General Duties
  - a. The STP shall:
    - (1) Confirm in writing all oral inquiries seeking an appeal, unless the Medicaid Beneficiary or provider request an expedited resolution.
    - (2) If the resolution is in favor of the Medicaid Beneficiary, provide the services as quickly as the Medicaid Beneficiary's health condition requires;

- (3) Provide the Medicaid Beneficiary or provider with a reasonable opportunity to present evidence and allegations of fact or law, in person and/or in writing;
- (4) Allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity, before and during the appeal process, to examine the Medicaid Beneficiary's case file, including all documents and records;
- (5) Consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the appeal;
- (6) Continue the Medicaid Beneficiary's transportation services if:
  - (a) The Medicaid Beneficiary files the appeal in a timely manner, meaning on or before the later of the following:
  - (b) Within ten (10) business days of the date on the notice of action (add five [5] business days if the notice is sent via surface mail); or,
  - (c) The intended effective date of the STP's proposed action.
  - (d) The appeal involves the termination, suspension, or reduction of a previously authorized transportation service;
  - (e) The transportation was for a Medicaid compensable service ordered;
  - (f) The authorization period has not expired; and/or,
  - (g) The Medicaid Beneficiary requests extension of transportation services.
- (7) Provide written notice of the resolution of the appeal, including the results and date of the resolution within two (2) business days after the resolution. For decision not wholly in the Medicaid Beneficiary's favor, the notice of resolution shall include:
  - (a) Notice of the right to request a Medicaid Fair Hearing;
  - (b) Information about how to request a Medicaid Fair Hearing, including the DCF address necessary for pursuing a Medicaid Fair Hearing, as set forth in Medicaid Fair Hearing System Section, below;

- (c) Notice of the right to continue to receive transportation services pending a Medicaid Fair Hearing;
  - (d) Information about how to request the continuation of transportation services; and
  - (e) Notice that if the STP's action is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued transportation services.
- (8) Provide the Commission with a copy of the written notice of disposition upon request;
  - (9) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files an appeal on behalf of a Medicaid Beneficiary or supports a Medicaid Beneficiary's appeal; and,
  - (10) Provide the Commission with a report detailing the total number of appeals received, pursuant to reporting requirements of this process.
- b. If the STP continues or reinstates the Medicaid Beneficiary's transportation services while the appeal is pending, the STP must continue providing the transportation services until one (1) of the following occurs:
- (1) The Medicaid Beneficiary withdraws the appeal;
  - (2) Ten (10) business days pass from the date of the STP's notice of resolution of the appeal if the resolution is adverse to the Medicaid Beneficiary and if the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of transportation services until a Medicaid Fair Hearing decision is reached;
  - (3) The Medicaid Fair Hearing panel's decision is adverse to the Medicaid Beneficiary; or,
  - (4) The authorization to provide services expires, or the Medicaid Beneficiary meets the authorized service limits.
- c. If the final resolution of the appeal is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished from the Medicaid Beneficiary while the appeal was pending, to the extent that the STP furnished the services solely because of the requirements of this section.

- d. If the STP did not furnish services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.
- e. If the STP furnished services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.

3. Filing Requirements

- a. The Medicaid Beneficiary or his/her representative must file an appeal within thirty (30) calendar days of receipt of the notice of the STP's action.
- b. The Medicaid Beneficiary may file an appeal either orally or in writing. If the filing is oral, the Medicaid Beneficiary must also file a written, signed appeal within thirty (30) calendar days of the oral filing. The STP shall notify the requesting party that it must file the written request within ten (10) business days after receipt of the oral request. For oral filings, time frames for resolution of the appeal begin on the date the STP receives the oral filing.
- c. The STP shall resolve each appeal within State-established time frames not to exceed forty-five (45) calendar days from the day the STP received the initial appeal request, whether oral or in writing.
- d. If the resolution is in favor of the Medicaid Beneficiary, the STP shall provide the services as quickly as the Medicaid Beneficiary's health condition requires.
- e. The STP may extend the resolution time frames by up to fourteen (14) calendar days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
  - (1) If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.
  - (2) The STP must provide written notice of the extension to the Medicaid Beneficiary within five (5) business days of determining the need for an extension.

4. Expedited Process

- a. The STP shall establish and maintain an expedited review process for appeals when the STP determines, the Medicaid Beneficiary requests or the provider indicates (in making the request on the Medicaid Beneficiary's behalf or supporting the Medicaid Beneficiary's request) that taking the time for a standard resolution could seriously jeopardize the Medicaid Beneficiary's life, health or ability to attain, maintain or regain maximum function.
- b. The Medicaid Beneficiary may file an expedited appeal either orally or in writing. No additional written follow-up on the part of the Medicaid Beneficiary is required for an oral request for an expedited appeal.
- c. The STP must:
  - (1) Inform the Medicaid Beneficiary of the limited time available for the Medicaid Beneficiary to present evidence and allegations of fact or law, in person and in writing;
  - (2) Resolve each expedited appeal and provide notice to the Medicaid Beneficiary, as quickly as the Medicaid Beneficiary's health condition requires, within State established time frames not to exceed seventy-two (72) hours after the Recipient/Subcontractor receives the appeal request, whether the appeal was made orally or in writing;
  - (3) Provide written notice of the resolution in accordance with the appeal process section, of the expedited appeal to the Medicaid Beneficiary;
  - (4) Make reasonable efforts to provide oral notice of disposition to the Medicaid Beneficiary immediately after the appeal panel renders a decision; and,
  - (5) The STP nor any transportation provider shall take any punitive action against a physician or other health care provider who requests an expedited resolution on the Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for expedited resolution of an appeal.
    - a. If the STP denies a request for an expedited resolution of an appeal, the STP must:

- (1) Transfer the appeal to the standard time frame of no longer than forty-five (45) calendar days from the day the recipient/subcontractor received the request for appeal (with a possible fourteen [14] day extension);
- (2) Make all reasonable efforts to provide immediate oral notification of the recipients/subcontractor's denial for expedited resolution of the appeal;
- (3) Provide written notice of the denial of the expedited appeal within two (2) calendar days; and,
- (4) Fulfill all requirements set forth in the appeal process section above.

### Medicaid Fair Hearing Process

As set forth in Rule 65-2.042, FAC, the Recipient's/Subcontractor's grievance procedure and appeal and grievance processes shall state that the Medicaid Beneficiary has the right to request a Medicaid Fair Hearing, in addition to, and at the same time as, pursuing resolution through the Recipient's/Subcontractor's grievance and appeal processes.

- a. A physician or other health care provider must have a Medicaid Beneficiary's written consent before requesting a Medicaid Fair Hearing on behalf of a Medicaid Beneficiary.
- b. The parties to a Medicaid Fair Hearing include the STP, as well as the Medicaid Beneficiary, his/her representative or the representative of a deceased Medicaid Beneficiary's estate.

### 2. Filing Requirements

- a. The Medicaid Beneficiary may request a Medicaid Fair hearing within ninety (90) days of the date of the notice of the STP's resolution of the Medicaid Beneficiary's grievance/appeal by contacting DCF at:

The Office of Appeal Hearings  
1317 Winewood Boulevard, Building 5, Room 203  
Tallahassee, FL 32399-0700

3. General Duties

a. The STP must:

(1) Continue the Medicaid Beneficiary's transportation services while the Medicaid Fair Hearing is pending if:

(a) The Medicaid Beneficiary filed for the Medicaid Fair Hearing in a timely manner, meaning on or before the later of the following:

(i) Within ten (10) business days of the date on the notice of action (add five [5] business days if the notice is sent via surface mail);

(ii) The intended effective date of the STP's proposed action.

