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April 8, 2013

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Meeting Announcement

The Union County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting **Tuesday, April 16, 2013 at 1:15 p.m.** in the County Commissioners' Meeting Room in the Union County Courthouse.

This is an important meeting of the Board. At this meeting, the Board will make a recommendation concerning the designation of the Union County Community Transportation Coordinator. The Board will also review and approve the Union County Transportation Disadvantaged Service Plan. All Board members are encouraged to attend this meeting.

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

Attachments

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UNION COUNTY

TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEETING ANNOUNCEMENT AND AGENDA

**County Commissioners' Meeting Room
Union County Courthouse
Lake Butler, Florida**

**Tuesday
April 16, 2013
1:15 p.m.**

I. PUBLIC HEARING – CALL TO ORDER

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

II. BUSINESS MEETING – CALL TO ORDER

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

III. UNFINISHED BUSINESS

- | | |
|--|------------------------|
| A. Community Transportation Coordinator Designation | ACTION REQUIRED |
|--|------------------------|

The Board needs to make a recommendation concerning the Union County Community Transportation Coordinator designation

IV. NEW BUSINESS

- A. Union County Transportation Disadvantaged Service Plan**

ACTION REQUIRED

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

- B. Operations Reports**

NO ACTION REQUIRED

- C. 2013 Legislative Priorities**

NO ACTION REQUIRED

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

V. OTHER BUSINESS

- A. Comments**

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

VI. FUTURE MEETING DATES

- A. Tuesday, July 16, 2013 at 1:15 p.m.**

- B. Tuesday, October 15, 2013 at 1:15 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.

UNION COUNTY COORDINATING BOARD

Voting Members

Chairperson

Commissioner M. Wayne Smith

Department of Transportation

Sandra Collins - Grievance Committee Member

Department of Children and Families

Jaime Sanchez-Bianchi - Grievance Committee Member

Department of Education

Rayford Riels

Public Education

Mike Pittman

Citizen Advocate

Doyle Archer

Citizen Advocate - User

(Vacant)

Elderly Representative

Donald Pettit

Veteran Representative

Barbara Fischer

Persons with Disabilities Representative

(Vacant)

Community Action Agency Representative

Frances Terry

Department of Elder Affairs

Cindy Roberts

Children at Risk

Kyle Bonesteel

Agency for Health Care Administration - Medicaid

Alana McKay - Grievance Committee Member

Regional Workforce Development Board

(Vacant)

Local Medical Community

(Vacant)

Alternate Members

Chairperson

Bill McGill - Vice Chairman

Department of Transportation

Janell Damato

Department of Children and Families

(Vacant)

Department of Education

Barbara Harrington

Public Education

(Vacant)

Citizen Advocate

Shirley Johns

Citizen Advocate - User

(Vacant)

Elderly Representative

(Vacant)

Veteran Representative

(Vacant)

Persons with Disabilities Representative

(Vacant)

Community Action Agency Representative

Candice Miller

Department of Elder Affairs

Janis Owen

Early Childhood Services

(Vacant)

Agency for Health Care Administration - Medicaid

Andrew Singer

Regional Workforce Development Board

(Vacant)

Local Medical Community

(Vacant)

**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

County Commissioners' Meeting Room
Union County Courthouse
Lake Butler, Florida

Tuesday
January 8, 2013
1:15 p.m.

VOTING MEMBERS PRESENT

Commissioner M. Wayne Smith, Chairman
Michelle Gianossa, Regional Workforce Development Board
Barbara Fischer, Veterans Representative
Alberta Hampton representing Kyle Bonesteel, Early Childhood Services Representative
Bill McGill, Alternate Chairman
Alana McKay, Florida Agency for Health Care Administration – Medicaid
Donald Pettit, Elderly Representative
Mike Pittman, Public Education Representative
Rayford Riels, Florida Department of Education
Cindy Roberts, Florida Department of Elder Affairs

VOTING MEMBERS ABSENT

Doyle Archer, Citizen Advocate
Jaime Sanchez-Bianchi, Florida Department of Children and Families
Sandra Collins, Florida Department of Transportation
Frances Terry, Community Action Agency Representative

OTHERS PRESENT

Curtis Allen, A & A Transport
Terry Goodwin, Florida Commission for the Transportation Disadvantaged

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Chairman Smith called the meeting to order at 1:15 p.m.

A. Introductions

There were no introductions.

B. Approval of the Meeting Agenda

ACTION: Mike Pittman moved to approve the meeting agenda. Cindy Roberts seconded; motion passed unanimously.

C. Approval of the October 16, 2012 Minutes

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

II. NEW BUSINESS

A. Request for Proposals

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

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

B. Operations Reports

Ms. Godfrey stated that A & A Transport did not provide the quarterly operations reports to staff.

Mr. Curtis Allen, A & A Transport General Manager, apologized for not having the reports ready for the Board to review. He said he will provide them at the next meeting.

