

February 27, 2013

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

The Columbia County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting **Wednesday**, **March 6**, **2013** at **1:30** p.m. in the Florida Department of Transportation District 2 Jeffery Maintenance Complex Santa Fe meeting room, located at 710 Lake Jeffery Road in Lake City, Florida. This is an important meeting of the Board. At this meeting, the Board will review the Columbia County Transportation Disadvantaged Service Plan. All Board members are encouraged to attend the public hearing and business meeting.

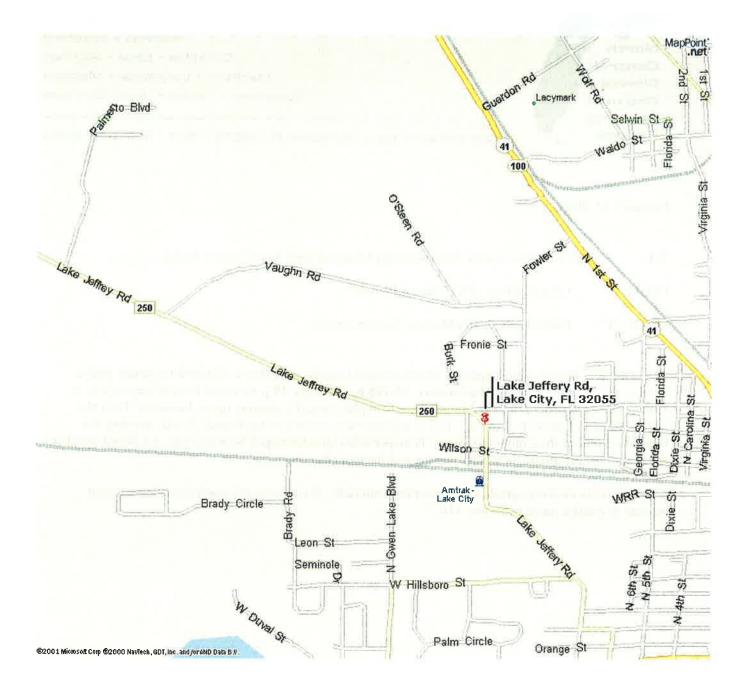
Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

Attachment

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

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COLUMBIA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

PUBLIC HEARING MEETING ANNOUNCEMENT AND AGENDA

Santa Fe Meeting Room FDOT Jeffery Maintenance Complex 1626 Lake Jeffery Road Lake City, Florida Wednesday March 6, 2013 1:30 p.m.

ACTION REQUIRED

ACTION REQUIRED

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 November 7, 2012 Minutes

III. UNFINISHED BUSINESS

A. Annual Performance Evaluation NO ACTION REQUIRED

The Board needs to review Suwannee Valley Transit Authority's response to the annual performance evaluation findings and recommendations

B. Multi-County Board

NO ACTION REQUIRED

The Board needs to discuss whether to recommend the creation of a multi-county Transportation Disadvantaged Coordinating Board with Hamilton and Suwannee Counties

IV. NEW BUSINESS

A. Community Transportation Coordinator NO ACTION REQUIRED Selection Process

Staff will discuss how the Columbia County Community Transportation Coordinator is selected

B. Columbia County Transportation Disadvantaged ACTION REQUIRED Service Plan

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

C. Operations Reports

NO ACTION REQUIRED

V. OTHER BUSINESS

- A. Comments
 - 1. Members
 - 2. Citizens

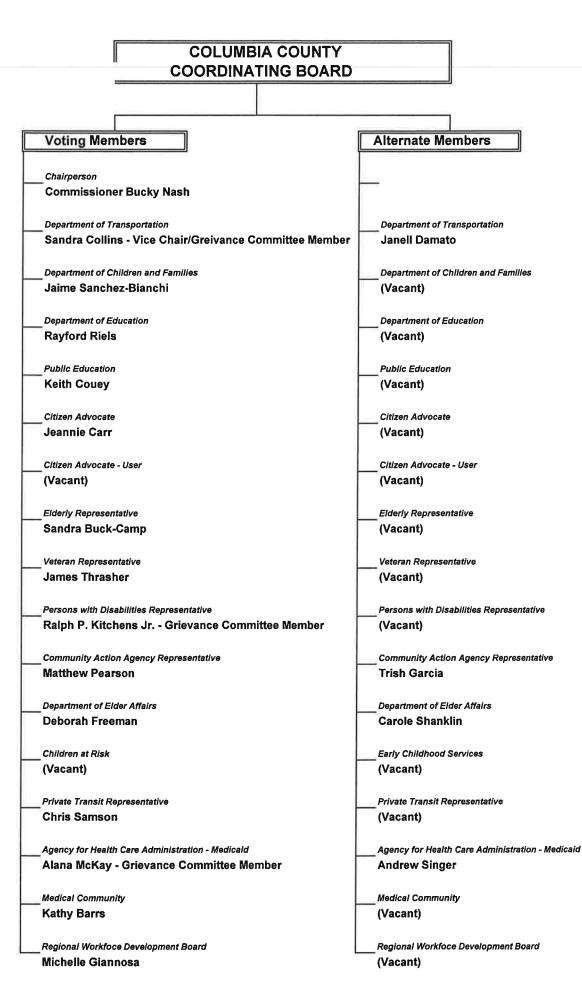
VI. FUTURE MEETING DATES

- A. Wednesday, June 5, 2013 at 1:30 p.m.
- B. Wednesday, September 4, 2013 at 1:30 p.m.
- C. Wednesday, November 6, 2013 at 1:30 p.m.

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

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

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COLUMBIA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEETING MINUTES

Suwannee Meeting Room Florida Department of Transportation Lake City, Florida Wednesday November 7, 2012 2:00 p.m.

VOTING MEMBERS PRESENT

Jeannie Carr, Citizen Advocate Sandra Collins, Florida Department of Transportation, Vice-Chair Alana McKay, Florida Agency for Health Care Administration – Medicaid Matthew Pearson, Community Action Agency Representative Ralph Kitchens, Persons with Disabilities Representative Jaime Sanchez-Bianchi, Florida Department of Children and Families

VOTING MEMBERS ABSENT

Commissioner Rusty DePratter, Chairman Deborah Freeman, Florida Department of Elder Affairs Michelle Giannosa, Regional Workforce Development Board Representative Rayford Riels, Florida Department of Education Chris Samson, Private Transit Representative

OTHERS PRESENT

Angela Cavanaugh, Florida Commission for the Transportation Disadvantaged Sandra Cross Janelle D'Amato, Florida Department of Transportation Tina Graham, LG Transit LJ Johnson Stew Lilker, Columbia County Observer Karen Somerset, Florida Commission for the Transportation Disadvantaged Bill Steele, Suwannee Valley Transit Authority

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

Columbia County TD Board Meeting November 7, 2012

I. BUSINESS MEETING TO ORDER

Due to Commissioner DePratter's absence, Vice-Chair Collins called the meeting to order at 1:30 p.m.

A. Introductions

Vice-Chair Collins asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Alana McKay moved to approve the meeting agenda. Ralph Kitchens seconded; motion passed unanimously.

C. Approval of the September 5, 2012 Minutes

ACTION: Matthew Pearson moved to approve the September 5, 2012 minutes. Alana McKay seconded; motion passed unanimously.

II. NEW BUSINESS

A. Annual Performance Evaluation

Ms. Lynn Godfrey North Central Florida Regional Planning Council Senior Planner, stated that the Board is required to evaluate Suwannee Valley Transit Authority's performance as the Community Transportation Coordinator annually. She discussed the findings and recommendations included in the draft evaluation. She said that, once the evaluation is approved by the Board, it will be forwarded to the Florida Commission for the Transportation Disadvantaged.

The Board reviewed Suwannee Valley Transit Authority's annual performance evaluation.

Mr. LJ Johnson discussed his concerns with the performance evaluation.

The Board asked Mr. Bill Steele, Suwannee Valley Transit Authority Manager of Operations, to address the findings and recommendations.

Mr. Steele stated that, due to pending litigation, he will not answer any questions or make any statements at the meeting.

Matthew Pearson asked if Suwannee Valley Transit Authority is required to respond to the findings and recommendations included in the evaluation.

Ms. Karen Somerset, Florida Commission for the Transportation Disadvantaged Assistant Executive Director, stated that, once the evaluation is approved by the Board, Suwannee Valley Transit Authority should respond to the findings and recommendations within thirty days.

Mr. Stew Lilker asked what will be done concerning the findings and recommendations once the evaluation is sent to the Florida Commission for the Transportation Disadvantaged.

Ms. Somerset said they will review the findings and recommendations in addition to Suwannee Valley Transit Authority's response.

Mr. Lilker asked if anything can be done about Suwannee Valley Transit Authority's non-responsiveness to questions.

Ms. Godfrey explained that the Florida Commission for the Transportation Disadvantaged designated Suwannee Valley Transit Authority as the Community Transportation Coordinator for Columbia County. Therefore, she said the Florida Commission for the Transportation Disadvantaged is responsible for contract compliance.

The Board asked staff to provide information about the Community Transportation Coordinator selection process at the next meeting.

ACTION: Alana McKay moved to approve Suwannee Valley Transit Authority's annual performance evaluation. Matthew Pearson seconded; motion passed unanimously.

B. 2011/2012 Annual Operations Report

Ms. Godfrey stated that Suwannee Valley Transit Authority is required to submit an Annual Operations Report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. She said Suwannee Valley Transit Authority's 2011/12 Annual Operations Report for Columbia County is included in the meeting packet for review.

The Board reviewed the Annual Operations Report.

C. Multi-County Board

Ms. Godfrey stated that the Suwannee County Transportation Disadvantaged Coordinating Board asked to discuss creating a multi-County Board with the Columbia and Hamilton County Boards at their last meeting. She said staff from the Florida Commission for the Transportation Disadvantaged are present to answer questions about forming a multi-County Board.

The Board discussed forming a multi-County Board.

Mr. LJ Johnson expressed concern about forming a multi-County Board since Columbia County is a more populated County than Suwannee or Hamilton Counties.

Ms. Godfrey said the Suwannee County Board showed some interest in forming a multi-County Board. She said the Hamilton County Board will be discussing this issue at their next meeting. She said she will let the Board know at its next meeting whether those Boards are interested in forming a multi-County Board.

D. Operations Reports

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

The Board reviewed the report and asked questions. The Board noted that Suwannee Valley Transit Authority did not report the number of single passenger trips.

Mr. Steele said he would not answer any questions at the meeting.

The Board asked staff to question Suwannee Valley Transit Authority why the number of single passenger trips is not reported.

III. OTHER BUSINESS

A. Comments

1. Members

There were no member comments.

2. Citizens

Mr. LJ Johnson stated that Suwannee Valley Transit Authority requires him to make his trip reservations 72 hours in advance. He said there are times when his doctor wants to see him the next day. He asked what can be done in these situations.

Alana McKay asked Mr. Johnson to call her for assistance with this.

Ms. Sandra Cross stated that Suwannee Valley Transit Authority suspended her transportation services. She said she now has to pay someone \$100 to get to Tampa for her medical appointments.

Ms. McKay said she has spoken to Ms. Cross about this situation. She asked Ms. Cross to contact her for assistance.

IV. FUTURE MEETING DATES

Vice-Chair Collins stated that the next meeting of the Board is scheduled for Wednesday, March 6, 2013 at 1:30 p.m.

ADJOURNMENT

The meeting adjourned at 3:00 p.m.

Chair

Date

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TO: Columbia County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

No action required. For information only.

BACKGROUND

At its last meeting, the Board approved Suwannee Valley Transit Authority's annual performance evaluation. According to the Florida Commission for the Transportation Disadvantaged staff, once the evaluation is approved by the Board, Suwannee Valley Transit Authority is required to respond to the Board's findings and recommendations within thirty days.

Attached are the Board's findings and recommendations. Also, attached is a letter to Suwannee Valley Transit Authority requesting a status report concerning the Board's findings and recommendations. Staff has not received a response to this request.

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

Attachments

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November 8, 2012

Ms. Gwendolyn Pra, Administrator Suwannee Valley Transit Authority 1907 Voyles Street Live Oak, FL 32060

RE: Annual Performance Evaluations

Dear Ms. Pra:

As you know, the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Boards reviewed and approved Suwannee Valley Transit Authority's 2012/13 annual performance evaluations. Enclosed are the approved findings and recommendations included in the evaluations. Please provide us with a status report concerning these findings and recommendations by December 21, 2012.

Thank you for your assistance. If you have any questions concerning this matter, please do not hesitate to contact me at extension 110.

Sincerely,

Lynn Godfrey, AICP Senior Planner

Enclosures

 xc: Columbia County Transportation Disadvantaged Coordinating Board Hamilton County Transportation Disadvantaged Coordinating Board
 Suwannee County Transportation Disadvantaged Coordinating Board
 Angela Cavanaugh, Florida Commission for the Transportation Disadvantaged Project Manager

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Suwannee Valley Transit Authority

County: Columbia

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

I. Records and Areas of Review

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

II. Findings and Recommendations

A. General Information

Area of Noncompliance:

None

Recommendations:

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

B. Chapter 427, F.S.

Area of Noncompliance:

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

Recommendation:

Amend the subcontracts.

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

Area of Noncompliance:

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

Suwannee Valley Transit Authority

Recommendation:

- 1. Amend the Transportation Disadvantaged Service Plan Billing Requirement Standard to be in compliance with Chapter 287.0585, Florida Statutes.
- 2. Review the roadcall standard and age of vehicle fleet.
- 3. Suwannee Valley Transit Authority reported \$6,399.47 of Transportation Disadvantaged Trust Funds remaining as of 6/30/12. Therefore, SVTA should review the Transportation Disadvantaged Trust Fund trip priorities and whether additional trip priorities should be provided.

D. Bus/Van Ride

Area of Noncompliance:

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

Recommendation:

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

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E. Surveys (see attachment) Area of Noncompliance: None Recommendation: None F. Level of Competition

Area of Noncompliance: None Recommendation:

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

Suwannee Valley Transit Authority

County: <u>Hamilton</u>

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

I. Records and Areas of Review

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

II. Findings and Recommendations

A. General Information

Area of Noncompliance:

None

Recommendations:

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

B. Chapter 427, F.S.

Area of Noncompliance:

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

Recommendation:

Amend the subcontracts.

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

Area of Noncompliance:

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

Suwannee Valley Transit Authority

Recommendation:

- 1. Amend the Transportation Disadvantaged Service Plan Billing Requirement Standard to be in compliance with Chapter 287.0585, Florida Statutes.
- 2. Review the roadcall standard and age of vehicle fleet.
- 3. Suwannee Valley Transit Authority reported \$45,351.29 of Transportation Disadvantaged Trust Funds remaining as of 6/30/12. Therefore, SVTA should review the Transportation Disadvantaged Trust Fund trip priorities and whether additional trip priorities should be provided.

D. Bus/Van Ride

Area of Noncompliance:

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

Recommendation:

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

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E. Surveys (see attachment)

Area of Noncompliance: None Recommendation: None

F. Level of Competition Area of Noncompliance: None Recommendation:

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

Suwannee Valley Transit Authority

County: Suwannee

Date(s) of Review: _____7/1/11 - 6/30/12___

I. Records and Areas of Review

- A. General Information
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- F. Follow-up of previous QAPE Review
- G. Additional Observations

II. Findings and Recommendations

A. General Information

Area of Noncompliance:

None

Recommendations:

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

B. Chapter 427, F.S.

Area of Noncompliance:

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

Recommendation:

Amend the subcontracts.