(b) The Medicaid Fair Hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;

(c) The authorization period has not expired; and/or,

(d) The Medicaid Beneficiary requests extension of transportation services.

(2) The STP nor any Transportation Provider shall take any punitive action against a physician, Transportation Provider, or other health care provider who requests a Medicaid Fair Hearing on a Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for a Medicaid Fair Hearing.

a. If the STP continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the STP must continue said Transportation Services until one (1) of the following occurs:

(1) The Medicaid Beneficiary withdraws the request for a Medicaid Fair Hearing;



- (2) Ten (10) Business Days pass from the date of the STP's notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached (add five [5] Business Days if the Recipient/Subcontractor sends the notice of Action by surface Mail);
  - (3) The Medicaid fair Hearing officer renders a decision that is adverse to the Medicaid Beneficiary; and/or,
  - (4) The Medicaid Beneficiary's authorization expires or the Medicaid Beneficiary reaches his/her authorized service limits.
4. If the final resolution of the Medicaid Fair Hearing is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished while the Medicaid Fair Hearing was pending, to the extent that the STP furnished said services solely because of the requirements of this Section.
5. If the STP did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP's decision to deny, limit or delay services, the STP must authorize or provide the disputed services as quickly as the Medicaid Beneficiary's health condition requires.
6. If the STP did furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP's decision to deny, limit or delay services, the STP must pay for the disputed services in accordance with State policy and regulations.

Type	Time Frame to File	Provide Transportation Services During Review	Time Frame to Resolve	Extension Time Frame	Time Frame to Send Notification of Resolution	Next Step (if any)
Complaint	Ninety (90) calendar days from the date of the incident that precipitated the complaint.	Yes	Fifteen (15) business days.	Ten (10) business days.	Five (5) business days from the date of the complaint.	File a grievance.
Grievance	Ninety (90) calendar days from the date of the action that precipitated.	Yes	Ninety (90) calendar days.	Fourteen (14) calendar days.	Thirty (30) calendar days from the date of the resolution of the grievance.	Medicaid Fair Hearing.

### PASSENGER CODE OF CONDUCT

<b>GENERAL</b>
----------------

For everyone's safety, drivers and riders of the system are expected to act in an appropriate manner at all times and abide by the policies of Suwannee River Economic Council.

Riders shall be ready to board the vehicle within 5 minutes of its arrival.

Riders shall be prepared to share their ride with other passengers.

No person may eat, drink or smoke on board any vehicle.

No passenger may operate or tamper with any equipment on board any vehicle.

Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS it is connected to a headset.

Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

## **VERBAL ABUSE**

Verbal abuse by a rider against staff, drivers or other clients will not be tolerated. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers or other clients may be suspended from service.

## **PHYSICAL**

Physical abuse of either a rider to another rider or rider to a driver will not be tolerated. Physical abuse includes but is not limited to grabbing, hitting or touching. Such abuse shall be deemed as assault. In such cases, the local police shall be notified, and the rider shall be issued a notice of suspension from service.

## **SUBSTANCE ABUSE**

No passenger who is under the influence of alcohol or illegal drugs will be transported. If a passenger is scheduled to be returned home and they are under the influence, they will be required to find alternative means of transportation. If a pattern of such behavior exists, a suspension of transportation privileges shall be invoked.

## **PENALTIES**

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program. Service suspension for Medicaid NET sponsored passengers must follow the Medicaid Program guidelines.

### **VERBAL ABUSE**

- First offense – written warning
- Second offense – one week suspension of services
- Third offense – 30 day suspension of services
- Fourth offense – 90 day suspension of services
- Fifth offense – permanently removed from service

## **PHYSICAL ABUSE**

First offense - Suwannee River Economic Council will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Suwannee River Economic Council intends to suspend his or her riding privileges and the reason for such action.

Second offense – 180 day suspension of services

Third offense - permanently removed from service

## **APPEALS**

A rider has ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Bradford County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.

All requests for reconsideration must be in writing and delivered to:

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

and

Transportation Disadvantaged Program  
Coordinating Board Grievance Committee  
2009 N.W. 67 Place, Suite A  
Gainesville, Florida 32653-1603

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue. Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Bradford County Transportation Disadvantaged Coordinating Board Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by Suwannee River Economic Council to the person requesting the hearing.

**COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS**

Not applicable.

**COORDINATION CONTRACT EVALUATION CRITERIA**

Suwannee River Economic Council in cooperation with the local Coordinating Board will determine whether agencies, from a total system approach, can perform more effectively and more efficiently their own transportation.

**COST REVENUE ALLOCATION/RATE STRUCTURE JUSTIFICATION**

Suwannee River Economic Council's rate structure is shown in the attached Florida Commission for the Transportation Disadvantaged Rate Model Calculation worksheets.

**TRANSPORTATION DISADVANTAGED TRUST FUND (TDTF)  
MEDICAID NON-EMERGENCY (NET) TRANSPORTATION PROGRAM**

**SERVICE RATES**

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

**COUNTY:** Bradford

**CONTRACT PERIOD:** July 1, 2012 - June 30, 2013

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

<b>PROGRAM/SERVICE TYPE</b>	<b>COST PER UNIT (Passenger Mile or Passenger Trip)</b>
TDTF ambulatory	\$1.67/passenger mile
TDTF wheelchair	\$2.86/passenger mile
TDTF stretcher	\$5.96/passenger mile
Medicaid NET ambulatory	\$2.40/passenger mile
Medicaid NET wheelchair	\$4.11/passenger mile
Medicaid NET stretcher	\$8.56/passenger mile

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**TRANSPORTATION DISADVANTAGED TRUST FUND (TDTF)  
MEDICAID NON-EMERGENCY (NET)TRANSPORTATION PROGRAM**

**SERVICE RATES**

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

**COUNTY:** Bradford

**CONTRACT PERIOD:** July 1, 2013 - June 30, 2014

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

<b>PROGRAM/SERVICE TYPE</b>	<b>COST PER UNIT (Passenger Mile or Passenger Trip)</b>
TDTF ambulatory	\$1.66/passenger mile
TDTF wheelchair	\$2.85/passenger mile
TDTF stretcher	\$5.94/passenger mile
Medicaid NET ambulatory	\$2.41/passenger mile
Medicaid NET wheelchair	\$4.13/passenger mile
Medicaid NET stretcher	\$8.61/passenger mile

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# Preliminary Information Worksheet

Version 1.4

<b>CTC Name:</b>	Suwannee River Economic Council, Inc.
<b>County (Service Area):</b>	Bradford
<b>Contact Person:</b>	Matt Pearson
<b>Phone #</b>	386-362-4115 ext 242

## Check Applicable Characteristic:

### ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

### NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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



# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from July 1st of 2011 to June 30th of 2012	Current Year's APPROVED Budget, as amended from July 1st of 2012 to June 30th of 2013	Upcoming Year's PROPOSED Budget from July 1st of 2013 to June 30th of 2014	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

### Local Non-Govt

Farebox						reinvested \$2731
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 30,631	\$ 14,604	\$ 14,731	-52.3%	0.9%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 89,138	\$ 100,272	\$ 100,272	12.5%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 55,378			-100.0%		
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307						Drawn down as system subsidy
49 USC 5310						
49 USC 5311 (Operating)	\$ 121,461	\$ 112,000	\$ 112,000	-7.8%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid	\$ 118,158	\$ 122,052	\$ 122,052	-3.3%	0.0%	
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