Ms. Cindy Roberts requested that the reports be provided to the Board in the meeting packets prior to the meeting instead of being handed out at the meeting.

III. OTHER BUSINESS

A. Comments

1. Members

Chairman Smith stated that construction has started on the new Union County transportation center. He said A & A Transport will be housed in this facility when it is completed.

Ms. Terry Goodwin, Florida Commission for the Transportation Disadvantaged Project Manager, asked if the transportation center will be available to a new Community Transportation Coordinator if one is selected.

Commissioner Smith said the transportation center will be available to the new Community Transportation Coordinator if A & A Transport is not re-designated.

Commissioner Smith commended the North Central Florida Regional Planning Council for assisting Union County apply for and receive a \$700,000 Community Development Block Grant. He asked Ms. Godfrey to thank Scott Koons and Martha Orthoefer for working on the grant.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Chairman Smith stated that the next Board meeting is scheduled for Tuesday, April 16, 2013 at 1:15 p.m.

ADJOURNMENT

The meeting was adjourned at 1:45 p.m.

Coordinating Board Chair

Date



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April 8, 2013

TO: Union County Transportation Disadvantaged Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Request for Proposals for Union County Community Transportation Coordinator

STAFF RECOMMENDATION

Forward a recommendation to the North Central Florida Regional Planning Council concerning the Union County Community Transportation Coordinator designation.

BACKGROUND

The North Central Florida Regional Planning Council issued a request for proposals for Union County Community Transportation Coordinator on January 3, 2013. The following firms submitted proposals in response to the request for proposals:

1. A & A Transport, Inc.; and
2. Suwannee River Economic Council, Inc.

The Technical Review Committee members scored the proposals. Scores were based on the same criteria and from a solely technical standpoint. The assignment of points was done individually by each reviewer and not as a consensus of the Committee.

The total raw scores of each reviewer established a rank order for each reviewer. The rank order score of all reviewers was combined to determine the following final rank score:

1. Suwannee River Economic Council, Inc.
2. A & A Transport, Inc.

Attached are the individual rankings for each Committee member. Also, attached is the final rank order for the proposals.

The North Central Florida Regional Planning Council will make a recommendation to the Florida Commission for the Transportation Disadvantaged concerning the Community Transportation Coordinator designation. The Florida Commission for the Transportation Disadvantaged will designate the Union County Community Transportation Coordinator.


If you have any questions or need any additional information concerning this matter, please do not hesitate to contact me at extension 110.

Attachments

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UNION TRANSPORTATION COORDINATORS
SHORT LIST OF COMMUNITY TRANSPORTATION COORDINATORS

FIRM	MANAGEMENT RESOURCES (MAX 36 POINTS)	PROPOSER'S EXPERIENCE (MAX 48 POINTS)	FINANCIAL CAPACITY TO UNDERTAKE PROJECT (MAX 48 POINTS)	COORDINATION ABILITY (MAX 54 POINTS)	OPERATIONAL ABILITY (MAX 60 POINTS)	VEHICLE ACQUISITION (MAX 48 POINTS)	TOTAL POINTS
1. A & A Transport	30	48	44	47	56	48	273
2. Suwannee River Economic Council, Inc.	36	48	48	50	58	44	284



 Signature of Review Committee Member

3/18/13

Date

Michael Escalante

 (Print Name of Review Committee Member)

UNION COUNTY REQUEST FOR PROPOSALS
SHORT LIST OF COMMUNITY TRANSPORTATION COORDINATORS

FIRM	MANAGEMENT RESOURCES (MAX 36 POINTS)	PROPOSER'S EXPERIENCE (MAX 48 POINTS)	FINANCIAL CAPACITY TO UNDERTAKE PROJECT (MAX 48 POINTS)	COORDINATION ABILITY (MAX 54 POINTS)	OPERATIONAL ABILITY (MAX 60 POINTS)	VEHICLE ACQUISITION (MAX 48 POINTS)	TOTAL POINTS
1. A & A Transport	34	44	46	47	60	48	279
2. Suwannee River Economic Council, Inc.	36	48	48	52	54	38	276



Signature of Review Committee Member

3-18-13

Date

Lynn Franson Godfrey

(Print Name of Review Committee Member)

UNION COUNTY REQUEST FOR PROPOSALS
SHORT LIST OF COMMUNITY TRANSPORTATION COORDINATORS

FIRM	MANAGEMENT RESOURCES (MAX 36 POINTS)	PROPOSER'S EXPERIENCE (MAX 48 POINTS)	FINANCIAL CAPACITY TO UNDERTAKE PROJECT (MAX 48 POINTS)	COORDINATION ABILITY (MAX 54 POINTS)	OPERATIONAL ABILITY (MAX 60 POINTS)	VEHICLE ACQUISITION (MAX 48 POINTS)	TOTAL POINTS
1. A & A Transport	24	36	48	51	60	42	261
2. Suwannee River Economic Council, Inc.	36	48	48	51	60	48	291