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

Area of Noncompliance:

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

Suwannee Valley Transit Authority

Recommendation:

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

D. Bus/Van Ride

Area of Noncompliance:

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

Recommendation:

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

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E. Surveys (see attachment)

Area of Noncompliance: None Recommendation: None

F. Level of Competition

Area of Noncompliance: None Recommendation:

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





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February 27, 2013

TO: Columbia County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Multi-County Transportation Disadvantaged Coordinating Board

STAFF RECOMMENDATION

Recommend to the North Central Florida Regional Planning Council whether to combine the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Boards.

BACKGROUND

Suwannee Valley Transit Authority asked that the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Boards create a multi-County Transportation Disadvantaged Coordinating Board. Attached is information concerning the creation of a multi-County Transportation Disadvantaged Coordinating Board.

Attachment

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Creating a Multi-County Transportation Disadvantaged Coordinating Board

- Resolution from each individual local Coordinating Board approving the multi-county Board.
- Resolution from Suwannee Valley Transit Authority approving the multi-county Board.
- Resolution from North Central Florida Regional Planning Council recommending the multicounty Board.
- Florida Commission for the Transportation Disadvantaged gives final approval.
- Terminate current Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee Valley Transit Authority. Replace current Memorandum of Agreement with new combined service area (Columbia, Hamilton and Suwannee Counties) Memorandum of Agreement. Maintain same contract period (1/1/2012 to 6/30/2016).
- Amend local Coordinating Board By-laws.
- One Transportation Disadvantaged Service Plan.
- Amend Planning contract.
- Amend Transportation Disadvantaged Trust Fund Grant.
- Rates developed for tri-county service area.
- Combined Annual Operations Report.
- Medicaid encounter data will not be combined.

• Rule 41-2.012, Florida Administrative Code: Coordinating Board Structure and Duties:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official, to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county...

- 1 voting representative
- 1 alternate representative
- Rotate meeting location
- Board of County Commissioners approval. This is not required, but, is an option.

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February 27, 2013

TO: Columbia County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Florida's Transportation Disadvantaged Program -Community Transportation Coordinator Selection

RECOMMENDATION:

For information only. No action required.

BACKGROUND:

At its last meeting, the Board asked staff to provide information about the Community Transportation Coordinator selection process. The Florida Commission for the Transportation Disadvantaged requires that the designated official planning agencies use a competitive request for proposals process to select Community Transportation Coordinators at the end of each contract period. Section 427.015(2) Florida Statutes and Rule 41-2.010(6), Florida Administrative Code authorize the North Central Florida Regional Planning Council to recommend the designation of the Community Transportation Coordinator for Columbia County.

Currently, Suwannee Valley Transit Authority is the Community Transportation Coordinator for Columbia County. According to Section 287.057(3)(f)13, Florida Statutes, the North Central Florida Regional Planning Council, serving as the Designated Official Planning Agency for the Transportation Disadvantaged Program in Columbia County, may choose to recommend a governmental entity, such as the Suwannee Valley Transit Authority, as the Community Transportation Coordinator without using the competitive procurement process.

When using the competitive procurement process, the Council will accept proposals from qualified agencies or firms for the award of contracts to coordinate transportation services for the transportation disadvantaged in Columbia County. The selected contractor will be the designated Community Transportation Coordinator under Florida's Transportation Disadvantaged Program, as authorized by Chapter 427, Florida Statutes, and more fully described in Rule 41-2, Florida Administrative Code.

Council Members February 27, 2013 Page 2

A Technical Review Committee will be appointed by the Council's Executive Director. The Technical Review Committee will be comprised of at least three Council employees who have experience and knowledge of Florida's Transportation Disadvantaged Program. The Technical Review Committee members will assign points to the technical proposals. A numerical ranking will be established for all proposals sent to the Council.

The proposals and rankings by the Technical Review Committee will be provided to the Transportation Disadvantaged Coordinating Board for review. The Board may provide non-binding comments concerning proposals to the Council.

The Council will review the recommendations of the Technical Review Committee, and any comments provided by the Board, and forward a recommendation for the selection of Community Transportation Coordinator to the Florida Commission for the Transportation Disadvantaged including any terms of designation. The Florida Commission for the Transportation Disadvantaged will make the final designation.

If you have any questions concerning this resolution, please do not hesitate to contact me.

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February 27, 2013

TO: Columbia County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Columbia County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Columbia County Transportation Disadvantaged Service Plan.

BACKGROUND

Chapter 427, Florida Statutes requires Suwannee Valley Transit Authority 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 Columbia 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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COLUMBIA COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN



Prepared by the

North Central Florida Regional Planning Council 2009 Northwest 67th Place, Suite A Gainesville, Florida 32653-1603 352-955-2200



and

Suwannee Valley Transit Authority 1907 Voyles Street Live Oak, Florida 32060 904-362-5332



March 2013



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COLUMBIA COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN LOCAL COORDINATING BOARD

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner Bucky Nash			
Elderly	Sandra Buck-Camp			
Disabled	Ralph Kitchens			
Citizen Advocate	Jeannie Carr			
Citizen Advocate/User	Vacant			
Children at Risk	Vacant			
Community Action	Matthew Pearson			
Public Education	Keith Couey			
FDOT	Sandra Collins			
FDCF	Jaime Sanchez-Bianchi			
FDEA	Deborah Freeman			
FDOE	Rayford Riels			
FAHCA	Alana McKay			
Regional Workforce Development Board	Michelle Giannosa			
Veteran Services	James Thrasher			
Private Transit	Chris Samson			
Local Medical Community	Kathy Barrs			

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

Approved by the Florida Commission for the Transportation Disadvantaged.

Executive Director t:\lynn\tdsp13\columbia\certroll.rtf Date

Date

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 Columbia 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 Florida Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

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

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."

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The Governor appoints seven members to the Florida Commission for the Transportation Disadvantaged. Five of the members must have significant experience in the operation of a business and two of the members must have a disability and use the transportation disadvantaged system. The 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 Columbia 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 boards.
- Provision of staff support to the local coordinating boards.
- Recommendation to the Florida Commission for the Transportation Disadvantaged regarding the initial selection or re-designation of the Community Transportation Coordinator.

LOCAL COORDINATING BOARDS

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

According to Rule 41-2 of the Florida Administrative Code, 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 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 Education.
- 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 Board.
- A representative of the Florida Department of Elder Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration Medicaid Program.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.

The following are some of the duties of the local coordinating board:

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

COMMUNITY TRANSPORTATION COORDINATOR

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Suwannee Valley Transit Authority is the designated Community Transportation Coordinator for Columbia County.

Suwannee Valley Transit Authority may provide all or a portion of transportation service in a designated service area. Suwannee Valley Transit Authority may subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of Suwannee Valley Transit Authority:

- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

DESIGNATION DATE/HISTORY

Suwannee Valley Transit Authority is a public governmental entity providing transportation services for the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. In 1972, Suwannee Valley Transit Authority 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.

A Board of Directors manages the administrative operations of Suwannee Valley Transit Authority. Suwannee Valley Transit Authority's Board of Directors is composed of two County Commissioners from each County in the service area, a Florida Department of Transportation (FDOT) representative and an ex-officio member from Suwannee River Economic Council.

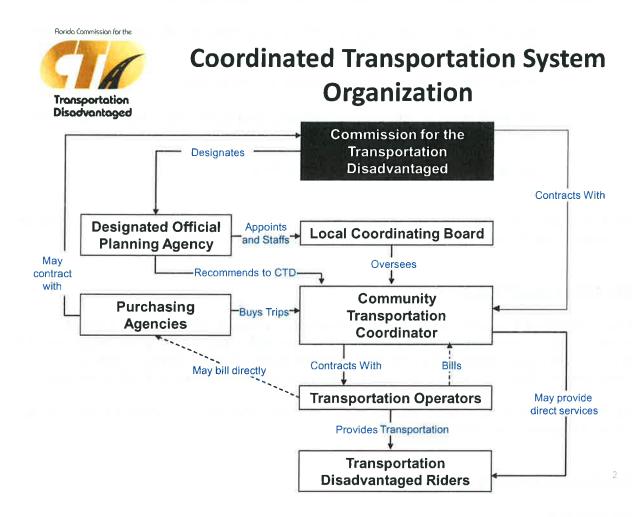
Suwannee Valley Transit Authority's Administrator directs the operation of the transit system. Suwannee Valley Transit Authority also employs maintenance, operational and fiscal personnel.

Suwannee Valley Transit Authority was designated the Community Transportation Coordinator for Columbia County by the Florida Commission for the Transportation Disadvantaged in 1990. Suwannee Valley Transit Authority was selected as the Community Transportation Coordinator through a non-competitive selection process. The Florida Commission for the Transportation Disadvantaged re-designated Suwannee Valley Transit Authority as the Community Transportation Coordinator through a non-competitive selection process in 2011.

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

ORGANIZATION CHART

The following chart identifies all those involved Florida's Transportation Disadvantaged Program.



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 Columbia County Evaluation and Appraisal Report of the Comprehensive Plan is consistent, to the maximum extent feasible, with the Columbia 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.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED 5 YEAR/20 YEAR PLAN

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

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

MPO LONG RANGE TRANSPORTATION PLANS

Not applicable.

TRANSPORTATION IMPROVEMENT PROGRAM

Not applicable.

PUBLIC PARTICIPATION

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

COLUMBIA COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: North Central Florida Regional Planning Council 2009 N.W. 67th Place Address: 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:

mar Lorene J. Thomas, Chair

O)CHO

Date: 12/13/12

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REPRESENTATION	MEMBER NAME	TERM OF APPOINTMENT
Chairperson	Commissioner Rusty DePratter	No Term
Elderly	Vacant	1 Year
Disabled	Ralph Kitchens	1 Year
Citizen Advocate	Jeannie Carr	2 Years
Citizen Advocate - User	Vacant	2 Years
Veteran Services	Vacant	No Term
Community Action	Matthew Peareson	No Term
Public Education	Keith Couey	No Term
Florida Department of Transportation	Sandra Collins	No Term
Florida Department of Children and Families	Jaime Sanchez-Bianchi	No Term
Florida Department of Education	Rayford Riels	No Term
Florida Department of Elder Affairs	Deborah Freeman	No Term
Florida Agency for Health Care Administration	Alana McKay	No Term
Children at Risk	Vacant	No Term
Regional Workforce Development Board	Michelle Giannosa	No Term
Medical Community	Michelle Barrs	3 Years
Private Transit Industry	Chris Samson	3 Years

SERVICE AREA PROFILE AND DEMOGRAPHICS

SERVICE AREA DESCRIPTION

Columbia County has a land area of approximately 797 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by the State of Georgia, on the east by Baker and Union Counties on the south by Alachua and Gilchrist Counties and on the west by Hamilton and Suwannee Counties. The Santa Fe River forms a boundary on the northwest border of the County.

DEMOGRAPHICS

LAND USE

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

The land use for approximately 75 percent of the acreage within the unincorporated area of the County has been designated as agricultural, forested lands and approximately 4 percent is residential. In addition, approximately 29 percent of the City of Lake City's acreage has been designated as residential and 35 percent is forested land.

Within the unincorporated areas of the County, four types of growth have occurred. The first type of land use pattern which is emerging is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although they do not provide public facilities, their locations have developed over time into urbanizing settlements. 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

Table 1.25 of the <u>2011 Florida Statistical Abstract</u> estimates Columbia County's total population as 67,531. The <u>2011 Florida Statistical Abstract</u> reported the population of the City of Lake City as 12,046, the Town of Fort White as 567, and the unincorporated area as 54,918. As Table 1 shows, 81 percent of the County's population is located within the unincorporated areas.

POPULATION COUNTS AND ESTIMATES COLUMBIA COUNTY

AREA	POPULATION ESTIMATES 2010
Columbia County	67.531
Town of Fort White	567
City of Lake City	12,046
Unincorporated Area	54,918

Source: 2011 Florida Final Population Estimates Bureau of Economic and Business Research Table 1.25

According to Table 1.80 of the <u>2011 Florida Statistical Abstract</u>, 3,709 individuals 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 797 square miles of land area, the County population density in 2010 was approximately 85 persons per square mile. Table 2 shows the population distribution of Columbia County.

TABLE 2

POPULATION DISTRIBUTION IN CENSUS DIVISIONS, CITIES AND TOWNS COLUMBIA COUNTY, 2010

2010 CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
67,531	797	85

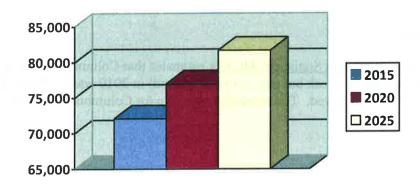
Source: 2010 U.S. Bureau of the Census, State & County Quick Facts

POPULATION PROJECTIONS

According to Table 1.41 of the <u>2011 Florida Statistical Abstract</u>, Columbia County may have a total population of 81,700 by the year 2025. Illustration I shows population projections for 2015, 2020 and 2025.

ILLUSTRATION I

POPULATION PROJECTIONS COLUMBIA COUNTY



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 35-54 year-old age group is the largest age group within the County. The 65 and over population comprises approximately 11 percent of the population.

TABLE 3

POPULATION ESTIMATES BY AGE GROUP APRIL 2010

AGE GROUP	POPULATION	
0-17	15,193	
18-34	14,839	
35-54	18,285	
55-64	8,824	
65-79	7,980	
80-Over	2,410	
TOTAL	67,531	

Source: 2011 Florida Statistical Abstract, Table 1.34

WORK DISABILITY, MOBILITY AND SELF CARE LIMITATIONS

The 2000 Census reported that 10.7 percent of civilian residents of Columbia County who are 5 to 20 years of age have a disability. Twenty-eight percent of individuals who are 21 to 64 years of age have a disability. Approximately 50 percent of these individuals are employed. Fifty percent of individuals 65 years and older have a disability.

EMPLOYMENT

Table 6.11 of the <u>2011 Florida Statistical Abstract</u> estimates that Columbia County's labor force (individuals who are able to work but may not be employed) in 2010 was 31,394 with 28,042 people employed and 3,352 unemployed. The unemployment rate for Columbia County in 2010 was 10.7 percent.

INCOME

According to the 2010 U.S. Census, the median household income was \$36,923 and the per capita income was \$18,596. Table 4 characterizes the levels of household income in Columbia County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4

HOUSEHOLD INCOME COLUMBIA COUNTY, 2009

HOUSEHOLDS	MEDIAN HOUSEHOLD INCOME	PERCENT OF PERSONS BELOW POVERTY LEVEL
22,396	\$36,923	19%

Source: U.S. Bureau of the Census, Census 2010, State & County Quick Facts

According to Table 7.18 of the <u>2011 Florida Statistical Abstract</u>, <u>354 families received</u> Aid to Families with Dependent Children in Fiscal Year 2010-2011. The total number of Medicaid recipients for Fiscal Year 2008-2009 in Columbia County was 15,229. Table 5 shows federal poverty thresholds.