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

### DOH

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

### DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act	\$ 17,494	\$ 20,200	\$ 20,200	15.5%	0.0%	Drawn down for trips at a contracted rate
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from July 1st of 2011 to June 30th of 2012	Current Year's APPROVED Budget, as amended from July 1st of 2012 to June 30th of 2013	Upcoming Year's PROPOSED Budget from July 1st of 2013 to June 30th of 2014	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

### APD

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

### DJJ

(specify in explanation)						
Bus Pass Program Revenue						

### Other Fed or State

XXX						
XXX						
XXX						
Bus Pass Program Revenue						

### Other Revenues

Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						

### Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =	None	None			
Total Revenues =	\$432,260	\$369,128	\$369,255	-14.6%	0.0%

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

#### Operating Expenditures

Labor	\$ 141,214	\$ 151,628	\$ 148,285	7.4%	-3.5%	Contracted Transportation = Afterhours service by Parrish Medivan
Fringe Benefits	\$ 74,439	\$ 80,440	\$ 78,600	8.1%	-2.3%	
Services	\$ 21,725	\$ 18,528	\$ 21,275	-14.7%	14.8%	
Materials and Supplies	\$ 133,167	\$ 65,337	\$ 85,377	-50.9%	0.1%	
Utilities	\$ 15,611	\$ 14,070	\$ 15,700	-9.9%	11.6%	
Casualty and Liability	\$ 16,339	\$ 13,828	\$ 17,500	-15.4%	26.6%	
Taxes	\$ 270	\$ 70	\$ 270	-74.1%	285.7%	
Purchased Transportation						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ -	\$ 4,000	\$ 1,000		-75.0%	
Other						
Miscellaneous	\$ 475	\$ 548	\$ 548	15.4%	0.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 10,212	\$ 9,498	\$ 10,700	-7.0%	12.7%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 16,057	\$ 11,181	\$ 12,000	-30.4%	7.3%	

#### Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR GAIN	\$2,731				
Total Expenditures =	\$429,529	\$369,128	\$369,255	-14.1%	0.0%

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.





# Worksheet for Program-wide Rates

CTC: Suwannee River E Version 1.4  
 County: Bradford

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

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

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger Miles =	139,500	2013 - 2014
<b>Rate Per Passenger Mile = \$</b>	<b>1.82</b>	
Total Projected Passenger Trips =	11,200	
<b>Rate Per Passenger Trip = \$</b>	<b>22.73</b>	<b>Avg. Passenger Trip Length = 12.5 Miles</b>

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>2.65</b>
<b>Rate Per Passenger Trip = \$</b>	<b>32.97</b>

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

### Worksheet for Multiple Service Rates

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

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

#### SECTION I: Services Provided

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

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

#### SECTION II: Contracted Services

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

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

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

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

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

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

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

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

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

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

**Worksheet for Multiple Service Rates**

CTC: Suwannee Rive Version 1.4  
County: Bradford

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

**SECTION III: Escort Service**

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

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)  **Do NOT Complete Section IV**
- And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate** 0.00 to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
  - \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
  - \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2013 - 2014			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	139,500	124,379	13,621	1,500	0
Rate per Passenger Mile =		\$1.66	\$2.85	\$5.94	\$0.00
					per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	11,200	8,659	2,181	360	0
Rate per Passenger Trip =		\$18.60	\$31.89	\$68.43	\$0.00
					per passenger per group

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =		\$1.66	\$2.85	\$5.94	\$0.00
					per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.41	\$4.13	\$8.61	\$0.00
					per passenger per group
Rate per Passenger Trip =		\$26.99	\$46.26	\$98.38	\$0.00
					per passenger per group

Program Trips Rates into Your Medicaid Encounter Data

**Worksheet for Multiple Service Rates**

CTC: Suwannee River  
County: Bradford

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



CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a)

Name of Applicant: Suwannee River Economic Council, Inc. Date of Inventory: 12/28/2012

Model Yr. (b)	Make/size/type (c)	FDOT control # or VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/Yr.	Current Mileage	Expected retirement date	Other equipment (e)	Funding source (f)
2011	Chevy 22' bus	1GB3G2BG7B1161526	Lift	8+2	8,100	19,384	2016		FDOT 5310
2009	Ford	1FDPE45S79DA88334	Lift	12+2	8,260	41,043	2014		5311-STIM
2010	Ford van	90273-1FTNE2ELXADA75692	Lift	12+2	3,514	11,475	2015		FDOT
*2007	Chevy	1GBJG31U561140779	Lift	5+2	14,547	90,622	2012		FDOT
*2009	Chevy bus	1GBJG31K781231943	Lift	8+1	14,241	61,184	2014		TD-RC
2010	Chevy	1GBJG31K791172605	Lift	8+1	7,547	29,202	2015		FDOT
2012	Chevy 22' bus	1GB3G2BG4B1172032	Lift	8+2	4,907	9,914	2017		FDOT 5310
2012	Chevy	1GB3G2BG4B1171589	Lift	8+2	3,459	7,029	2017		TD-RC

- (a) Applicants must use this form.
- (b) Identify vehicles to be replaced with this or other grant by placing an asterisk (\*) next to the model year. In Exhibit B of the application, provide the name of the lessee or contractor, if applicable.
- (c) For example, Ford 22' bus; Dodge converted van.
- (d) Show FDOT control number and VIN if bought with grant through FDOT. If bought through other funding, list the complete VIN.
- (e) Include computer hardware and software, copiers, printers, mobile radios, communication systems. etc.
- (f) Identify the grant or other funding source used for purchasing the vehicle/equipment.

**NOTE:** Those requesting replacement vehicles, please identify the year the vehicle(s) were purchased.



**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): 2013

Certification Year: (Previous): 2012

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

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

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

Blue Ink Signature: Frances L. Terry Date: 12-18-12  
(Individual Responsible for Assurance of Compliance)

Name: Frances L. Terry Title: Executive Director

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

Name: See Attached

Address: \_\_\_\_\_

Name of Qualified Mechanic who Performed Annual Inspections: \_\_\_\_\_

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

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

1. Revels Fast Lube  
204 West Madison Street  
Starke, FL 32091
  
2. King's Oil & Tire  
PO Box 717  
Cross City, FL 32628
  
3. Furst Automotive  
109 West Duval Street  
Live Oak, FL 32064
  
4. Mayo Service Center  
Highway 27  
Mayo, FL 32066

### III

#### QUALITY ASSURANCE

This section contains the steps the local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Community Transportation Coordinator, based on the Florida Commission for the Transportation Disadvantaged standards and the locally established service standards.

#### COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS

The local Coordinating Board will evaluate the Community Transportation Coordinator's performance on an annual basis using the Florida Commission for the Transportation Disadvantaged *QAPE/LCB CTC Evaluation Workbook*. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators). The Florida Commission for the Transportation Disadvantaged requires worksheets regarding Cost, Competition and Coordination be completed during this review.

IV.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

April 8, 2013

TO: Bradford County Transportation Disadvantaged Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Operations Reports

STAFF RECOMMENDATION

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

BACKGROUND

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

1. Suwannee River Economic Council's Operations Report October - December 2012;
2. Fiscal Year 2012/13 Transportation Disadvantaged Trust Fund Status Report;
3. Medicaid Non-Emergency Transportation Program Encounter Data Report July 2012-February 2013;
4. Suwannee River Economic Council Complaint/Commendation Report for October - December 2012; and
5. Florida Commission for the Transportation Disadvantaged Medicaid and Transportation Disadvantaged Program Helpline Reports for January and February 2013.