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

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

Source: 2011 Florida Statistical Abstract, Table 5.47

Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use. Table 6 shows income and poverty status data.

TABLE 6

INCOME AND POVERTY STATUS COLUMBIA COUNTY

PER CAPITA INCOME IN 2009	MEDIAN HOUSEHOLD INCOME IN 2009	PERCENT OF PERSONS WITH INCOME BELOW POVERTY LEVEL 2009
\$18,596	\$36,923	19%

Source: U.S. Bureau of the Census, Census 2010, State & County Quick Facts

Table 7 shows individuals who received Supplemental Security Income.

TABLE 7

PUBLIC ASSISTANCE: AVERAGE MONTHLY CASES BY TYPE OF ASSISTANCE COLUMBIA COUNTY DECEMBER 2009

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES	
Aged Assistance	144	
Aid to the Blind and Disabled	2,339	
Total	2,483	

Source: 2011 Florida Statistical Abstract, Table 7.19

HOUSING

According to the 2010 U.S. Census, the total number of households in 2009 was 22,396 and that the average household size was 2.52.

Table 8 presents data on housing units for Columbia County.

TABLE 8

HOUSING COLUMBIA COUNTY

HOUSING UNITS 2010	MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS	HOUSEHOLDS 2009	PERSONS PER HOUSEHOLD
28,636	\$127,200	22,396	2.84

Source: U.S. Bureau of the Census, Census 2010, State & County Quick Facts

<u>HEALTH</u>

Currently, there are three hospitals located Columbia County. According to tables 20.33 and 20.73, of the <u>2011 Florida Statistical Abstract</u>, there are 91 licensed doctors of medicine and 1,251 licensed registered and practical nurses.

TRANSPORTATION

According to the 2000 Census, there were 1,801 owner occupied housing units with no vehicle available, and, 4,566 renter occupied housing units with no vehicle available.

MAJOR TRIP GENERATORS/ATTRACTORS

Being a rural area, there are a limited number of trip generators in the County. Trips are distributed from the outlying areas to and from the county seat for business, shopping and recreational activities. Major trip generators/attractors include: Lake City Community College, the Veterans Affairs Medical Center, Shands at Lake Shore Hospital, Lake City Medical Center, and the Gleason Mall.

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 (CUTR) 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, CUTR allocated each member of each of these groups to a particular market segment to avoid double and triple counting. Finally, to forecast demand, CUTR added the market segments together.

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. CUTR developed population forecasts for intermediate years under the assumption that the rate of population growth would remain constant with in the five-year periods.

DISABLED POPULATION

CUTR used county-level data from the 1990 Census and national data from Current Estimates from the National Health Interview Survey, 1990 (NHIS) 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. CUTR used these percentages to forecast the number of persons who are disabled in each year of the study period.

The 1990 Census provides data on the number of persons reporting a "mobility limitation" and/or a "selfcare 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.

CUTR adjusted the county-level 1990 Census data using the national NHIS data as control totals. CUTR adjusted the 1990 Census data for each county so that the total number of persons in Florida who are disabled would match the national NHIS data.

LOW INCOME POPULATION

CUTR 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, CUTR 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 (HRS), 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.

NEEDS ASSESSMENT

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 Columbia County.

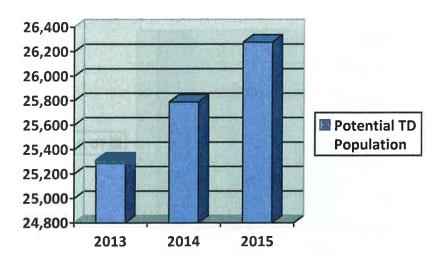
POTENTIAL TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES COLUMBIA COUNTY, 2013-2015

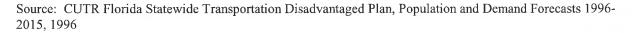
POTENTIAL TD POPULATION	2013	2014	2015
Disabled, Non-Elderly, Low Income	907	917	928
Disabled, Non-Elderly, Non-Low	3,432	3,471	3,510
Income			
Disabled, Elderly, Low Income	959	986	1,014
Disabled, Elderly, Non-Low Income	3,983	4,097	4,214
Non-Disabled, Elderly, Low Income	1,167	1,200	1,235
Non-Disabled, Elderly, Non-Low	4,848	4,987	5,129
Income			
Non-Disabled, Non-Elderly, Low	10,018	10,132	10,247
Income			
TOTAL	25,314	25,790	26,277

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

ILLUSTRATION II





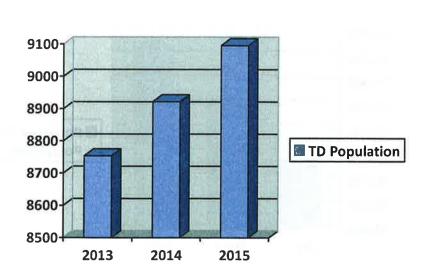


TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES COLUMBIA COUNTY, 2013-2015

TD POPULATION	2013	2014	2015
TD, Non-Elderly,	382	387	391
Low Income			
TD, Non-Elderly,	1,448	1,463	1,480
Non-Low Income			
TD, Elderly, Low	767	789	812
Income			
TD, Elderly, Non-	3,188	3,279	3,373
Low Income			
Non-TD, Low	2,969	3,004	3,040
Income, No Auto			
TOTAL	8,754	8,922	9,096

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

ILLUSTRATION III



TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES COLUMBIA COUNTY, 2013-2015

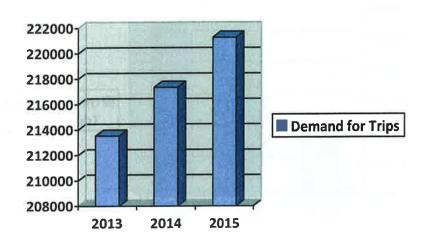
Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

FORECASTED DEMANDFOR TOTAL TRIPS COLUMBIA COUNTY, 2013-2015

DEMAND FOR TRIPS	ESTIMATE	
2013	213,542	
2014	217,361	
2015	221,289	

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

ILLUSTRATION IV



DEMAND FOR TRIPS COLUMBIA COUNTY 2013-2015

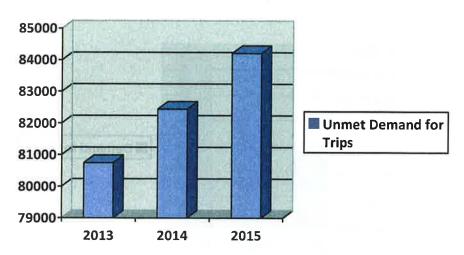
Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

FORECASTED UNMET DEMAND COLUMBIA COUNTY, 2013-2015

UNMET DEMAND FOR TRIPS	FORECAST	
2013	80,750	
2014	82,444	
2015	84,213	

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

ILLUSTRATION V



UNMET DEMAND FOR TRIPS COLUMBIA COUNTY, 2013-2015

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

BARRIERS TO COORDINATION

• Lack of agency knowledge of Chapter 427, Florida Statutes is a barrier to coordination. More awareness of the Transportation Disadvantaged Program and the benefits of the coordinated transportation system is needed for agencies that provide transportation to their clients. The Florida Commission for the Transportation Disadvantaged could assist in this effort by requesting that the member departments educate their district and local offices of the Transportation Disadvantaged Program and the benefits of coordinated transportation services.

• Increasing Florida's 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.

GOALS, OBJECTIVES AND STRATEGIES

GOAL I: Suwannee Valley Transit Authority shall coordinate transportation services provided to disadvantaged individuals that are funded with local, state and federal government funds.

- **OBJECTIVE:** Suwannee Valley Transit Authority shall identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through Suwannee Valley Transit Authority. Suwannee Valley Transit Authority shall inform each non-coordinated agency about Chapter 427, Florida Statutes.
- **Strategy 1(a):** Suwannee Valley Transit Authority shall identify agencies located in Columbia County that are receiving local, state and/or federal funds to transport clients or to purchase vehicles.
- **Strategy 1(b):** Suwannee Valley Transit Authority 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):** Suwannee Valley Transit Authority 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:Suwannee Valley Transit Authority shall identify unmet transportation
needs of Columbia County residents.
- **OBJECTIVE:** Suwannee Valley Transit Authority shall report to the local Coordinating Board the unmet transportation needs of Columbia County residents.
- **Strategy 2(a):** Suwannee Valley Transit Authority shall report quarterly the number and types of transportation services that are requested which it is unable to provide.
- Strategy 2(b): Local Coordinating Board members shall report any identified unmet needs in the service area.

GOAL III:	Suwannee Valley Transit Authority shall provide transportation services that are consumer oriented and effectively group riders.
OBJECTIVE:	The local Coordinating Board shall encourage Suwannee Valley Transit Authority to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.
Strategy 3(a):	Suwannee Valley Transit Authority shall report on a quarterly basis the number of single passenger trips provided.
Strategy 3(b):	Suwannee Valley Transit Authority shall work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments in order to group trips.
Strategy 3(c):	Suwannee Valley Transit Authority shall attempt to reduce the number of single passenger trips.
Strategy 3(d):	The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.
GOAL IV:	Suwannee Valley Transit Authority shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.
OBJECTIVE:	Suwannee Valley Transit Authority shall comply with the requirements of the <i>Americans with Disabilities Act (ADA)</i> regarding the access to and provision of transportation services.
Strategy 4(a):	Suwannee Valley Transit Authority shall train its staff members regarding the utilization of special equipment for the disabled as well as the abilities of persons with disabilities.
Strategy 4(c):	Suwannee Valley Transit Authority shall 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.
GOAL V:	The local Coordinating Board shall annually evaluate Suwannee Valley Transit Authority's performance based on specific criteria.
OBJECTIVE:	The local Coordinating Board shall annually use the most recent Florida Commission for the Transportation Disadvantaged Evaluation Workbook to evaluate Suwannee Valley Transit Authority's performance.
GOAL VI:	Suwannee Valley Transit Authority shall provide accessible 24-hour, seven days a week transportation service as required in the designated service area by any federal, state or local government agency sponsoring such services.

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OBJECTIVE:	Suwannee Valley Transit Authority shall provide or contract for the provision of transportation services after office hours as required in the designated service area by any federal, state or local government agency sponsoring such services.
Strategy 6(a):	Suwannee Valley Transit Authority shall contract with an adequate number of transportation operators to provide after hour and weekend transportation services.
Strategy 6(b):	Suwannee Valley Transit Authority shall implement an accessible system for individuals to request service after hours and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.
GOAL VII:	Suwannee Valley Transit Authority shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost effective and efficient manner.
OBJECTIVE:	Suwannee Valley Transit Authority shall adhere to a strict budget of Transportation Disadvantaged Trust Funds and shall follow the Board's trip priorities to ensure that these funds are spent in the most efficient manner.
Strategy 7(a):	Suwannee Valley Transit Authority and Board shall determine the most efficient manner to spend the Transportation Disadvantaged Trust Funds.
Strategy 7(b):	Suwannee Valley Transit Authority shall inform the Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
GOAL VIII:	Suwannee Valley Transit Authority shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.
OBJECTIVE:	Suwannee Valley Transit Authority shall complete all reports which require local Coordinating Board review and/or approval.
Strategy 8(a):	Final reports shall be completed and submitted to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Board's meeting packet.
Strategy 8(b):	Suwannee Valley Transit Authority shall continue to require all subcontractors and coordination contractors to report quarterly operating data.
GOAL IX:	Suwannee Valley Transit Authority shall improve the quality of service.
OBJECTIVE:	The local Coordinating Board shall monitor the quality of service provided by Suwannee Valley Transit Authority.

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Strategy 9(a):	The local Coordinating Board shall annually monitor the quality of service based on input from riders, purchasers and operators.
Strategy 9(b):	The local Coordinating Board shall make recommendations to Suwannee Valley Transit Authority to improve the quality of service.
OBJECTIVE:	Suwannee Valley Transit Authority shall provide courteous and professional service.
Strategy 9(e):	Reservationists and other office staff should receive sensitivity and courtesy training annually.
GOAL X:	Suwannee Valley Transit Authority shall ensure the provision of safe transportation services.
OBJECTIVE:	Suwannee Valley Transit Authority shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver.
Strategy 10(a):	Suwannee Valley Transit Authority shall comply with its System Safety Program Plan. The System Safety Program Plan (SSPP) shall meet all established requirements and adhere to <i>Chapter 341 Florida Statutes</i> and <i>Rule and 14-90</i> , <i>Florida Administrative Code</i> .
Strategy 10(b):	Suwannee Valley Transit Authority shall certify to the local Coordinating Board annually that it has monitored its subcontractors to ensure their compliance with Chapter 14.90 Florida Statutes.
Strategy 10(c):	All drivers in the coordinated system shall receive driver training annually.
GOAL XI:	The local Coordinating Board shall ensure that Suwannee Valley Transit Authority complies with federal requirements for drug and alcohol testing.
Strategy 11(a):	Suwannee Valley Transit Authority shall certify to the local Coordinating Board annually that it complies with federal drug and alcohol testing.
GOAL XII:	Suwannee Valley Transit Authority shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.
OBJECTIVE:	The local Coordinating Board shall encourage Suwannee Valley Transit Authority to provide the greatest number of trips using the most cost effective methods possible.
Strategy 12(a):	Suwannee Valley Transit Authority shall maintain a data base with pertinent information relative to clients needs and limitations.

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GOAL XIIISuwannee Valley Transit Authority shall improve the efficiency and
effectiveness of the coordinated transportation system.

NEEDS ASSESSMENT

U.S.C. Section 5310 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Vehicles for transportation of elders.	2012/13	Columbia County	\$50, 623 \$6,328 \$6,328	U.S.C. Section 5310 Florida Department of Transportation Columbia County Senior Services, Inc.
Replacement vehicle for transportation of persons with disabilities.	2012/13	Lake City, Columbia County	\$33,155 \$4,144 \$4,144	U.S.C. Section 5310 Florida Department of Transportation Columbia ARC
Purchase one replacement vehicle, maintenance lifts, and security cameras.	2012/13	Columbia, Hamilton Suwannee Counties	\$92,084 \$11,511 \$11,511	U.S.C. Section 5310 Florida Department of Transportation Suwannee Valley Transit Authority

U.S.C. Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Operational assistance.	2012/13	Columbia, Hamilton	\$2,047,280	U.S.C. Section 5311/FDOT
		Suwannee Counties	\$2,047,280	Suwannee Valley Transit Authority

OBJECTIVE Suwannee Valley Transit Authority shall attempt to improve efficiency and effectiveness areas identified in the annual performance evaluation that did not improve.

Rural Capital Equipment Support Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase replacement vehicles.	2012/13	Columbia, Hamilton Suwannee Counties	\$72,000 \$8,000	Rural Area Capital Equipment Support Grant Suwannee Valley Transit Authority

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	LOCATION	GRANT ALLOCATION	FUNDING SOURCE
Provide trips to transportation disadvantaged	2012/13	Columbia County	\$312,914	Transportation Disadvantaged Trust Fund
individuals.			\$34,768	Suwannee Valley Transit Authority

Medicaid Non-Emergency Transportation Program

PROJECT	PROJECT YEAR	LOCATION	GRANT ALLOCATION	FUNDING SOURCE
Provide trips to Medicaid Program beneficiaries.	2012/13	Columbia County	\$754,372 State	Medicaid Non- Emergency Transportation Program

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Other Grant Funding

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PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Bring together broad- based regional partners from the transportation, employment and training, economic development, business sectors and others to solve a specific job access mobility challenge in their community.	2012/13	Columbia, Hamilton and Suwannee Counties	Not available	Job Access Mobility Institute

IMPLEMENTATION SCHEDULE

STRATEGIES	IMPLEMENTATION DATE
 (1) Identify agencies receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. 	(1) Annually (2) Annually
 (1) Identify agencies that receive local, state and/or federal funds that do not include transportation services in their budgets. (2) Review applications for funding to encourage the inclusion of transportation services in agency budgets. 	(1) Ongoing(2) As necessary
 Discuss transportation needs at Board meetings. Report unmet trip requests. Ask for additional local funding to help meet the growing demand for transportation disadvantaged services in Columbia County. 	 (1) Quarterly (2) Quarterly (3) Ongoing
 Maximize the use of vehicles without unduly inconveniencing the rider. Report the number of single passenger trips provided. Work with purchasing agencies and service providers to arrange appointments to group trips. Suwannee Valley Transit Authority shall attempt to reduce the number of single passenger trips. Measure total passenger trips per vehicle. 	 (1) Ongoing (2) Quarterly (3) Quarterly (4) Annually (5) Quarterly

STRATEGIES	IMPLEMENTATION DATE
 Provide alternative methods for accessing transportation services for individuals with disabilities. Make use of special equipment for, and the abilities of, persons with disabilities. Ensure that the transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to persons without disabilities. 	(1) Ongoing(2) Ongoing(3) Ongoing
(1) Evaluate the performance of Suwannee Valley Transit Authority in general and relative to Commission standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	(1) Annually
 Provide or contract for the provision of transportation services after Suwannee Valley Transit Authority office hours as required in the designated service area by any federal, state or local government agency sponsoring such services Continue to contract with transportation operators to provide backup transportation services. Continue to provide an accessible system for individuals to request service after hours and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services. 	(1) Ongoing(2) Ongoing(3) Ongoing
 (1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that these funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds. 	(1) Annually(2) Annually(3) Quarterly
 (1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting. (3) Continue to require all subcontractors and coordination contractors to report quarterly operating data. 	(1) Ongoing(2) Ongoing(3) Quarterly
 Address all written grievances in a timely manner according to the Grievance Procedures. Document all grievances and the grievance process. Report service complaints on a quarterly basis. 	 (1) Ongoing (2) Ongoing (3) Quarterly
 Provide courteous and professional service. Provide sensitivity and courtesy training. 	(1) Ongoing(2) Annually
 (1) Encourage the provision of the greatest number of trips using the most cost effective methods possible. (2) Maintain a data base with pertinent information relative to clients needs and limitations. 	(1) Ongoing(2) Ongoing

STRATEGIES	IMPLEMENTATION DATE		
 The System Safety Program Plan (SSPP) shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Chapter 14.90, Florida Administrative Code. Certify that Suwannee Valley Transit Authority complies with its SSPP and that subcontractors have been monitored for their compliance with Chapter 14.90, Florida Administrative Code. 	(1) Annually (2) Annually		

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SERVICE PLAN

OPERATIONS ELEMENT

The operations element is a profile of the Columbia County coordinated transportation system. This element is intended to provide basic information about the daily operations of Suwannee Valley Transit Authority and subcontracted transportation operators.

TYPES, HOURS AND DAYS OF SERVICE

TYPES OF SERVICE

	Ambulatory	Wheelchair	Stretcher	Demand Response	Subscription	Modified Fixed Route	Door to Door	Curb to Curb	Door through door
Suwannee Valley Transit Authority	X	х	No	X	Х	X	X	X	x

SERVICE PROVIDERS

OPERATOR

Name: Nice and Clean Transport (A,W/C, Stretcher)

Role: Subcontractor – (Contractor)

Hours of Operation:24-hours per day, 7 days/ week

OPERATOR

Name: Alternative Transport (A,W/C, Stretcher)

Role: Subcontractor

Hours of Operation: 24-hours per day, seven days per week

OPERATOR

Name: Advent Christian Village (Nursing Home@ Dowling Park) (A, W/C)

Role: Subcontractor

Hours of Operation: 24-hours per day, 5 days per week

OPERATOR

Name: M-H Transport (A, W/C)

Role: Subcontractor

Hours of Operation: Monday through Friday, 24-hours per day

OPERATOR

Name: Complete Care Transport (A,W/C,)

Role: Subcontractor

Hours of Operation: 24-hours per day, Monday through Friday

OPERATOR

Name: LCW Transport (A, WC) (PePac)

Role: Subcontractor:

Hours of Operation: Monday through Friday, 24-hours per day

OPERATOR

Name: Collins Transport (A, WC)

Role: Subcontractor

Hours of Operation: Monday through Friday, 24-hours per day

OPERATOR

Name: Parrish Medivan (A, WC, Stretcher)

Role: Subcontractor

Hours of Operation: Monday through Friday, 24-hours per day

OPERATOR

Name: Peeler Medical Transport (A, WC, Stretcher)

Role: Subcontractor

Hours of Operation: Monday through Friday, 24-hours per day

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

TD Program Sponsored Service Monday through Saturday, 6:00 a.m. to 6:00 p.m. excluding holidays (see below).

AHCA-Medicaid Service 24 hours per day, seven days per week excluding holidays (see below). After hours trips (i.e., hospital discharges) are scheduled according to standards outlined in the Medicaid Subcontracted Transportation Provider (STP) contract with the Florida Commission for the Transportation Disadvantaged (FCTD).

HOLIDAYS:

TD Program: TD Program service will not be provided on the following observed holidays, with the exception of urgent onset or dialysis

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

AHCA-Medicaid Program: Medicaid Program service will not be provided on the following observed holidays except for urgent onset service and dialysis:

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

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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 must be provided in writing by the physician's office, and transmitted to the CTC by emailing and/or calling 386-688-2122, 386-688-0457, or 386-688-1514 for urgent care transport. Hospital discharges shall be acknowledged for scheduling within three (3) hours of the time the request is made.

ACCESSING SERVICES

ADVANCE NOTIFICATION TIME

All Trips require a 3 workday notice for transportation, unless urgent onset care, confirmed by a physician by scanned reservation form.

Medicaid beneficiaries must request trip reservations three (3) workdays in advance of a medical appointment if they do not have good cause for requesting trips with less advance notification. "Good cause" is created by factors such as, but not limited to, any of the following:

- Urgent Care;
- Post-surgical and/or medical follow-up care specified by a health care provider to occur in fewer than three workdays;
- Imminent availability of an appointment with a specialist when the next available appointment would require a delay or two weeks or more; or
- The result of administrative or technical delay caused by the subcontracted transportation provider and required that an appointment be rescheduled.

TRIP CANCELLATION PROCESS

Trip cancellations must be made to Suwannee Valley Transit Authority 24 hours in advance of the pickup time.

NO-SHOW POLICY

Trips must be cancelled 24 hours in advance of the pick up time so that the CTC can remove the rider from the manifested schedule. Cancellations at the door will be considered a "no-show." The first no-show will have a bright yellow door knocker placed on the doorknob, with the The second no-show will receive a door knocker and a written letter from SVTA, and the third no-show will result in a door knocker and a letter advising temporary suspension from the program. No same-day cancellations will be permitted unless the rider can prove he was providentially hindered from making the 24 hour notice.

If the client responds to any "no-show" notification and provides acceptable, verifiable evidence that the "no-show" was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a "no-show." Because the riders are telephoned prior to the pickup, this rule will be narrowly construed.

BARIATRIC TRANSPORTATION

TD Program: Suwannee Valley Transit Authority is required to transport all "common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight are not eligible trips.

Medicaid NET Program: Suwannee Valley Transit Authority shall make provisions for transportation services to Medicaid beneficiaries whose weight exceeds the limits of Suwannee Valley Transit Authority or its' subcontractor's equipment (STP Agreement – V. Transportation Provider Network D. Coverage Provisions 3. Bariatric Transportation). The CTC requests advance notification as much as is possible so that provisions may be contracted.

TRANSPORTATION DISADVANTAGED TRUST FUND PROGRAM ELIGIBILITY

- No other means of transport
- Age
- Disability
- Income
- X Frail Elderly
- X Veteran
- X Battered Women or Men

Suwannee Valley Transit Authority and its' subcontractors will charge passengers \$1.00 per trip for Transportation Disadvantaged Program sponsored service. All Riders whose trips are sponsored by the Trust fund, must have an eligibility form on file with the CTC. All Eligibility forms must be updated annually. Forms are available from the drivers of SVTA or Subcontractors' drivers.

TRANSPORTATION DISADVANTAGED TRUST FUND TRIP PRIORITIES

Due to the limited Transportation Disadvantaged Trust Funds available to Columbia County, only trips for medical purposes will be provided. However, should funds be available from time to time, the CTC will use its discretion in providing additional categories of transportation for specified days or time periods, such as employment, or shopping trips. Riders whose trips are sponsored by the TDTF must pay the fare.

CONTRACTING PROCESS/CRITERIA

The competitive procurement process utilized by Suwannee Valley Transit Authority will focus on an annual invitation to bid and no trip provider shall provide trips for compensation without an executed contract. A sample of the contract is provided herein:

The following items are incorporated in the review and selection of subcontracted transportation providers for inclusion as operators in the coordinated system:

Compliance with:

Chapter 427, Rule Chapter 41-2 Rule Chapter 60-A, Procurement Policies of the CTC

PUBLIC TRANSIT UTILIZATION

The SVTA's deviated fixed route service is from Lake City to Gainesville, and riders are encouraged to utilize the service. Connections from Hamilton and Suwannee Counties are available upon request. The buses must be multiloaded for maximum benefit.

SCHOOL BUS UTILIZATION

Currently, there is no need to use school buses at this time. If Suwannee Valley Transit Authority determines a need to use school buses in the future, the Columbia County School Board will be contacted for assistance.

VEHICLE INVENTORY

Vehicle inventories for Suwannee Valley Transit Authority and contracted transportation operators are attached.

SYSTEM SAFETY PROGRAM PLAN CERTIFICATION

Suwannee Valley Transit Authority's System Safety Program Plan Certification is attached.

INTERCOUNTY SERVICES

Suwannee Valley Transit Authority has a written agreement with Alachua County which allows Suwannee Valley Transit Authority to transport residents of Columbia, Hamilton and Suwannee Counties to medical facilities located in Alachua County.

NATURAL DISASTER/EMERGENCY PREPAREDNESS

The transportation element of the Columbia County Emergency Management Plan is shown as Exhibit IV. The Columbia County Emergency Management Department does not have a formal agreement with Suwannee Valley Transit Authority, but the CTC will be pursuing that in 2012.

MARKETING

Currently, there are no efforts to market the availability of transportation services sponsored by Transportation Disadvantaged Trust Funds, but when funds are available to provide transportation other than medical, announcements will be posted on the buses, and where possible public service announcements will be utilized. The ridership should note that these funds are subject to frequent change in availability.

ACCEPTABLE ALTERNATIVES

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

Subcontractors

The standard contract used by Suwannee Valley Transit Authority to contract with transportation operators is available upon request, however, the Invitation to Bid is issued every August, and new eligible subcontractors will be contracted based on the capacity need of the CTC.

SERVICE STANDARDS

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, random, post-accident, return to duty, and reasonable suspicion, as required by the Federal Highway Administration and the Federal Transit Administration. The CTC is in full compliance with the FDOT Substance Abuse requirements.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with Suwannee Valley Transit Authority's Substance Abuse Policy.

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 16 and under will be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger in the event of need. Escorts will be transported at the regular rate.

USE, RESPONSIBILITY AND COST OF CHILD RESTRAINT DEVICES (Car Seats)

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 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 shall be provided by the passenger, and it must be no older than five (5) years, it must be clean and sanitized.

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 personal property which they can place in their lap or stow under the seat.

VEHICLE TRANSFER POINTS

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

Local Policy: Suwannee Valley Transit Authority and subcontracted operators 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 local complaint process shall be outlined as a section in the local TDSP 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 TD Helpline phone number.

Local Policy: Suwannee Valley Transit Authority and all subcontracted operators 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. The CTC or its' subcontractors shall <u>not</u> leave the state of Florida for the purpose of providing a trip.

Local Policy: Suwannee Valley Transit Authority may require medical provider certification for any out of county trip. The Medicaid area office staff will work with the Medicaid recipient and Suwannee Valley Transit Authority to identify appropriate in-county medical providers whenever possible. The CTC shall make every effort to assist the rider and/or his physician in securing appointments within the region.

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 operating in the coordinated transportation system shall be cleaned (interior and exterior) on a regular schedule (minimum once a week). Buses that do not meet this standard should be reported to the CTC's 800 number, to the attention of the Operations Manager or complaints should be called into the main number (386-362-5332).

BILLING REQUIREMENTS

Rule 41-2.006 (4) (I), F.A.C. Billing requirements of the Community Transportation Coordinator by subcontractors for trips made shall be managed according to the following sample schedule:

Trips shall be provided for the whole month; January 1 - 31 and submitted daily. Example: Monday's work should be submitted to the CTC by Tuesday at COB. Consequences for late billings are described in the contract. Assistance with billing or other administrative requirements will be provided to the subcontractor by the CTC as long as the request is made in a timely and courteous manner.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

PASSENGER/TRIP DATABASE

Rule 41-2.006 (4) (j), F.A.C.: Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system. All riders shall cooperate with the CTC's requirement for eligibility forms which are updated annually.

Local Policy: Suwannee Valley Transit Authority 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. 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. *No more than 8 persons (7 plus driver) shall be transported in a fifteen (15) passenger vehicle at any one time. Infractions of this rule will be handled by removal of applicable bench seating.*

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

DRIVER IDENTIFICATION

Rule 41-2.006 (4) (I), F.A.C.: Drivers for paratransit services, including coordination and subcontractors, shall be required to announce and identify themselves by name and identity of the CTC 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 worn on his or her person that is in view of the passenger. Each driver must have an ID badge with a recognizable likeness. The badge must be in good repair.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators 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: Suwannee Valley Transit Authority and subcontracted operators 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 Service Plan.

Local Policy: Eating and drinking on board vehicles operating in the coordinated system will not be allowed unless medically necessary, for example, dialysis riders. Stops for food, smoke breaks, drinks, or errands are *not* permitted.

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 Service Plan.

No-Show Policy: First offense: Yellow Door Hanger; Second Offense: Warning Letter from CTC; Third Offense: Up to and including suspension of service for 30 days.

If a client fails to notify the appropriate entity, and an expense is incurred due to a vehicle being dispatched for that client, and that client is not available or has decided not to go, then the client is classified as a "no-show." If the client responds to any "no-show" notification and provides acceptable, verifiable evidence that the "no-show" was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a "no-show."

On the first "no-show," the driver will leave a Yellow "no-show" door hanger notice on the client's door. On the second "no-show" occurrence, the driver will leave a Yellow "no-show" door hanger notice and the rider will receive a letter of warning from the CTC. If a third infraction occurs within 60 days, Suwannee Valley Transit Authority 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 period 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 90 days.