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

Attachment

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**QUARTERLY OPERATING REPORT  
BRADFORD COUNTY  
OCTOBER - DECEMBER 2012**

**QUARTERLY OPERATING REPORT  
BRADFORD COUNTY  
OCTOBER - DECEMBER 2011**

OPERATING DATA	SREC	ARC of Bradford	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>3,532</b>	<b>4,514</b>	<b>8,046</b>
Medicaid	1,463	0	1,463
Title III-B	936	0	936
TD Trust Fund	1,133	0	1,133
Agency for Persons with Disabilities	0	4,514	4,514
<b>TOTAL VEHICLE MILES</b>	<b>33,413</b>	<b>26,370</b>	<b>59,783</b>
<b>TOTAL REVENUE VEHICLE MILES</b>	<b>23,655</b>	<b>Not reported</b>	<b>23,655</b>
<b>TOTAL VEHICLE HOURS</b>	<b>2,657</b>	<b>844</b>	<b>3,501</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$102,711.56</b>	<b>\$32,386.86</b>	<b>\$135,098</b>
Medicaid	\$70,834.71	\$0.00	\$70,835
Title III-B	\$25,231.25	\$0.00	\$25,231
TD Trust Fund	\$6,645.60	\$0.00	\$6,646
Medwaiver	\$0.00	\$0.00	\$0
<b>AVERAGE COST PER TRIP</b>	<b>\$29.08</b>	<b>\$7.17</b>	<b>\$16.79</b>
Medicaid	\$48.42	#DIV/0!	\$48.42
Title III-B	\$26.96	#DIV/0!	\$26.96
TD Trust Fund	\$5.87	#DIV/0!	\$5.87
Other	#DIV/0!	\$0.00	-
<b>AVERAGE COST PER MILE</b>	<b>\$3.07</b>	<b>\$1.23</b>	<b>\$2.26</b>
<b>AVERAGE COST PER REV. VEH. MI.</b>	<b>\$4.34</b>	<b>#VALUE!</b>	<b>\$5.71</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$38.66</b>	<b>\$38.37</b>	<b>\$38.59</b>
<b>TRIP PURPOSE*</b>	-	-	-
Medical	2,596		2,596
Employment	0	47	47
Education/Training	0	0	0
Fixed	0	4,343	4,343
Inclusion	0	124	124
Shopping	0	0	0
Meal Site	936	0	936
Recreation	0	0	0
Other	0	0	0
<b>NUMBER OF TRIPS DENIED</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>257</b>		<b>257</b>
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	<b>7%</b>	<b>0%</b>	<b>3%</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NUMBER OF VEHICLES</b>	<b>8</b>	<b>10</b>	<b>18</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>442</b>	<b>451</b>	<b>447</b>
<b>AVERAGE MILES PER TRIP</b>	<b>9</b>	<b>6</b>	<b>7</b>
<b>NUMBER OF ROADCALLS</b>	<b>2</b>	<b>0</b>	<b>2</b>

OPERATING DATA	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>8,008</b>
Medicaid	1,394
Title III-B	568
TD Trust Fund	777
Medwaiver	5,269
<b>TOTAL VEHICLE MILES</b>	<b>51,067</b>
<b>TOTAL REVENUE VEHICLE MILES</b>	<b>42,505</b>
<b>TOTAL VEHICLE HOURS</b>	<b>3,236</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$149,193</b>
Medicaid	\$80,609
Title III-B	\$4,033
TD Trust Fund	\$24,753
Medwaiver	\$39,799
<b>AVERAGE COST PER TRIP</b>	<b>\$18.63</b>
Medicaid	\$57.83
Title III-B	\$7.10
TD Trust Fund	\$31.86
Other	-
<b>AVERAGE COST PER MILE</b>	<b>\$2.92</b>
<b>AVERAGE COST PER REV. VEH. MI.</b>	<b>\$3.51</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$46.10</b>
<b>TRIP PURPOSE*</b>	-
Medical	2,212
Employment	62
Education/Training	0
Fixed	
Inclusion	
Shopping	0
Meal Site	568
Recreation	0
Other	0
<b>NUMBER OF TRIPS DENIED</b>	<b>0</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>110</b>
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	<b>-</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>
<b>NUMBER OF VEHICLES</b>	<b>14</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>572</b>
<b>AVERAGE MILES PER TRIP</b>	<b>6</b>
<b>NUMBER OF ROADCALLS</b>	<b>0</b>

**CTC: Suwannee River Economic Council**

**Rates Charged to TD Trust Fund:**

**Ambulatory: \$1.67 per passenger mile**

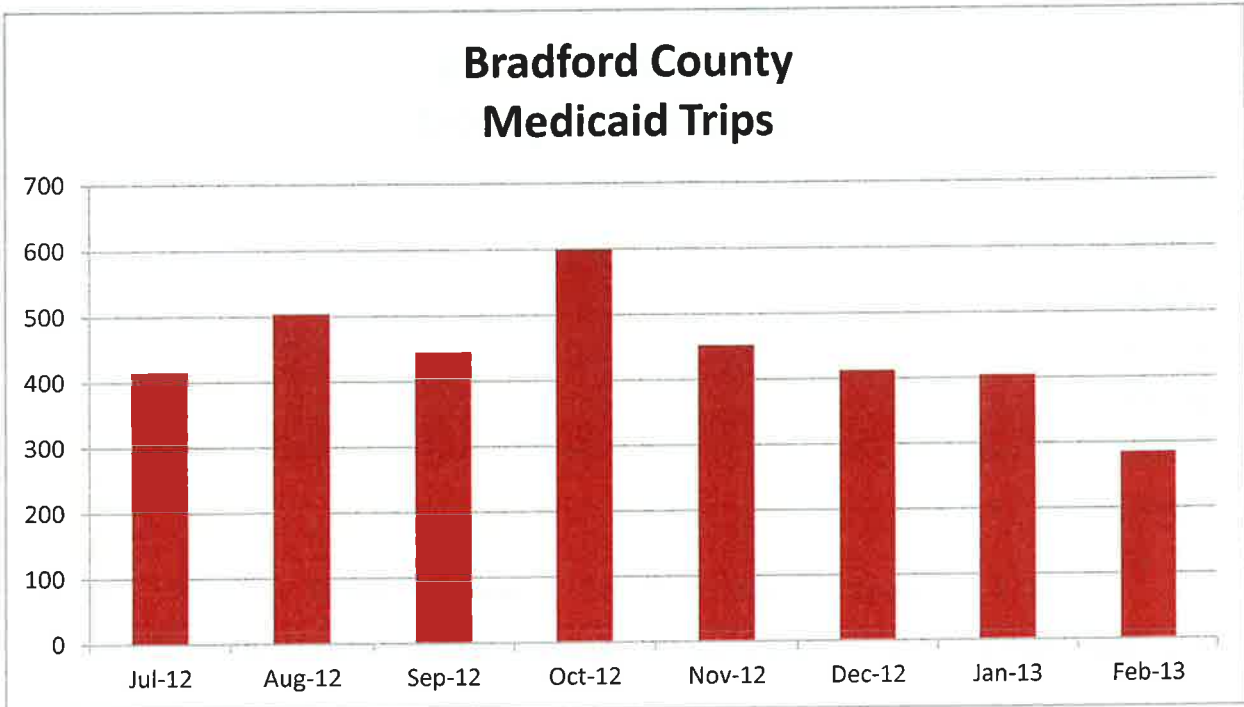
**Wheelchair: \$2.86 per passenger mile**