Clients may only be removed from suspension by the sponsoring agency (i.e., Medicaid). Riders or representatives must be counseled on the policies and responsibilities of using the coordinated system (i.e., canceling trips appropriately, shared ride, cost to Suwannee Valley Transit Authority, or its subcontractors, future loss of transportation).

If a client feels that he/she has been unfairly suspended, the client may appeal through the Grievance Procedure of the Local Coordinating Board. For sponsored clients, the sponsoring agency reserves the right to reinstate the client.

Local Policy: The CTC, and its subcontractors shall attempt to reduce the number of passenger no shows annually. Enforcement of the No Show policy will aid in this regard.

TWO-WAY COMMUNICATIONS

Rule 41-2.006 (4) (p), F.A.C.: All CTC and subcontractor vehicles providing service in 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.

Local Policy: Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard. All subcontractors must have an effective two-way communication system between their vehicle fleets and their base. Subcontractors must comply with SVTA SSPP, Florida Administrative Code, Chapter 14-90, and SVTA Policy 2012-12 regarding wireless communication devices.

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.

Local Policy: Vehicles without a working air conditioner or heater will have the deficiency noted on the daily inspection form by the driver, and the bus must be scheduled for repair or replacement as soon as possible. This rule will be more narrowly construed in the extreme heat and humidity of the Summer and in the severe cold of the Winter.

FIRST AID

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

Local Policy: All vehicles operating in the coordinated system will be equipped with first aid kits and with bio-hazard ("spill") kits, as required by state and federal regulations.

CPR

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

Local Policy: Suwannee Valley Transit Authority and subcontractors' drivers are required to be trained in CPR as of July 1, 2012. Flexibility will be granted so that the course can be scheduled for all SVTA and subcontracted drivers.

DRIVER CRIMINAL BACKGROUND SCREENING

Rule 41-2.006 (4)(t), F.A.C.: Driver background screening shall be determined locally, dependent upon 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. Suwannee Valley Transit Authority and its subcontractors will check the MVR of each driver prior to hire, and on a routine and systematic basis.

PUBLIC TRANSIT RIDERSHIP

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: When the CTC begins fixed route transportation, the CTC will request assistance from the LCB to establish an applicable trip percentage.

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: The window of time in which a vehicle can be expected to arrive is between sixty (60) minutes before and sixty (60) minutes after the scheduled pick-up time of the passenger. The passenger is given a pick-up time and a confirmation number at the time of scheduling the ride. Should the rider need to inquire telephonically about his trip, he must provide the confirmation number to the trip coordinator for positive identification.

ON-TIME PERFORMANCE

Rule 41-2.006(4)(w), F.A.C.: The Community Transportation Coordinator should 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 the 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 LCB's evaluation of the Community Transportation Coordinator.

Local Policy: Suwannee Valley Transit Authority and its subcontracted operators will have a 90 percent on-time performance rate for all completed trips. Trip lengths that are in excess of 40 miles will be granted a degree of flexibility.

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 of 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy: Trips must be scheduled with the Suwannee Valley Transit Authority three (3) weekdays in advance of the day of appointments. After hours trips (i.e. hospital discharges) must be scheduled with the Suwannee Valley Transit Authority by calling the after hours numbers where applicable. Trips provided after hours will be pre-authorized where possible, but no later than 12 hours following the trip.

SAFETY

Rule 41-2.006(4)(y), F.A.C.: The Community Transportation Coordinator and the LCB should jointly establish and address in the 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 LCB's evaluation of the Community Transportation Coordinator.

Local Policy: Suwannee Valley Transit Authority will perform a quarterly evaluation of subcontractors insuring compliance with the CTC's System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements. There shall be no more than one accident per 100,000 miles during the evaluation period. Incidents are defined as events happening when the bus is not moving, and should be recorded separately from accidents. All subcontractors will provide requested records on a quarterly basis to the CTC for contract compliance.

RELIABILITY

Rule 41-2.006(4)(z), F.A.C.: The Community Transportation Coordinator and the LCB should jointly establish and address in the 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 LCB's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than two road calls during the evaluation period for either the CTC or its' subcontractors. Extenuating circumstances shall be explained fully in a report by the CTC Maintenance Supervisor.

ACCESSIBILITY

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 LCB 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 LCB's evaluation of the Community Transportation Coordinator.

Local Policy: This standard is not applicable to this service area, but the CTC shall make every effort to monitor and maintain the shortest hold time possible.

QUALITY OF SERVICE

Rule 41-2.006(4)(aa), F.A.C.: The Community Transportation Coordinator and the LCB 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 the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 1 complaint per 750 trips during the evaluation period.

LOCAL GRIEVANCE PROCEDURE/PROCESS

The Transportation Disadvantaged Coordinating Board, serving to assist the Suwannee Valley Transit Authority, 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 (FAC), one duty of the 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 Board have 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 Board does not have determinative powers, the recognition of problems by the various members of the Board is a very useful mechanism to resolve many issues. In addition, it should be noted that if the members of the Board are involved in the development and approval of the Transportation Disadvantaged Service Plan, and the annual evaluation of Suwannee Valley Transit Authority, and its subcontractors, the Board members opinion shall be held in high regard, as well as their ability 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 Suwannee Valley Transit Authority on a quarterly basis, to the Board. If Suwannee Valley Transit Authority 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. The CTC desires to have the opportunity to address these complaints, but recognizes the rider's right to complain directly to the state ombudsman. The CTC must make every effort to quickly and completely address every complaint, and include the complete details of resolution on the report.

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, Suwannee Valley Transit Authority, the Designated Official Planning Agency, or the 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 Board or Suwannee Valley Transit Authority 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 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 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

The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in 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 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 attached Grievance Form to submit a grievance. The grievance shall be sent to:

Transportation Disadvantaged Program 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, address and telephone number 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 Board receives a grievance pertaining to the operation of services under Suwannee Valley Transit Authority, that grievance should be passed on to Suwannee Valley Transit Authority by electronic mail for their response to be included in the 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 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 Board in response to the grievance; and
- 5. close hearing.

REPORT TO COORDINATING BOARD

A written report shall be provided to the 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 Suwannee Valley Transit Authority'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.

APPEALS

APPEAL TO THE COORDINATING BOARD

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

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 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 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 Board or Suwannee Valley Transit Authority's recommendation, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

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

The Commission also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. 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 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 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 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 Suwannee Valley Transit Authority. Such grievance shall be an issue which can be addressed by Suwannee Valley Transit Authority and shall be executed in accordance with Suwannee Valley Transit Authority's grievance procedures. The SVTA administration shall communicate via report with the LCB Committee on any and all complaints filed by riders of the CTC or of the subcontractors. The communication shall provide complete details and include all action to resolve the complaint. Suwannee Valley Transit Authority'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 Service Plan may contain the step-by-step process Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority's organization. Therefore, it will provide steps by which a formal written grievance can be "heard" and a "determinative" action can be taken. No rider may file a formal or informal complaint "on behalf" of another rider without a permission document signed by the complaining rider.

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 Valley Transit Authority's toll-free phone number is 1-800-258-7267. All complaints for subcontractors must be reported to the CTC for attention and recording for the quarterly report to the LCB.

Suwannee Valley Transit Authority's 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;
- 3. An explanation of the relief desired by the complainant.

Suwannee Valley Transit Authority 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.

Suwannee Valley Transit Authority will render a decision in writing, giving the complainant an explanation of the facts that lead to Suwannee Valley Transit Authority'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.

SUSPENSION RECONSIDERATION HEARING

If a rider has been issued a notice of suspension by Suwannee Valley Transit Authority, 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 Columbia 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 Valley Transit Authority 1907 Voyles Street, S.W. Live Oak, FL 32064

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 Columbia 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 Valley Transit Authority to the person requesting the hearing.

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
 - Grounds for Grievance

4.

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

5. <u>Improvements Needed</u>

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 mater 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 Valley Transit Authority's Medicaid Grievance/Complaint Process.

- 1. Suwannee Valley Transit Authority herein referred to as the STP, must obtain 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/TDD 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 (4th) 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:
 - 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 I 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 fine, 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;
 - 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.

Туре	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

GENERAL

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 Valley Transit Authority

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.

Eating and drinking on board vehicles operating in the coordinated system will not be allowed unless medically necessary. The driver, except in cases of emergency, shall not make stops outside the prescribed route on the STP's manifest. Emergency requests must be radioed to the Dispatcher for decision by the Operations Manager. Subcontractors shall follow this procedure; the Subcontractor's driver shall contact the STP for such requests.

No passenger may refuse to pay the approved fare, or issue insufficient funds checks to the CTC or to the subcontractor. Riders who issue checks for fares, and the check is returned by the rider's bank for insuffient funds, shall be contacted by the CTC for restitution. If the Rider does not make restitution plus costs within five (5) days, the check will be referred to the State for collection. The CTC's charge for penalty is \$7.50, plus all charges from the CTC's bank.

No passenger may operate or tamper with any equipment on board any vehicle. No passenger may damage the bus in any way. No rider may defecate or urinate on the bus. Violation of this

rule will cause the rider to be expelled permanently from service by the CTC or the subcontractor.

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 or expulsion from transportation privileges.

VERBAL ABUSE

Verbal abuse or profanity by a rider against staff, drivers or other clients will not be tolerated, whether in person or on the telephone or electronic mail, fax, etc. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers of the CTC or its subcontractors, or other riders will face penalties up to and including expulsion from services. If verbal abuse escalates into a safety or security risk to the staff of the CTC or its subcontractors, the driver shall pull over safely and contact 911. As soon as possible the driver shall notify the dispatcher and the CTC.

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 or expulsion from service.

SUBSTANCE

<u>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 revoked.</u>

PENALTIES

VERBAL ABUSE

1. First offense – written warning

- 2. Second offense one week suspension of services
- 3. Third offense Expulsion from services

PHYSICAL ABUSE

- 1. First offense Suwannee Valley Transit Authority will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Suwannee Valley Transit Authority intends to suspend his or her riding privileges and the reason for such action.
- 2. Second offense Permanent expulsion 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 Columbia 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 Valley Transit Authority 1907 Voyles Street 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.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Columbia 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 Valley Transit Authority to the person requesting the hearing.

EVALUATION PROCESSES

COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS

Suwannee Valley Transit Authority will perform an annual evaluation of contracted operators ensuring compliance with the System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements.

COST REVENUE ALLOCATION/RATE STRUCTURE JUSTIFICATION

Suwannee Valley Transit Authority's rate structure is shown in the attached Commission for the Transportation Disadvantaged Rate Model Calculation worksheets.

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TRANSPORTATION DISADVANTAGED TRUST FUND (TDTF)

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: <u>Suwannee Valley Transit</u> <u>Authority</u>

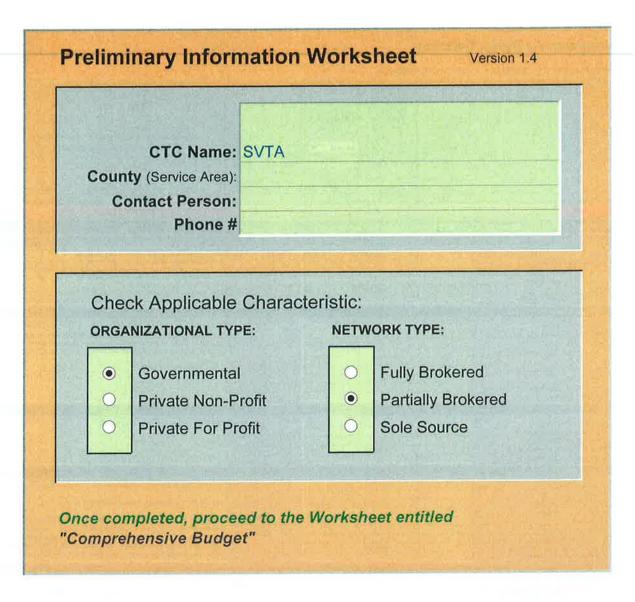
COUNTY: Columbia

CONTRACT PERIOD: <u>July 1, 2012 - June 30, 2013</u>

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or PassengerTrip)
TDTF ambulatory	\$1.57 /passenger mile
TDTF wheelchair	\$2.69/passenger mile
TDTF stretcher	\$5.61/passenger mile