**Stretcher: \$5.96 per passenger mile**

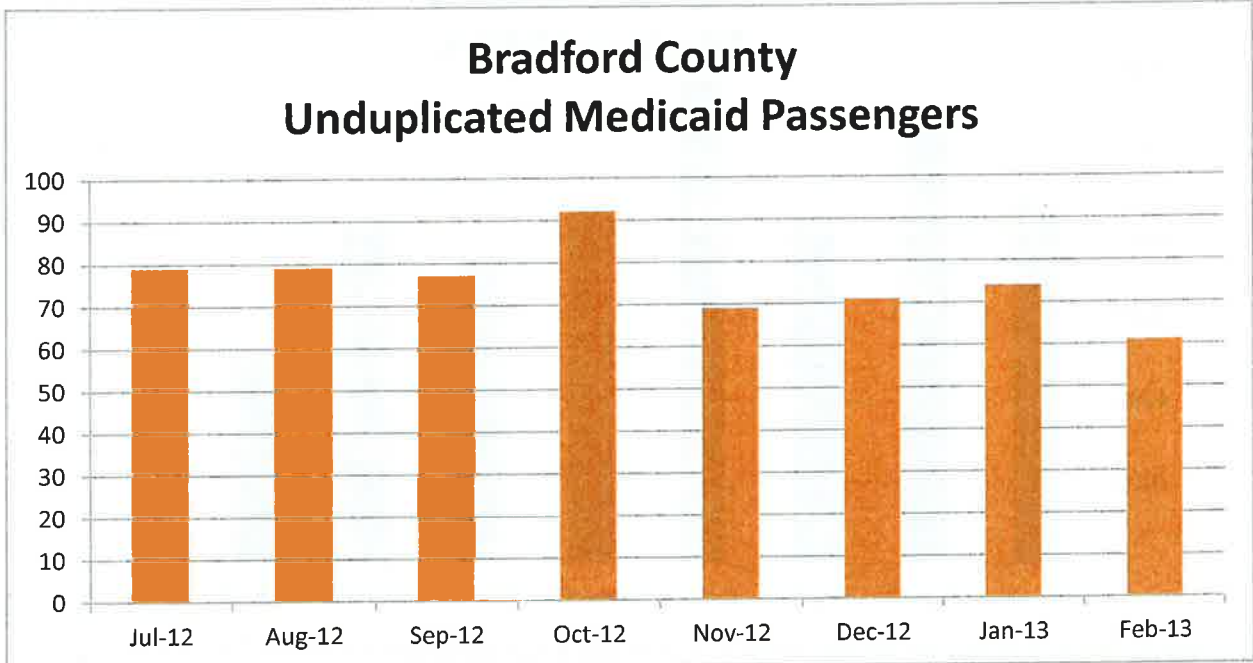
**2012-2013 TD TRUST FUND SUMMARY  
BRADFORD COUNTY**

<b>MONTH/YEAR</b>	<b>TOTAL AMOUNT</b>	<b>TOTAL DOLLARS SPENT</b>	<b>GRANT FUNDS REMAINING</b>	<b>NUMBER OF TRIPS</b>	<b>AVERAGE COST PER TRIP</b>
Jul-12	\$96,015.00	\$8,904.64	\$87,110.36	306	\$29.10
Aug-12	-	\$8,888.27	\$78,222.09	306	\$29.05
Sep-12	-	\$8,887.76	\$69,334.33	314	\$28.30
Oct-12	-	\$8,887.85	\$60,446.48	399	\$22.28
Nov-12	-	\$8,854.45	\$51,592.03	366	\$24.19
Dec-12	-	\$7,488.95	\$44,103.08	368	\$20.35
Jan-13	-		\$44,103.08		#DIV/0!
Feb-13	-		\$44,103.08		#DIV/0!
Mar-13	-		\$44,103.08		#DIV/0!
Apr-13	-		\$44,103.08		#DIV/0!
May-13	-		\$44,103.08		#DIV/0!
Jun-13	-	-	#VALUE!	-	-
<b>TOTAL</b>	<b>-</b>	<b>\$51,911.92</b>	<b>-</b>	<b>2,059</b>	<b>\$25.21</b>



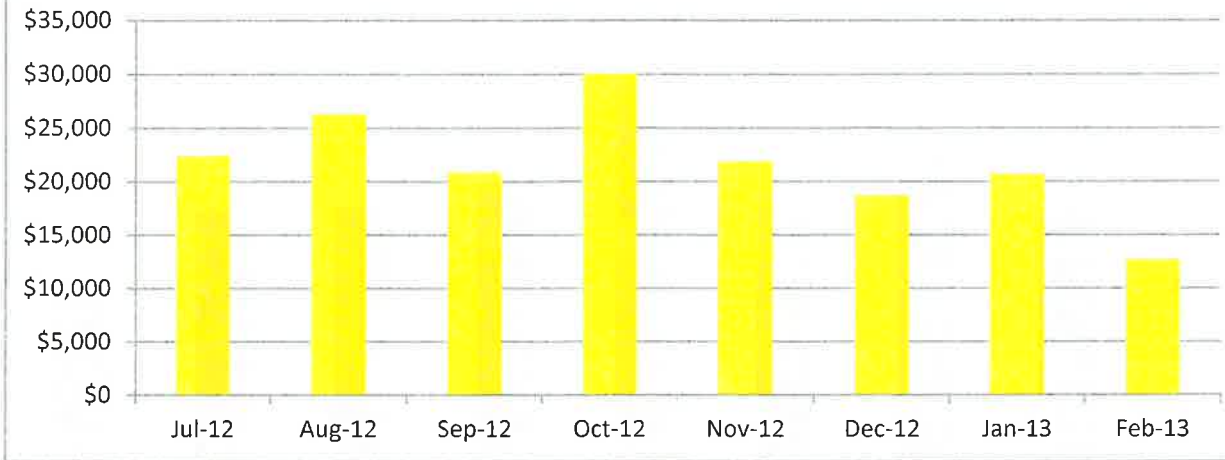


Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



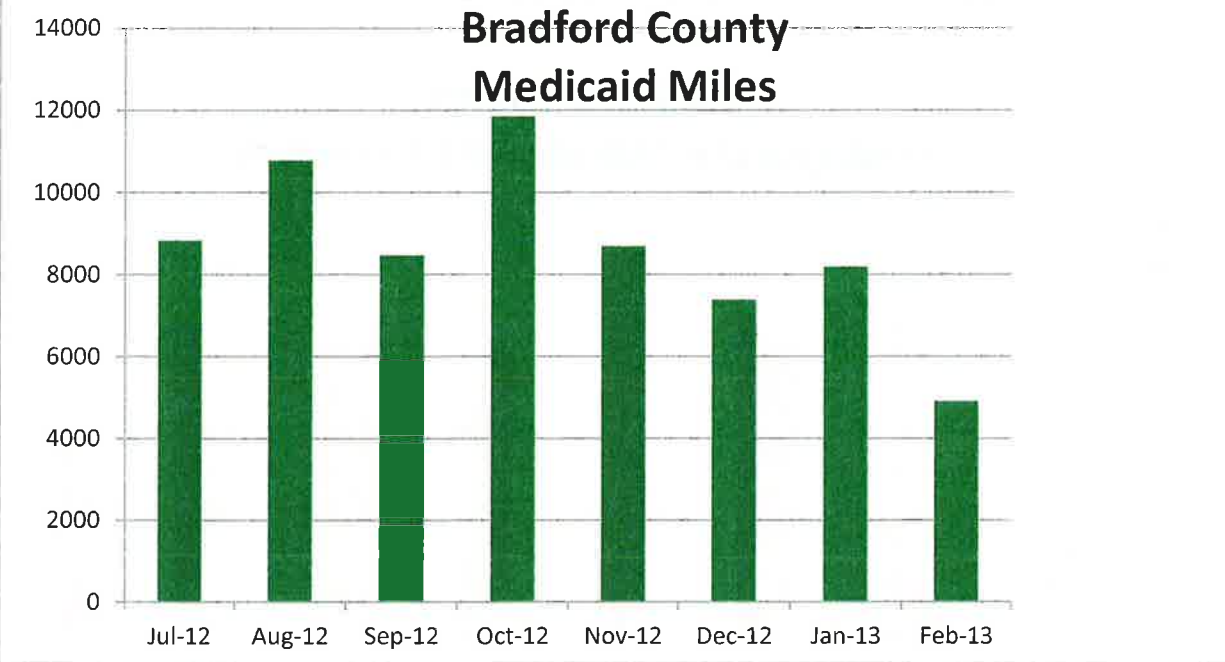
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

### Bradford County Medicaid Trip Cost



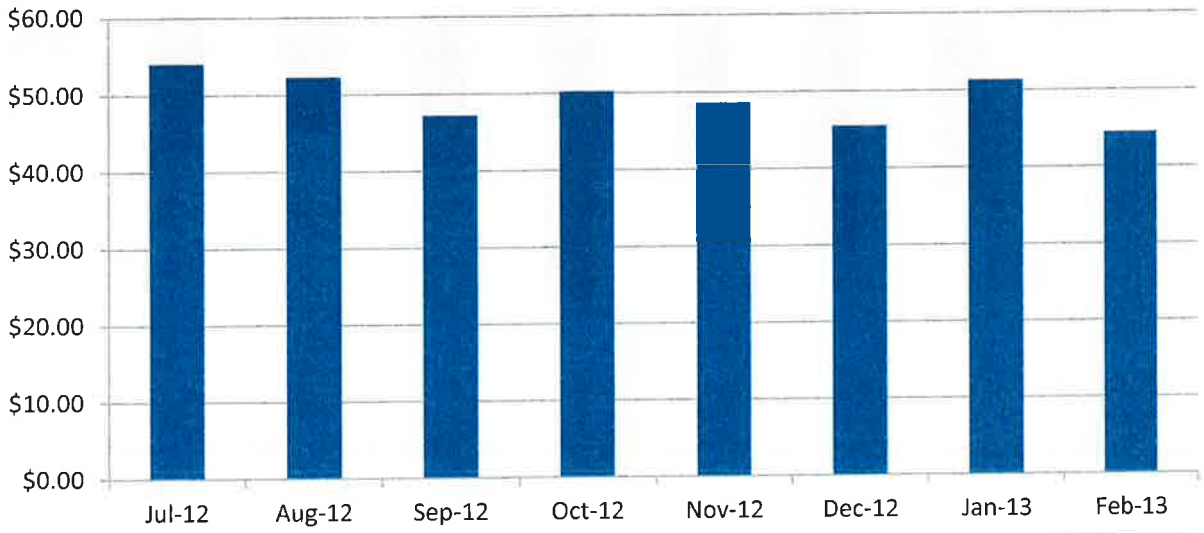
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

### Bradford County Medicaid Miles



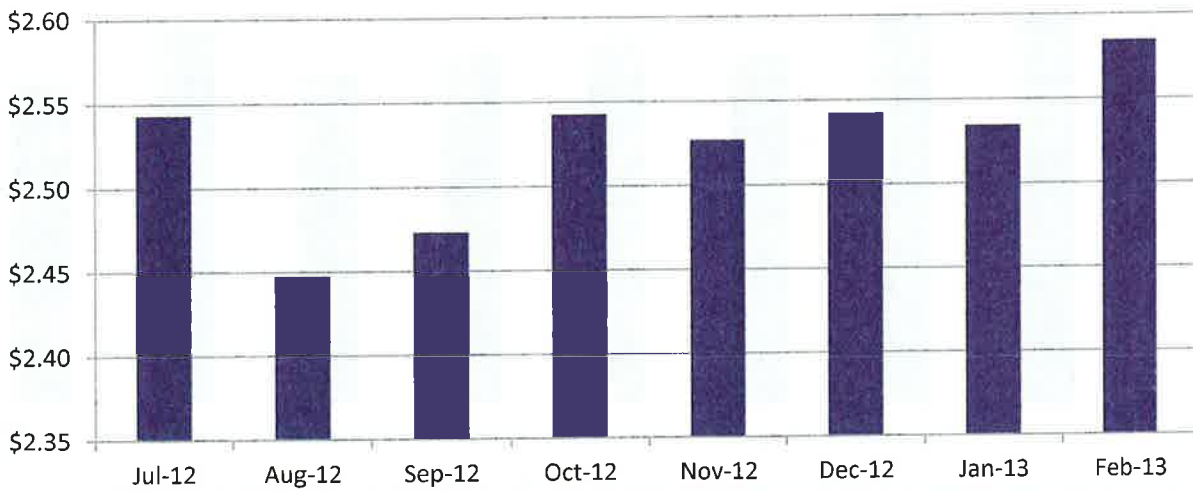
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

### Bradford County Average Cost Per Medicaid Trip



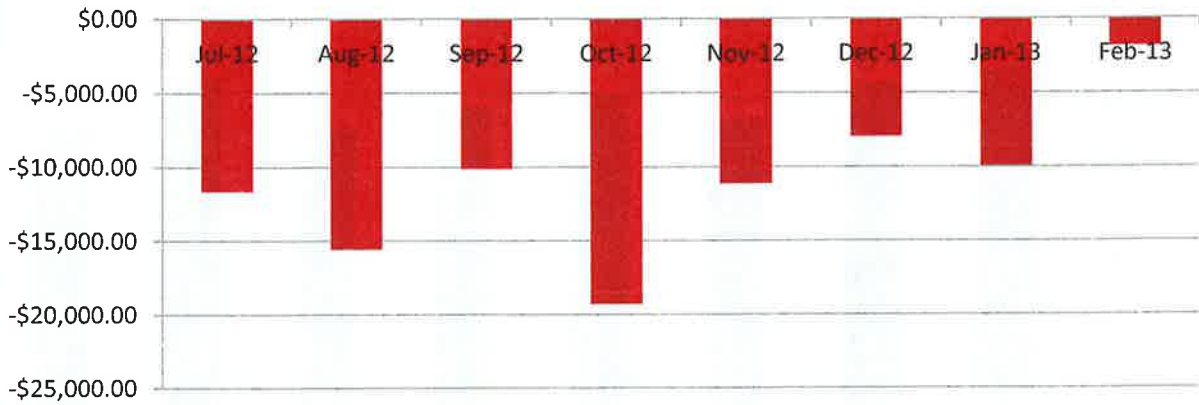
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