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VENUES (CTC/Operators ONLY . al Non-Govt	Do NOT includ	le coordination	contractors!)			
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onations/ Contributions Kind, Contributed Services her						ACCURATE DATA FOR COLUMN #2:AS THE PREVIOUS ADMININSTRATION DEPARTED SVTA LEAVING NO DISCERNABLE FINANCIAL RECORDS WITH WHIC TO BEGIN BUILDING A NEW BUDGET
us Pass Program Revenue		5 26,841	\$ 29.525	THUS S	10.0%	COLUMN #3 IS BASED ON ALL EXPENSES SVTA CAN DOCUMENT AND VERIFY FROM 1 JUL 2011 TO D1 MAY 2012 SVTA'S CURRENT ADMININSTRATION
al Government strict School Board					KE YM	The contribution from the county governments of Columbia, Hamilton and
ompt. ADA Services ounty Cash ounty In-Kind, Contributed Services		\$ 58,343	\$ 68.343		0.0%	Suvannee counties totals 556, 353 each year (broken down in quarterly payments) SVTA receives no other funds from county or local governments, Local government does not match any state or federal grant for their counties.
ty Cash Iy In-kind, Contributed Services			10 × 1			LIST OTHER DCJ IN KIND
her Cash her In-Kind, Contributed Services Is Pass Program Revenue						
			istat alla			
n-Spons. Trip Program n-Spons_Capital Equipment ral Capital Equipment		<u>618 773</u>	S 678.438		9.6%	Other= Shirley Conroy, 2 culaway buses
her TD (specify in explanation) is Pass Program Revenue		\$ 139,500		m.4	-100.0%	
DOT & FDOT USC 5307			1 1/1/1			5311 has 50% match and is drawn down on a system subsidy basis.
USC 5310 USC 5311 (Operating)		\$ 406.661	\$ 420,000		3.3%	WHERE IS THE 420000 LOCAL MATCH FOR \$311
USC 5311(Capital) ock Grant rvice Development						POINT # 1 In August, 2011, Trip vendors were owed \$609,000. By April 2012 that amount was paid down to approximately \$300,000. This was in addition to
mmuter Assistance her DOT (specify in explanation)		5 329,577				other, larger debt comprised of unpaid and aged bills, but by April 10, 2012, the agency paid the trip vendors in full. As a result of this, SVTA was not able to
s Pass Program Revenue	Constanting of		ET A LINO T			utilize operating cash for operating expanses, and is now out of operating funds
dicaid her AHCA (specify in explanation)		5 2,486 139	\$ 2,372,021		2 Kar	SVTA incurred a monthly cut of \$11,237 in Sept. 11, and then an additional cu of \$36,616 PER MONTH in January 2012, which lotaled to about \$574,236 for
s Pass Program Revenue			and the second			the FY10-11 and FY11-12 year. The figure for FY12-13 is based on the curren
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mm. Care Dis./Aging & Adult Serv. her DCF (specify in explanation) s Pass Program Revenue					1	
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nmunity Care for Elderly er DOEA (specify in explanation) s Pass Program Revenue		1	and le (c)		-	
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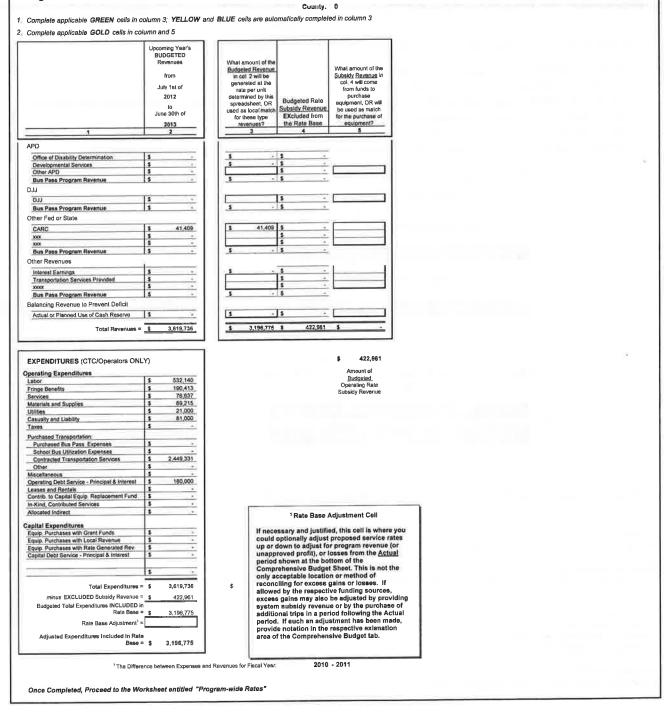
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Interest Earnings Transportation Services Provided	5	53,460	5.1	-100.0%	Boys Club, Private pay, service ceased, Prior to Jan 2012, SVTA provided services to many organizations, schools, community groups for a nominal co-pay and no operations
xxxx Bus Pasa Program Revenue			1		charge. None of these mutes had a sustaining revenue source. The
alancing Revenue to Prevent Deficit					SVTA will, once it gets out of it current debt put available cash into an
Actual or Planned Use of Cash Reserve	And the second sec	Course and	STATISTICS IN		emergency reserve which will be used to pay for any catestrophic
	AN INCOME AND	110	reading the		
Balancing Revenue is Short By =	Contraction 1	Bons, i	Note		
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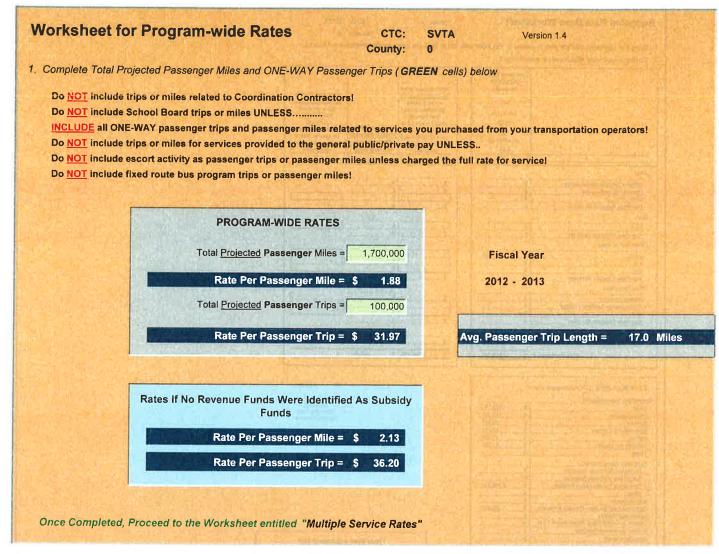
2

dgeted Rate Base Work	sheet	Version 1.4	стс:	SVTA		
			County:			
omplete applicable GREEN cells in co	olumn 3; YELLOW and	I BLUE cells are auto	matically complet	led in column 3		
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	Upcoming Year's BUDGETED					
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VENUES (CTC/Operators ONLY)						
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	5	s .	<u>s</u>			
	5				1	
A CONTRACTOR OF		7			kical match req.	GREEN cells
	475.490					
	\$ 678,438	<u>\$ 678,438</u> \$.		s . s .	\$ 75,382	MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges
	5 .	3		5	1	waterionzed rate bei wite/ http charges
	5 .		\$.		- S	
s Pass Program Revenue	s <u>.</u> .	\$.	s .		1	Fill in that portion of budgeted revenue In Column 2 that will
OT & FDOT						GENERATED through the application of authorized per mile,
USC 5307	5 .	5 -	5 -			per trip, or combination per trip plus per mile rates. Also,
USC 5310	\$ -	1 .		5	1 .	Include the amount of funds that are Earmarked as local mat
	\$ 420,000				100	for Transportation Services and <u>NOT</u> Capital Equipment purchases.
USC 5311(Capital) ock Grant		\$.		<u>, , , , , , , , , , , , , , , , , , , </u>	\$.	purchases.
		3 .	2			If the Farebox Revenues are used as a source of Local Match
mmuter Assistance		5	s <u>.</u>			Dollars, then identify the appropriate amount of Farebox
her DOT					1	Revenue that represents the portion of Local Match required
s Pass Program Revenue	s <u> </u>		s .			any state or federal grants. This does not mean that Farebox
A					i i	the only source for Local Match.
dicaid	2,372,021	\$ 2,372,021	s .			
her AHCA						Please review all Grant Applications and Agreements
s Pass Program Revenue		3 .	\$.			containing State and/or Federal funde for the proper Match
						Requirement levels and allowed sources.
ch, Drug & Mental Health 1		5	s .			
nily Safety & Preservation 1		5 -	s .			
mm. Care Dis /Aging & Adult Serv. 5						0010
er DCF 1 a Pass Program Revenue 1			5			GOLD cells
1.3						
March Marcallen and La						Fill in that portion of Budgeted Rate Subsidy Revenue in
Idren Medical Services 1			• •			Column 4 that will come from Funds Earmarked by the Fundi Source for Burcheolog Context Equipment Alex Include the
nty Public Health 1 er DOH 5		r	· · · · ·	<u> </u>		Source for Purchasing Capital Equipment. Also include the portion of Local Europa comparised as Match related to the
Pass Program Revenue		3 .				portion of Local Funds earmarked as Match related to the <u>Purchase of Capital Equipment</u> If a match amount is required
(state)						by the Funding Source.
					0	ay the canony overce.
Perkins 5 of Blind Services 5		5 .				
alional Rehabilitation 5		3 .				
Care Programs 5		3				
er DOE 5	2.00		SQ.		QL	
Pass Program Revenue \$		5 -				
GES/Workforce Board \$		5 .				
3	(iii)					
Pats Program Revenue \$		5 - 1				
Α						
er Americans Act \$		5				
mmunity Care for Elderly \$		\$	<u> </u>			
er DOEA \$						
Pass Program Revenue \$		5 - 3				
nmunity Services \$	550	\$				
or DCA \$						

Budgeted Rate Base Worksheet

Version 1.4





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)

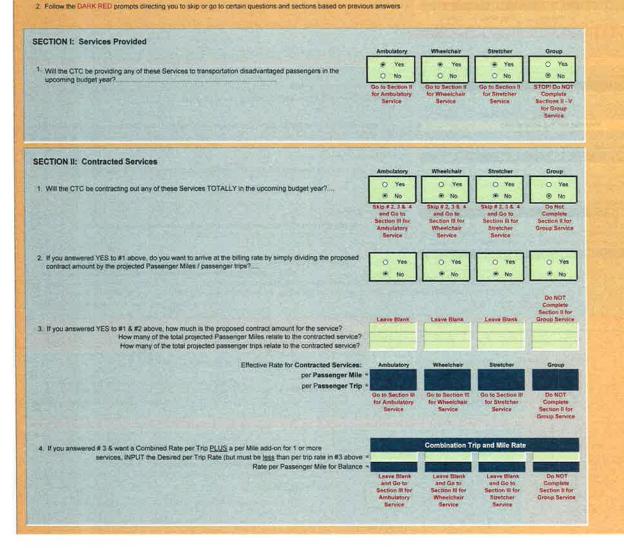
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: SVTA County: 0 Vienipo 1.4

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1. Answer the questions by completing the GREEN cells starting in Section 1 for all services



Answer the questions by completing the GREEN cells starting in Section 1 for all services County: 0 Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers CCTION III: Escort Service Do you want to charge all escorts a fee? Do you want to charge all escorts a fee? If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? If you answered Yes to #1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger mile? 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 CCTION IV: Group Service Loading 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) And what is the projected total number of Group Vehicle Revenue Miles? CTION V: Rate Calculations for Mulityle Services: Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated	
Do you want to charge all escorts a fee?	
If you answered Yes to #1, do you want to charge the fee per passenger trip OR	
Skip #7 - 4 and: Bection IV and Go to Section V If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?	
Section IV and Oo to Section V you enswered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? 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 low much will you charge each escort? Leave Blank TION IV: Group Service Loading the massage "You Must Complete This Section" appears to the right, what is the projected total umber of Group Service Passenger Miles? (otherwise leave blank) And what is the projected total number of Group Vehicle Revenue Miles? TION V: Rate Calculations for Mulitple Services:	
you answered Yes to #1, do you want to charge the fee per passenger trip OR Person Mile	
per passenger mile? Pass Mile Pass Mile 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 wow much will you charge each escort? Leave Blank TION IV: Group Service Loading the message "You Must Complete This Section" appears to the right, what is the projected total umber of Group Service Passenger Miles? Loading R Do NOT Complete Section IV Section IV TION IV: Rate Calculations for Mulityle Services:	
I 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 How much will you charge each escort? Leave Blank TION IV: Group Service Loading Do NOT I'the message "You Must Complete This Section" appears to the right, what is the projected total Do NOT Complete Section IV umber of Group Service Passenger Miles? (otherwise leave blank). Loading R And what is the projected total number of Group Vehicle Revenue Miles? 0.00 TION V: Rate Calculations for Mulitiple Services: Estimate	
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank Now much will you charge each escort? Leave Blank TION IV: Group Service Loading the message "You Must Complete This Section" appears to the right, what is the projected total umber of Group Service Passenger Miles? (otherwise leave blank) And what is the projected total number of Group Vehicle Revenue Miles? Loading R 0.00 TION V: Rate Calculations for Mulitiple Services:	
Iow much will you charge each escort? Leave Blank TION IV: Group Service Loading the message "You Must Complete This Section " appears to the right, what is the projected total umber of Group Service Passenger Miles? (otherwise leave blank). And what is the projected total number of Group Vehicle Revenue Miles? Loading R 0.00 TION V: Rate Calculations for Mulitiple Services:	
TION IV: Group Service Loading the message "You Must Complete This Section" appears to the right, what is the projected total umber of Group Service Passenger Miles? (otherwise leave blank). 	
the message "You Must Complete This Section" appears to the right, what is the projected total Section IV umber of Group Service Passenger Miles? (otherwise leave blank). And what is the projected total number of Group Vehicle Revenue Miles? Loading R 0.00 TION V: Rate Calculations for Mulitple Services:	
the message "You Must Complete This Section" appears to the right, what is the projected total Section IV under of Group Service Passenger Miles? (otherwise leave blank).	
the message "You Must Complete This Section" appears to the right, what is the projected total Section IV moder of Group Service Passenger Miles? (otherwise leave blank).	
Imber of Group Service Passenger Miles? (otherwise leave blank).	
TION V: Rate Calculations for Mulitple Services:	
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 <u>BLANK</u> if you answered NO in Section I or YES to question #2 in Section II	
Ambul	RATES FOR FY: 2012 - 2013 Wheel Chair Stretcher Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 1,700,000 • 1,275,0	loo + 408,000 + 17,000 + 0
Rate per Passenger Mile =	
	per passenger per group
Ambul	Wheel Chair Stretcher Group Leave Blank
	00 + 24,000 + 1,000 +
Rate per Passenger Trip = \$28	70 \$45.78 \$95.37 \$0.00 \$0.00 per passenger per group
you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services	
Ambul	Combination Trip and Mile Rate Wheel Chair Stretcher Group
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =	Loave Blank \$0.00
	.57 \$2.59 \$5.61 \$0.00 \$0.00
	per passinger per group
	and the second
Rate per Passenger Mile = \$1.78	I Wheel Chair Stretcher Group \$3.05 \$6.35 \$0.00 \$0.00
	per passenger par group
Ambul	Wheel Chair Stretcher Group
Rate per Passenger Trip = \$30.24	\$51.83 \$107.99 \$0.00 \$0.00
Ambu	

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Worksheet for Multiple Service Rates