### Bradford County Average Cost Per Medicaid Mile



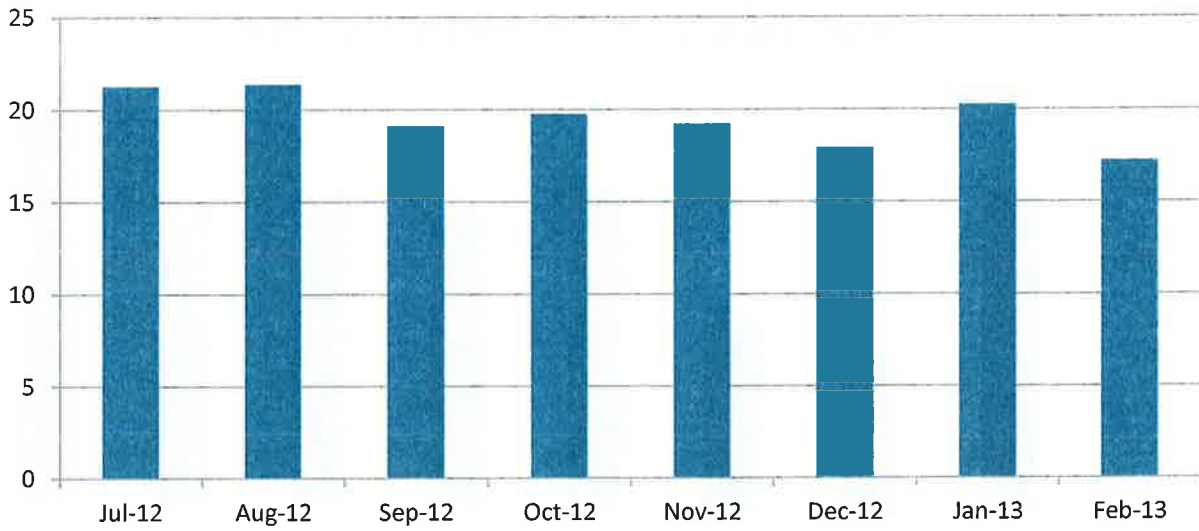
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

### Bradford County Medicaid Allocation vs Actual Service Cost



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

### Bradford County Average Medicaid Miles Per Trip



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

**BRADFORD COUNTY  
 QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS  
 OCTOBER - DECEMBER 2012**

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

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# Medicaid Ombudsman Calls

Jan-13

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	7	1	0	0	8	0	8
Baker	0	0	0	0	0	0	0
Bay	2	0	0	0	2	0	2
Bradford	0	0	0	0	0	0	0
Brevard	8	0	0	0	8	0	8
Broward	12	0	0	0	12	0	12
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	2	1	0	0	3	0	3
Clay	2	0	0	0	2	0	2
Collier	0	2	0	0	2	0	2
Columbia	1	0	0	0	1	0	1
DeSoto	0	1	0	0	1	0	1
Dixie	2	0	0	0	2	0	2
Duval	7	0	0	0	7	0	7
Escambia	3	0	0	0	3	0	3
Flagler	1	0	0	0	1	0	1
Franklin	0	0	0	0	0	0	0
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	0
Hamilton	0	0	0	0	0	0	0
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	5	0	0	0	5	0	5
Highlands	5	0	0	0	5	0	5
Hillsborough	10	5	0	0	15	0	15
Holmes	0	0	0	0	0	0	0
Indian River	4	0	0	0	4	0	4
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	7	0	0	0	7	0	7
Lee	12	7	0	0	19	0	19
Leon	4	0	0	0	4	0	4
Lewy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	4	1	0	0	5	0	5
Marion	3	1	0	0	4	0	4
Martin	6	0	0	0	6	0	6
Miami-Dade	7	1	0	0	8	0	8
Monroe	2	0	0	0	2	0	2
Nassau	0	0	0	0	0	0	0
Okaloosa	0	0	0	0	0	0	0
Okeechobee	0	0	0	0	0	0	0
Orange	11	0	0	0	11	0	11
Osceola	0	0	0	0	0	0	0
Palm Beach	7	4	0	0	11	0	11
Pasco	0	0	0	0	0	0	0
Pinellas	14	1	0	0	15	0	15
Polk	7	0	0	0	7	0	7
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	8	8	0	0	16	0	16
Santa Rosa	0	1	0	0	1	0	1
Sarasota	5	0	0	0	5	0	5
Seminole	0	0	0	0	0	0	0
Sumter	0		0	0	0	0	0
Suwannee	15	2	0	0	17	0	17
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	5	2	0	0	7	0	7
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
<b>Totals</b>	<b>188</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>226</b>	<b>0</b>	<b>226</b>

# Medicaid Ombudsman Calls

Feb-13

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	9	0	0	0	9	0	9
Baker	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	0
Bradford	0	0	0	0	0	0	0
Brevard	7	1	0	0	8	0	8
Broward	9	0	0	0	9	0	9
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	0	0	0	0	0	0	0
Clay	3	0	0	0	3	0	3
Collier	0	0	0	0	0	0	0
Columbia	2	1	0	0	3	0	3
DeSoto	0	0	0	0	0	0	0
Dixie	5	0	0	0	5	0	5
Duval	9	0	0	0	9	0	9
Escambia	4	0	0	0	4	0	4
Flagler	3	0	0	0	3	0	3
Franklin	0	1	0	0	1	0	1
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	0
Hamilton	1	0	0	0	1	0	1
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	7	0	0	0	7	0	7
Highlands	7	0	0	0	7	0	7
Hillsborough	9	3	0	0	12	0	12
Holmes	0	0	0	0	0	0	0
Indian River	2	0	0	0	2	0	2
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	8	0	0	0	8	0	8
Lee	9	3	0	0	12	0	12
Leon	2	1	0	0	3	0	3
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0



County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	3	0	0	0	3	0	3
Marion	4	0	0	0	4	0	4
Martin	5	0	0	0	5	0	5
Miami-Dade	12	6	0	0	18	0	18
Monroe	1	0	0	0	1	0	1
Nassau	0	0	0	0	0	0	0
Okaloosa	1	1	0	0	2	0	2
Okeechobee	0	0	0	0	0	0	0
Orange	13	1	0	0	14	0	14
Osceola	0	0	0	0	0	0	0
Palm Beach	5	2	0	0	7	0	7
Pasco	0	0	0	0	0	0	0
Pinellas	10	3	0	0	13	0	13
Polk	4	0	0	0	4	0	4
Putnam	0	1	0	0	1	0	1
St. Johns	0	0	0	0	0	0	0
St. Lucie	12	6	0	0	18	0	18
Santa Rosa	0	0	0	0	0	0	0
Sarasota	6	0	0	0	6	0	6
Seminole	3	1	0	0	4	0	4
Sumter	1	0	0	0	1	0	1
Suwannee	10	1	0	0	11	0	11
Taylor	2	0	0	0	2	0	2
Union	0	0	0	0	0	0	0
Volusia	5	2	0	0	7	0	7
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
<b>Totals</b>	<b>193</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>227</b>	<b>0</b>	<b>227</b>

# TD Ombudsman Calls

Jan-13

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	5	0	0	0	5	0	5
Baker	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	0
Bradford	0	1	0	0	1	0	1
Brevard	4	0	0	0	4	0	4
Broward	7	0	0	0	7	0	7
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	0	0	0	0	0	0	0
Clay	0	0	0	0	0	0	0
Collier	0	0	0	0	0	0	0
Columbia	0	0	0	0	0	0	0
DeSoto	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	0
Duval	7	0	0	0	7	0	7
Escambia	4	0	0	0	4	0	4
Flagler	0	0	0	0	0	0	0
Franklin	0	0	0	0	0	0	0
Gadsden	0	0	0	0	0	0	0
Gilchrist	1	0	0	0	1	0	1
Glades	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	0
Hamilton	1	0	0	0	1	0	1
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	2	0	0	0	2	0	2
Highlands	0	0	0	0	0	0	0
Hillsborough	8	0	0	0	8	0	8
Holmes	0	0	0	0	0	0	0
Indian River	0	0	0	0	0	0	0
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	10	1	0	0	11	0	11
Lee	7	0	0	0	7	0	7
Leon	4	0	0	0	4	0	4
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	0	0	0	0	0	0	0
Marion	1	0	0	0	1	0	1
Martin	3	1	0	0	4	0	4
Miami-Dade	10	0	0	0	10	0	10
Monroe	0	1	0	0	1	0	1
Nassau	0	0	0	0	0	0	0
Okaloosa	0	0	0	0	0	0	0
Okeechobee	0	0	0	0	0	0	0
Orange	12	0	0	0	12	0	12
Osceola	1	0	0	0	1	0	1
Palm Beach	5	0	0	0	5	0	5
Pasco	3	1	0	0	4	0	4
Pinellas	7	0	0	0	7	0	7
Polk	2	0	0	0	2	0	2
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	7	0	0	0	7	0	7
Santa Rosa	2	0	0	0	2	0	2
Sarasota	4	0	0	0	4	0	4
Seminole	2	0	0	0	2	0	2
Sumter	0	0	0	0	0	0	0
Suwannee	9	0	0	0	9	0	9
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	3	0	0	0	3	0	3
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
<b>Totals</b>	<b>131</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>136</b>	<b>0</b>	<b>136</b>

# TD Ombudsman Calls

Feb-13

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Alachua	6	0	0	0	6	0	6
Baker	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	0
Bradford	0	0	0	0	0	0	0
Brevard	5	0	0	0	5	0	5
Broward	9	0	0	0	9	0	9
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	0	0	0	0	0	0	0
Clay	0	0	0	0	0	0	0
Collier	1	0	0	0	1	0	1
Columbia	0	0	0	0	0	0	0
DeSoto	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	0
Duval	5	0	0	0	5	0	5
Escambia	2	0	0	0	2	0	2
Flagler	0	0	0	0	0	0	0
Franklin	0	0	0	0	0	0	0
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	0
Hamilton	0	0	0	0	0	0	0
Hardee	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0
Hernando	3	0	0	0	3	0	3
Highlands	0	0	0	0	0	0	0
Hillsborough	6	0	0	0	6	0	6
Holmes	0	0	0	0	0	0	0
Indian River	0	0	0	0	0	0	0
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0
Lake	12	0	0	0	12	0	12
Lee	8	0	0	0	8	0	8
Leon	3	0	0	0	3	0	3
Levy	0	0	0	0	0	0	0
Liberty	0	0	0	0	0	0	0

County	Service Availability	Quality of Service	Funding	Other	Total Closed	Total Open	Total
Madison	0	0	0	0	0	0	0
Manatee	0	0	0	0	0	0	0
Marion	0	0	0	0	0	0	0
Martin	4	0	0	0	4	0	4
Miami-Dade	12	0	0	0	12	0	12
Monroe	0	0	0	0	0	0	0
Nassau	0	0	0	0	0	0	0
Okaloosa	0	0	0	0	0	0	0
Okeechobee	0	0	0	0	0	0	0
Orange	9	0	0	0	9	0	9
Osceola	0	0	0	0	0	0	0
Palm Beach	8	1	0	0	9	0	9
Pasco	0	0	0	0	0	0	0
Pinellas	6	1	0	0	7	0	7
Polk	3	0	0	0	3	0	3
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	5	0	0	0	5	0	5
Santa Rosa	0	0	0	0	0	0	0
Sarasota	6	0	0	0	6	0	6
Seminole	1	0	0	0	1	0	1
Sumter	0	0	0	0	0	0	0
Suwannee	6	1	0	0	7	0	7
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	2	0	0	0	2	0	2
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
<b>Totals</b>	<b>122</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>125</b>	<b>0</b>	<b>125</b>

# TD Helpline Report (1/1/2013 - 1/31/2013)

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## Bradford

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### Quality of Service

File # 19307

Intake Date 24-Jan-13

Close Date 24-Jan-13

**CUSTOMER**

*The customer stated the following:*

Customer has been finished with his dialysis since 10 AM and is still waiting to be picked back up. It's been over 3 hours.

**OMBUDSMAN**

*The Ombudsman reported the following:*

The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.

**CTC**

*The CTC reported the following findings / actions:*

Customer has been picked up and taken home. We are trying to figure out what happened to cause this delay in his trip home. I was informed that he recently moved (a couple of days ago) and is now riding with a different van/route on the way home. However, that should not have caused this much delay. We are continuing to investigate.

**FOLLOW UP**

*The Ombudsman reported the following actions:*

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## Lake

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### Quality of Service

File # 19305

Intake Date 15-Jan-13

Close Date 15-Jan-13

**CUSTOMER**

*The customer stated the following:*

Customer is having trouble getting transportation. Customer has been riding for years, and is just now being told she does not qualify.

**OMBUDSMAN**

*The Ombudsman reported the following:*

The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.

**CTC**

*The CTC reported the following findings / actions:*

CTC contacted the customer for assistance.

**FOLLOW UP**

*The Ombudsman reported the following actions:*

Florida Commission for the



**Transportation  
Disadvantaged**



## 2013 Legislative Priorities:

- Advocate for the Governor’s budget recommendation of increasing the Transportation Disadvantaged Trust Fund by \$12.7 million to ensure coordination of transportation services and enhance access to health care, jobs, etc., for older adults, persons with disabilities & people with limited incomes.
- Monitor legislation to ensure program integrity is maintained.
- Monitor the Transportation Disadvantaged Trust Fund.

### **2012 Performance:**

- Total People Served - 667,588
- Total Trips Provided Statewide- 47,741,494
  - Medical Trips Provided - 17,116,967
  - Employment Trips Provided - 4,355,643
- Cost per trip - \$7.70
- Cost per Paratransit trip - \$23.22
- Unmet trip requests - 101,536

Ensuring Coordination.....Enhancing Access  
 Phone 850-410-5700 or toll free 1-800-983-2435  
[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)





**ATTENDANCE RECORD**

**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**

POSITION	NAME	4/17/12	7/17/12	10/16/12	1/8/13
Chairperson	Commissioner Danny Riddick	P	P	P	P
Alternate Chairperson	Mayor Tommy Chastain	A	A	Linda Johns	Linda Johns
FDOT	Sandra Collins	A	A	P	A
Alternate Member	Janell Damato				A
FDCF	Brad Seeling	A	P	P	P
Alternate Member	(Vacant)				
Medicaid - AHCA	Alana McKay	A	A	P	P
Alternate Member	Andrew Singer	P	P	A	A
FL Dept of Education	Jeffrey Aboumrad	A	P	P	P
Alternate Member	(Vacant)				
Public Education	Richard Sapp	P	P	P	A
Alternate Member	(Vacant)				
Citizen Advocate (CA)	Jean Rosebrock	P	P	A	P
Alternate Member	William Harris	A	A	A	A
CA-User	Patricia Fountain	P	A	A	P
Alternate Member	Lou Hall	A	A	A	A
Elderly Rep.	(Vacant)				
Alternate Member	(Vacant)				
Veterans Rep.	Barbara Fischer	A	A	A	P
Alternate Member	(Vacant)				
Persons with Disabilities Rep.	Mary Lou Black	A	P	A	A
Alternate Member	Sherry Ruskowski	P	P	A	A
CAA Rep.	E.W. Hodges	P	A	A	A
Alternate Member	(Vacant)				
FDEA	Cindy Roberts	A	A	A	P
Alternate Member	(Vacant)				
Children at Risk	Kyle Bonesteel	P	A	A	A
Alternate Member	(Vacant)				
Private Transit Rep.	Steve Futch	P	A	P	A
Alternate Member	Laura Crews				
Workforce Development Board	Linda Tatum	A	P	P	P
Alternate Member	(Vacant)				

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

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