CTC: SVTA County: 0

Version 1.4

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

VEHICLE and OTHER TRANPORTATION EQUIP INVENTORY REPORT

YEAR	MAKE	MODEL	Engine	VIN	TAG	w/c	Milage as of 12/31 2011	Passenger#	Max Fuel and fuel type	INSURANCE DATA	Source Funded By	ESTIMATED VALUE	PROJECTED MILEAGE
2008	Ford	Truck	5.4	1FTNF20578EC08564	TA8373	No	73928	2	Gas 35	CAD085011711	CTD Conroy Cap	12,000.00	12,000
2006	Ford	Crown Vic	5.4	2FAFP71W46X128033	Z37756	No	139185	4	Gas 20	CAD085011711	State Conroy Cap	10,000.00	8,000
2001	Ford	Crown Vic	5.4	2FAFP71W01X190540	73217	No	261796	4	Gas20	CAD085011711	State Conroy Cap	5,000.00	8,000
2003	Thomas	Trolley	3126B	IT0Z30B2331130870	73231	Yes	46665	32	Diesel 100	CAD085011711	StFDOT Serv. De.	175,000.00	
2003	Ford	E450	7.3	1FDXE45F03HA06502	222077	Yes	318417	16	Diesel 50	CAD085011711	State Conroy Cap	20,000.00	
2002	Ford	E450	7.3	1FDXE45FX2HB23342	TC6322	yes	208204	20	Diesel 50	CAD085011711	Gift. Levy C. BOCC	20,000.00	
2005	Ford	E350	5.4	1FDWE35L95HB01509	230205	Yes	226480	9	Gas 35	CAD085011711	State Conroy Cap	25,000.00	10,000
2005	Ford	E350	5.4	1FDWE35L15HA19418	230204	Yes	266478	9	Gas 35	CAD085011711	State Conroy Cap	25,000.00	
2006	Ford	E350	5.4	1FDWE35L16HA89034	231957	Yes	228284	9	Gas 35	CAD085011711	St. CTD Conroy C.	30,000.00	20,000
2006	Ford	E350	5.4	1FDWE35L36HA89035	231958	Yes	231901	9	Gas 35	CAD085011711	St. CTD Conroy C.	30,000.00	
2005	Ford	E350	5.4	1FDWE35L64HA37041	TB6058	Yes	267562	9	Gas 35	CAD085011711	Gift. Levy C. BOCC	20,000.00	15,000
2004	Ford	E350	5.4	1FDWE35L14HA13200	TB6059	Yes	295332	9	Gas 35	CAD085011711	Gift. Levy C. BOCC	20,000.00	
2009	Chevy	Goshen	6	1GBJG31KX81232570	TB6062	Yes	108868	9	Gas 35	CAD085011711	St. CTD Conroy C	45,000.00	20,000
2001	Chevy	Van	5.7	1GAHG39R411241307	73232	No	332975	16	Gas 25	CAD085011711	St.CTD Conroy C.	10,000.00	5,000
2001	Chevy	Van	5.7	1GAHG39R911244431	73230	No	337791	16	Gas 25	CAD085011711	St. CTD Conroy C.	10,000.00	15,000
2001	Chevy	Van	5.7	1GAHG39R611244662	73229	No	353578	16	Gas 25	CAD085011711	St.CTD Conroy C.	10,000.00	15,000
2001	Chevy	Van	5.7	1GAHG39R911245028	73220	No	300342	16	Gas 25	CAD085011711	St.CTD Conroy C.	10,000.00	5,000
2010	Dodge	Mini-Van	3.3	2D4RN4DEXAR455096	TB7326	Yes	16762	4	Gas 20	CAD085011711	ARRA 5311 C	40,000.00	25,000
2008	Chevy	Uplander	3900	1GBDV13WX8D207559	TB6061	Yes	86632	4	Gas 20	CAD085011711	St. CTD Conroy C.	25,000.00	25,000
2011	Champ	Bus	ISB-6.7	4UZABODTOACAT2710	TC4288	Yes	12905	29	Diesel 100	CAD085011711	FTA-ARRA 5311 C	172,000.00	10,000
2011	Champ	Bus	ISB-6.7	4UZABODT2ACAT2711	TC4287	Yes	14156	29	Diesel 100	CAD085011711	FTA-ARRA 5311 C	172,000.00	10,000
2011	Champ	Bus	ISB-6.7	4UZABODT4ACAT2712	TC4289	Yes	7585	29	Diesel 100	CAD085011711	FTA-ARRA 5311 C	172,000.00	10,000
2002	Bl Bird	Bus	6.7	1BAGBCPA42F202651	73219	Yes	9906	24	Diesel 85	CAD085011711	FDOT	35,000.00	15,000
2002	Ford	E450	7.3	1FDXE45F52HA61364	197865	Yes	298389	14	Diesel 50	CAD085011711	St.CTD Conroy C.	25,000.00	15,000
2010	Eldorad	Bus	ISB-6.7	1N9MNAC65AC084275	TB7889	Yes	21601	31	Diesel 100	CAD085011711	FTA- ARRA 5311 C	289,000.00	10,000
2010	Eldorad	Bus	ISB-6.7	1N9MNAC67AC084276	TB7890	Yes	18328	31	Diesel 100	CAD085011711	FTA- ARRA 5311 C	289,000.00	10,000
2010	Eldorad	Bus	ISB-6.7	1N9MNAC69AC084277	TB7891	Yes	20679	31	Diesel 100	CAD085011711	FTA- ARRA 5311 C	289,000.00	10,000
2010	Eldorad	Bus	ISB-6.7	1N9MNAC60AC084278	TB7806	Yes	18515	31	Diesel 100	CAD085011711	FTA- ARRA 5311 C	289,000.00	10,000
2009	Ford	E150	4.6	1FMNE11WX9DA87861	X52320	No	67739	7	Gas 20	CAD0850117-11		10,000.00	25,000

PREPARED BY:

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YEAR	МАКЕ	MODEL	Engine	VIN	TAG	w/c	Milage as of 12/31 2011	Passenne	Max Fuel and fuel type	INSURANCE DATA	ESTIMAT ED VALUE MIL
lternative	e Fleet										
1997	Chevy	Van	5.7	1GBFG15MOV1043251		YES	316403	8 3	35 gas	National Indemnity	
	Dodge	Van	5.4		A61 5XW	Yes	379795		35 gas		
2005	Ford	Van	5_4		A700TW	Yes	334444		35 gas		
	Ford	Van	5.4		H201ZZ	YES	249568		35 gas		
	Ford	Van	5.4		DA57202		259564		35 gas		
ollins											
2002	Dodge	Mini Van	2.5	1B8GP45362B685533	461 7GK	No	356742	7	25 gas	Progressive	
	Chevy	Uplander		1GNDV23118D142422	ASJ 1898	YES	83500		25GAS		
omplete	Care										
2008	Chevy	Uplander	2.8	1FTF52427VHA03482	L62 8GL	YES	171131	6	25 GAS	National Indemnity	
	Ford	Van		1FTS534L92HA66320		YES	212114		35 GAS		
	Ford	E-250		1FTFS2427VHA03482	E04 35L	YES	115829	8 3	35 GAS		
D Transit											
1993	Dodge	Caravan	2.5	1B4GH44R9PX69580	J98N1H	YES	97787		25GAS	National Indemnity	
1998	GMC	van	2.8	1GKDM19W9WB542976	43371L	YES	150797	5 3	25 GAS		
1999	Chrysler	Car		1C4GP54L7XB642788	S23 1WR	NO	175099	5 3	25 GAS		
ice and C	lean										
2006	Dodge	Mini Van		1D4GP24R76B641399	207NCA	YES	185908	5	25 GAS	FL AUTO INSURANCE	
	FORD	E-250	= 4	1FTNS24W07DA21945	K27 8VG	YES	211368		35 GAS		
	FORD	E-350		1FBSS31LX6HA50206	AAQQ72	YES	182878		35 GAS		
	FORD	E-250		1FTNS24W68DA19795	K532VF	YES	205030		35 GAS		
arrish											
	Ford	E-250	5.4		287VCH	YES	382796	8	35 GAS	National Indemnity	
	Pontiac	mini van	5.4		N69 185	YES	324867		25 GAS		
	FORD	VAN	5.4	1FBSS31L03HB47863	N24 4BS	YES	260613		35 GAS		
2008	FORD	VAN	5.4		M004L1	YES	184786		35GAS		
eeler ⊤raı	nsport										
2004	Ford	E-250	54	1FTNS24W54HA05972	6113HM	YES	395528	8 3	35 GAS	Progressive	
	Ford	E-250	5.4		6114HM	YES	214956		35GAS		
2000	CHRYSLER		-8-		6112HM	YES	214489	5 3	25Gas		
2007	' Ford	E-250	5,4	1FTNS24W37DA47682	G485VP	YES	201378		35 GAS		
CW											
2002	SATURN			1G8JU84F62Y590595	246NCA	NO	153225	5 :	25 GAS		
/1 & H TRA	NSPORT										
	5005			0FM7AE7634D464334	NOTEKN	VES	133359	E .	25 GAS	FLA AUTO INSURANCE	
2004	FORD	MINI VAN		2FMZA57624BA61331	N025KN	YES	133359		25 GAS 20 GAS	ASCENDANT COMM. INS	
		IMPALA	3.6	2G1WF55E2Y9105174		NO	104108	. د	20 0/0	CONTRACTOR CONTRACTOR	
2000					707 100	NO	228145	5	20 GAS		
2000 1999	BUICK			1G4HP52K4XH441387 2C4GP54L11R210304	707 ICD	NO YES	228145 255451		20 GAS 25 GAS		

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

SVTA POLICY MEMORANDUM # 2012-019

24 SEPT 2012

<u>PURPOSE.</u> The purpose of the policy memorandum is to set formal procedure for taking and processing complaints.

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

AUTHORITY: Standard 'good business practice'

APPLICATION: This policy is mandatory for all SVTA personnel

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

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

1) Any employee who takes a call from a person wishing to lodge a complaint against SVTA, will take the caller's name, contact number and forward that information to the Director of Operations. When taking the complaint, the employee will be professional and will not argue or dissuade the caller in any way. The employee will not engage the caller about the complaint.

2) Upon receiving the information from the employee, the Director of Operations will log in the complaint on the SVTA Complaint Log

3) The Director of Operations (or a supervisor that the Director assigns) will contact the complainant and review the issues of the compliant with the complainant.

4) Upon receiving all available information regarding the complaint, the Director of Operations will evaluate the complaint and determine if the complaint is valid, sustained, or unfounded. The Director of Operations will notate the determination on the SVTA Complaint Log.

5) If the complaint is found to be valid and/or sustained, the Director of Operations will formulate a plan of action to correct the deficiency and make the recommendation to the Administrator. Should the determination be made that an SVTA employee is at fault, all recommendations to the Administrator on what actions to take against the employee will be IAW the SVTA Personnel Rules, Regulations and Policy.

6) The Complaint log will be provided to the SVTA Board of Directors as part packet present at the quarterly Board meeting.

POC for this policy is the Director Of Operations

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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 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 Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

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

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

February 27, 2013

- TO: Columbia 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 Valley Transit Authority 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-January 2013;
- 4. Suwannee Valley Transit Authority Complaint/Commendation Report for October -December 2012; and
- 5. Florida Commission for the Transportation Disadvantaged Medicaid and Transportation Disadvantaged Program Helpline Reports for January 2013.

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

Attachment

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QUARTERLY OPERATING REPORT COLUMBIA COUNTY OCTOBER - DECEMBER 2012

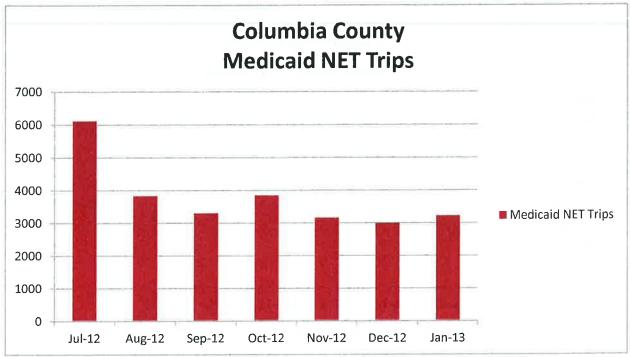
						OF	PERATOR	1	243 243	- -	
OPERATING DATA	SVTA	ACV	Adoptive	Alternative	Collins	JD Trans	M & H	N&C	Parrish	Peeler	TOTAL
OTAL TRIPS	9,427	0	92	35	115	7	2	241	2,802	1,292	14,01
Arc of N FL	274	0	0	0	0	0	0	0	0	0	27
Medicaid	5,802	σ	92	31	6	6	2	241	2,793	1,110	10,08
TD Trust Fund	3,343	0	0	4	109	1	0	0	9	182	3,64
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0	0	
Disability Determination	8	0	0	0	0	0	0	0	0	0	
Ryan White	0	0	0	0	0	0	0	0	0	0	
Other	0	0	0	0	0	0	0	0	0	0	
				· · · · ·			·		1		
OTAL DOLLARS INVOICED	\$267,185.35	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$267,185.3
Arc of N FL	\$3,552.00	\$0,00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,552.0
Medicaid	\$188,592.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$188,592.0
TD Trust Fund	\$74,475.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$74,475.0
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
Disability Determination	\$566.35	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$566.
Ryan White	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
Ouler	\$0,00	30.00	\$0.00	40.00	0.00	00.00		40.00		been seed	
OTAL VERICLE MILES(PASSENGER)	69,219	0	4,448	1,661	18,586	212	114	1,194	18,540	27,143	141,1
OTAL VEHICLE HOURS (")	3,031	0	170	55	353	7	4	40	1,436	629	5,7
VERAGE COST PER TRIP	\$28.34										\$19.0
Arc of N FL	\$12.96	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$12.
Medicaid	\$32.50	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$18.
TD Trust Fund	\$22.28	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$20.
Vocational Rehabilitation	#DIV/01	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/
Disability Determination	\$70.79	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$70.
Ryan White	#DIV/01	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	#DIV
Other	#DIV/0!	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	#DIV
AVERAGE COST PER MILE	\$3.86	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.
AVERAGE COST PER HOUR	\$88.15	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$46.
TRIP PURPOSE	+		40.00			40,00					116
Medical	7,836	0	92	35	115	7	2	241	2,802	1,292	12,4
Employment	0,030	0		0	0		0	0	2,002	0	,.
Education/Training	1,591	0			0		0	0	0	0	1,5
	1,091				0		0	0	0	0	
Shopping Meal Site	0	0		0				0	0	0	
Recreation	0						-	0		0	
Other	0							0		0	
Other	0	U	0				-	0			
NUMBER OF TRIPS DENIED	0	0	0	0	0	0	0	0	0	0	
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	0	92	0	0	0	0	11	158	594	8
PERCENT OF SINGLE PASSENGER TRIPS											
PROVIDED	0%	0%		0%	0%		0%	5%	6%	46%	
NUMBER OF ACCIDENTS	0	0	0	0	0	0	0	0	0	0	
NUMBER OF VEHICLES	29	3	1	5	2	2 3	5	3	4	4	
NUMBER OF TRIPS PER VEHICLE	325	0	92	7	58	2	0	80	701	323	
TOTAL ROADCALLS	0	0	0 0	0	0	0 0	0	0	0	0	

Rates Charged for TD Service: \$1.57 per passenger mile (ambulatory) \$2.69 per passenger mile (wheelchair) \$5.61 per passenger mile (stretcher)

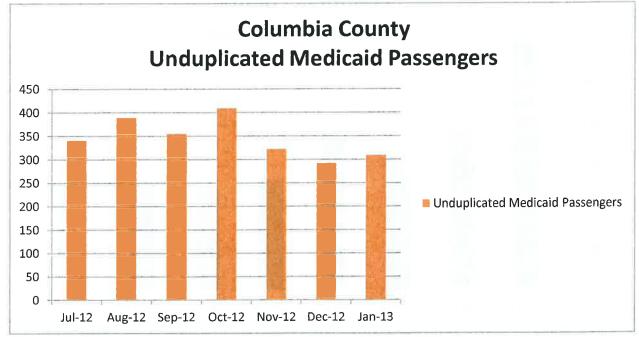
2012-2013 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY COLUMBIA COUNTY

	GRANT	TOTAL DOLLARS		NUMBER OF	AVERAGE COST
MONTH/YEAR	AMOUNT	INVOICED	DIFFERENCE	TRIPS PROVIDED	PER TRIP
12-Jul	\$24,842.00	\$23,629.40	\$1,212.60	1041	\$22.70
12-Aug	\$24,825.00	\$27,586.57	-\$2,761.57	1212	\$20.49
12-Sep	\$24,825.00	\$24,825.00	\$0.00	1133	\$21.91
12-Oct	\$24,825.00	\$27,683.04	-\$2,858.04	1357	\$20.40
12-Nov	\$24,825.00	\$27,603.41	-\$2,778.41	1146	
12-Dec	\$24,825.00	\$27,596.23	-\$2,771.23	1145	\$24.10
13-Jan	-		#VALUE!		#DIV/0!
13-Feb	-		#VALUE!		#DIV/0!
13-Mar			#VALUE!		#DIV/0!
13-Apr	-		#VALUE!		#DIV/0!
13-May	-		#VALUE!		#DIV/0!
13-Jun			#VALUE!		#DIV/0!
Total					

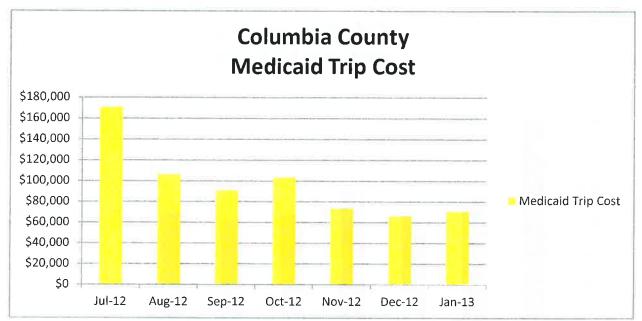
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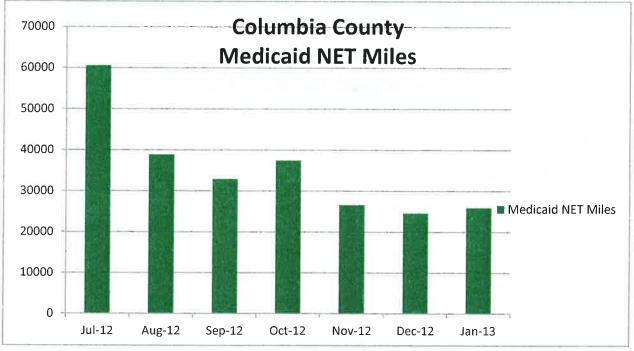
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



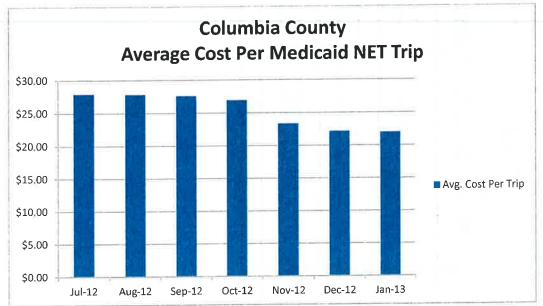
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



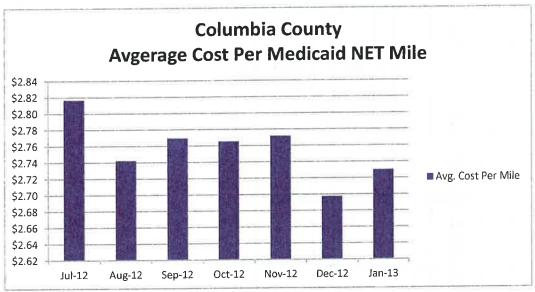
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



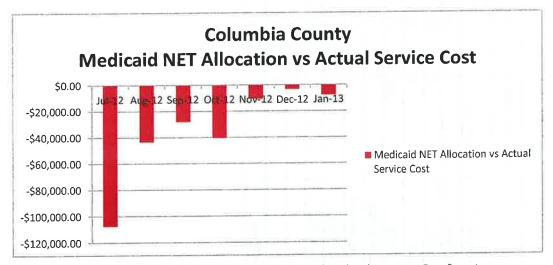
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



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



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



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

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COLUMBIA COUNTY SERVICE COMPLAINTS AND COMMENDATIONS OCT 2012-DECEMBER 2012

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	Suwannee Valley									Peeler		
	Transit	ACV	Alternative	Collins	Complete	D's	LCW	М&н	Nice and Clean	Medical	Parrish	
TYPE OF COMPLAINT	Authority		Transport	Transport	Care	Healthcare	Transport	Transport	Transportation	Transport	Medivan	Resolved
Vehicle Condition	1	0	0	0	0	0	0	0	0	0	0	-
Driver's Behavior	2	0	0	0	0	0	0	0	0	0	0	2
Client Behavior	0	0	0	0	0	0	0	0	0	0	0	-
No Show by Client	133	0	0	0	0	0	0	0	0	0	0	-
Tardiness - Late pickup	1	0	0	0	0	0	0	0	0	0	0	-
Tardiness - Late dropoff	0	0	0	0	0	0	0	0	0	0	0	-
No Show by Operator	1	0	0	0	0	0	0	0	0	0	0	-
Dispatch/Scheduling	1	0	0	0	0	0	0	0	0	0	0	-
Other	3	0	0	0	0	0	0	0	0	0	0	-
TOTALS	9	0	0	0	0	0	0	0	0	0	0	9
COMMENDATIONS	0	0	0	0	0	0	0	0	0	0	0	8

Medicaid Ombudsman Calls

Dec-12

			Dec-12	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -			
	Service	Quality of			Total	Total	
County	Availability	Service	Funding	Other	Closed	Open	Total
Alachua	5	0	0	0	5	0	5
Baker	0	0	0	0	0	0	0
Bay	0	1	0	0	1	0	1
Bradford	0	0	0	0	0	0	0
Brevard	8	1	0	0	9	0	9
Broward	9	1	0	0	10	0	10
Calhoun	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0
Citrus	4	0	0	0	4	0	4
Clay	0	0	0	0	0	0	0
Collier	10	2	0	0	12	0	12
Columbia	3	And Dian show and the state of the	0	0	4	0	4
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	the states	0	0	1	- 0	
Gilchrist	0	0	0	0	0	0	0
Glades	1	0	0	0	1	0	1
Gulf	0	0	0	0	0	0	0
Hamilton	4	0	0	0	4	0	4
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	6	0	0	0	6	0	6
Hillsborough	10	0	0	0	10	0	10
Holmes	0	0	0	0	0	0	0
Indian River	5	0	0	0	5	0	5
Jackson	0	0	0	0	0	0	0
Jefferson	0	0	0	0	0	0	0
Lafayette	Ō	0	0	0	0	0	0
Lake	7	0	0	0	7	0	7
Lee	6		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

	Service	Quality of			Total	Total	
County	Availability	Service	Funding	Other	Closed	Open	Total
Madison	Ó	0	0	0	0	0	0
Manatee	2	0	0	0	2	0	2
Marion	3	0	0	0	3	0	3
Martin	7	2	0	0	9	0	9
Miami-Dade	8	0	0	0	8	0	8
Monroe	0	0	0	0	0	0	0
Nassau	1	0	0	0	S. Star	0	1
Okaloosa	1	0	0	0	1	0	1
Okeechobee		0	0	0	and the second	0	1
Orange	5	0	0	0	5	0	5
Osceola	1	0	0	0	the state	0	1
Palm Beach	7	2	0	0	9	0	9
Pasco	2	0	0	0	2	0	2
Pinellas	10	1	0	0	11	0	11
Polk	5	1	0	0	6	0	6
Putnam	0	0	0	0	0	0	0
St. Johns	0	0	0	0	0	0	0
St. Lucie	7	1	0	0	8	0	8
Santa Rosa	1	0	0	0	1	0	1
Sarasota	5	0	0	0	5	0	5
Seminole	0	0	0	0	0	0	0
Sumter	3	0	0	0	3	0	3
Suwannee	11	0	0	0	11	0	11
Taylor	2	0	0	0	2	0	2
Union	0	0	0	0	0	0	0
/olusia	2	0	0	0	2	0	2
Wakulla	1	0	0	0	1	0	1,00
Nalton	1	0	0	0	1	0	1
Washington	0	0	0	0		0	0
lotals	182	15	0	0	197	0	197

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Medicaid Ombudsman Calls

Jan-13

	Service	Quality of			Total	Total	
County	Availability	Service	Funding	Other	Closed	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	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 al 1	0	0	1	0	
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
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
County			Statement of the local division of the local		Constant in the second second		in the second second
Madison	0	0	0	0	0	0	0
Manatee	4	1	0	0	5	0	5
Marion	3	State 1 Spann	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	Ô	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	Ô	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
<u> </u>							
Totals	188	38	0	0	226	0	226

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TD Ombudsman Calls

Dec-12

	Service	Quality of			Total	Total	
County	Availability	Service	Funding	Other	Closed	Open	Total
Alachua	3	0	0	0	3	0	3
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	0	0	0 0	7	0	7
Broward	9	0	0	0	9	0	9
Calhoun	0	0	0	0	0	0	0
Charlotte	1	0	0	0	1	0	1
Citrus	1	0	0	0	245 1 00 12	0	1
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	2	0	0	0	2	0	2
Duval	8	0	0	0	8	0	8
Escambia	6	0	0	0	6	0	6
Flagler	0	0	0	0	0	0	0
Franklin	1	0	0	0	1	0	1
Gadsden	0	0	0	0	0	0	0
Gilchrist	0	0	0	0	0	0	0
Glades	1	0	0	0	1	0	1
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	7	0	0	0	7	0	7
Holmes	0	0	0	0	0	0	0
Indian River	1	0	0	0	1	0	1
Jackson	3	0	0	0	. 3	0	3
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	4	0	0	0	4	0	4
Leon	3	0	0	0	3	0	3
Levy	0	0	0	0	0	0	.0
Liberty	0	0	0	0	0	0	0

	Service	Quality of			Total	Total	
County	Availability	Service	Funding	Other	Closed	Open	Total
Madison	0	Ō	0	0	0	0	Ô
Manatee	0	0	0	0	0	0	0
Marion	3	0	0	0	3	0	3
Martin	4	0	0	0	4	0	4
Miami-Dade	8	1	0	0	9	0	9
Monroe	0	0	0	0	0	0	0
Nassau	0	0	0	0	0	0	0
Okaloosa	1	0	0	0	1	0	1
Okeechobee	0	0	0	0	0	0	0
Orange	10	0	0	0	10	0	10
Osceola	3	0	0	0	3	0	3
Palm Beach	7	0	0	0	7	0	7
Pasco	0	0	0	0	0	0	0
Pinellas	9	1	0	0	10	0	10
Polk	4	0	0	0	4	0	4
Putnam	0	0	0	0	0	0	0
St. Johns	2	0	0	0	- 2	0	2
St. Lucie	5	0	0	0	5	0	5
Santa Rosa	3	0	0	0	3	0	3
Sarasota	6	0	0	0	6	0	6
Seminole	3	0	0	0	3	0	3
Sumter	0	0	0	0	0	0	0
Suwannee	7	0	0	0	7	0	7
Taylor	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0
Volusia	5	0	0	0	5	0	5
Wakulla	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
Totals	148	2	0	0	150	0	150

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TD Ombudsman Calls

Jan-13

	Service	Quality of			Total	Total	
County	Availability	Service	Funding	Other	Closed	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	Ó	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

	Service	Quality of			Total	Total	
County	Availability	Service	Funding	Other	Closed	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	Õ	0	0
Totals	131	5	0	0	136	0	136

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OMBUDSMAN	<i>The Ombudsman reported the following:</i> The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.	
стс	The CTC reported the following findings / actions:	
	I was advised by AHCA that this member has a vehicle. I contacted the member re: the trip and she never once mentioned that her vehicle was broken. Members with a vehicle in their possession, who do not give a reason why they can't use, will be offered gas mileage reimbursement by MTM.	
FOLLOW UP	The Ombudsman reported the following actions:	

Collier

Medicaid-Quality	
CUSTOMER	The customer stated the following:
	Customer is being denied out of county transportation to see her pain doctor. Customer has received the services several times before and is just now being told, its not available. What is the customer's options.
OMBUDSMAN	The Ombudsman reported the following:
	The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.
стс	The CTC reported the following findings / actions:
	MTM always attempt to multiload trips wherever possible. This member was asked to schedule her appointment on a M/W/F. She is providing documentation from her doctor that he is not available on those days and once received, transportation will be set.
FOLLOW UP	The Ombudsman reported the following actions:

Columbia

Medicaid-Quality	of Service File # 19176	Intake Date	11-Dec-12
CUSTOMER	The customer stated the following:	Close Date	11-Dec-12
	Customer was supposed to have been picked up in front of the courthouse this morn but no one showed up. She's back home now, but has a doctor's appointment tomo Cancer Center.	ing for a doctor rrow at 8:30 am	's appointment, i in Lake City at t
OMBUDSMAN	The Ombudsman reported the following: The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, a	and action take	n.
			Dens 2 of f

 CTC
 The CTC reported the following findings / actions:

 This morning I called D's about this rider, to see when they would have her dropped off, I was told that the rider had cancelled her transportation and her niece was taking her. I understood this as her niece was taking her to her appointment.

 I just called the customer back on this and she said that her niece was taking her to the Jasper Courthouse, not to the appointment. So there was a miscommunication there. We have already called the customer back to see if we could take her later today, but she has already rescheduled for January. We assured her we do have her down for her appointments both tomorrow (riding with Collins) and Friday (riding with D's).

 FOLLOW UP
 The Ombudsman reported the following actions:

ledicaid-Quality	of Service File # 16366	Intake Date 12-Dec-1
CUSTOMER	The customer stated the following:	Close Date 12-Dec-1
	Customer is upset because she is now being charged \$18 a trip. The customer canno The customer stated that she has been riding with Big Bend for years, and the price in	
OMBUDSMAN	The Ombudsman reported the following:	
	The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, a	nd action taken.
стс	The CTC reported the following findings / actions:	
	The customer is no longer Medicaid eligible (and she was told this), so for her inter-c offered the Non- Sponsored rate (\$18 round-trip, which hasn't changed for many yea	
FOLLOW UP	The Ombudsman reported the following actions:	
	The Ombudsman contacted the customer to insure they understood all findings and a	actions.
Jee		

Inedicald-Quality of Service File # 19135		Intake Date	07-Dec-12	
CUSTOMER	The customer stated the following:	Close Date	07-Dec-12	
	Client stated that yesterday it took Good Wheels almost 4 hours to pick her up from th for a pickup. She is in a lot of pain because of her Medical condition, and having to wa unacceptable for her. In addition, Goods Wheels took almost 2 hours to pick her up w appointment today. She request that something be done to minimize the wait time.	ait 4 hours for a	an in-County trip is	

ATTENDANCE RECORD

COLUMBIA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

POSITION	NAME	6/6/12	6/25/12	9/5/12	11/7/12
Chairperson	CommissionerBucky Nash	-	-		-
FDOT	Sandra Collins	A	A	A	Р
Alternate Member	Janell Damato				
FDCF	Jaime Sanchez-Bianchi	-	-	33 5	Р
Alternate Member	(Vacant)				
FAHCA-Medicaid	Alana McKay	A	Р	Р	Р
Alternate Member	Andrew Singer	Р	Р	A	A
FDOE	Rayford Riels	A	A	A	A
Alternate Member	(Vacant)	2	2 0	-	
Public Education Rep.	Keith Couey	А	A	A	A
Alternate Member	(Vacant)				
Citizen Advocate (CA)	Jeannie Carr			A	Р
Alternate Member	(Vacant)				
CA-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly Rep.	Sandra Buck-Camp		20	345	•
Alternate Member	(Vacant)				
Veteran Rep.	James Thrasher	-	1993		1
Alternate Member	(Vacant)				
Persons with Disabilities Rep	Ralph P. Kitchens Jr.	Р	Р	Р	Р
Alternate Member	(Vacant)				
CAA Rep.	Matthew Pearson	Р	Р	P	Р
Alternate Member	Trish Garcia	¥			
FDEA	Deborah Freeman	Р	P	A	A
Alternate Member	Carole Shanklin	A	A	<u>Р</u>	Р
Children at Risk	(Vacant)			Č.	
Alternate Member	(Vacant)				
Private Transit Rep.	Chris Samson	A	Р	Р	A
Alternate Member	(Vacant)				
Workforce Dev. Board	Michelle Giannosa	Р	Р	Р	A
Alternate Member	(Vacant)				
Medical Community	Kathy Barrs	-	2.45	-	-

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."