Signature of Review Committee Member

3/18/13

Date

Marlie Sanderson

(Print Name of Review Committee Member)

A & A Transport - Union County

A. Management Resources	possible	Escalante	Godfrey	Sanderson	Cumulative Score
1.	6	6	6	6	18
2.	6	3	5	3	11
3.	6	6	6	3	15
Total	18	15	17	12	44
(Weight Value 2)	36	30	34	24	88
B. Proposer's Experience					
1.	6	6	6	6	18
2.	6	6	5	3	14
Total	12	12	11	9	32
(Weight Value 4)	48	48	44	36	128
C. Financial Capacity to Undertake Project					
1.	6	6	6	6	18
2.	6	6	6	6	18
3.	6	5	6	6	17
4.	6	5	5	6	16
Total	24	22	23	24	69
(Weight Value 2)	48	44	46	48	138
D. Coordination Ability					
1.	6	6	5	6	17
2.	6	5	5	6	16
3.	6	6	5	6	17
4.	6	4	5	6	15
5.	6	5	5	6	16
6.	6	5	6	6	17
7.	6	5	6	3	14
8.	6	6	5	6	17
9.	6	5	5	6	16
Total	54	47	47	51	145
(Weight Value 1)	54	47	47	51	145
E. Operational Ability					
1.	6	4	6	6	16
2.	6	6	6	6	18
3.	6	6	6	6	18
4.	6	6	6	6	18
5.	6	6	6	6	18
Total	30	28	30	30	88
(Weight Value 2)	60	56	60	60	176
F. Vehicle Acquisition					
1.	6	6	6	6	18
2.	6	6	6	3	15
3.	6	6	6	6	18
4.	6	6	6	6	18
Total	24	24	24	21	69
(Weight Value 2)	48	48	48	42	138
TOTAL POINTS POSSIBLE	162	148	152	147	447
TOTAL WEIGHTED SCORE	294	273	279	261	813

SREC - Union County

A. Management Resources	possible	Escalante	Godfrey	Sanderson	Cumulative Score
1.	6	6	6	6	18
2.	6	6	6	6	18
3.	6	6	6	6	18
Total	18	18	18	18	54
(Weight Value 2)	36	36	36	36	108
B. Proposer's Experience					
1.	6	6	6	6	18
2.	6	6	6	6	18
Total	12	12	12	12	36
(Weight Value 4)	48	48	48	48	144
C. Financial Capacity to Undertake Project					
1.	6	6	6	6	18
2.	6	6	6	6	18
3.	6	6	6	6	18
4.	6	6	6	6	18
Total	24	24	24	24	72
(Weight Value 2)	48	48	48	48	144
D. Coordination Ability					
1.	6	6	6	6	18
2.	6	6	6	6	18
3.	6	6	6	6	18
4.	6	5	6	6	17
5.	6	6	6	6	18
6.	6	5	6	6	17
7.	6	5	6	3	14
8.	6	5	5	6	16
9.	6	6	5	6	17
Total	54	50	52	51	153
(Weight Value 1)	54	50	52	51	153
E. Operational Ability					
1.	6	5	3	6	14
2.	6	6	6	6	18
3.	6	6	6	6	18
4.	6	6	6	6	18
5.	6	6	6	6	18
Total	30	29	27	30	86
(Weight Value 2)	60	58	54	60	172
F. Vehicle Acquisition					
1.	6	6	4	6	16
2.	6	5	3	6	14
3.	6	5	6	6	17
4.	6	6	6	6	18
Total	24	22	19	24	65
(Weight Value 2)	48	44	38	48	130

TOTAL POINTS POSSIBLE	162	155	152	159	466
TOTAL WEIGHTED SCORE	294	284	276	291	851

PROPOSAL RANKING SHEET
UNION COUNTY REQUEST FOR PROPOSALS FOR CTC DESIGNATION
SELECTION OF COORDINATOR

RANK ORDER

FIRM	Michael Escalante	Lynn Franson Godfrey	Marlie Sanderson	TOTAL RANK ORDER SCORES	RANK ORDER
1. A & A Transport	2	1	2	5	2
2. Suwannee River Economic Council, Inc.	1	2	1	4	1

Signature of Executive Director

Date

Scott R. Koons
(Print Name of Executive Director)



IV.A.

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April 8, 2013

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Union County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Union County Transportation Disadvantaged Service Plan.

BACKGROUND

According to Chapter 427, Florida Statutes, the Community Transportation Coordinator shall prepare a Transportation Disadvantaged Service Plan in cooperation with the Official Planning Agency 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.

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UNION 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

A & A Transport
55 N. Lake Avenue
Lake Butler, Florida 32056
386.496.2056

April 2013

**TRANSPORTATION DISADVANTAGED SERVICE PLAN
LOCAL COORDINATING BOARD
ROLL CALL VOTE**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner M. Wayne Smith			
Elderly	Donald Petit			
Disabled	Vacant			
Citizen Advocate	Doyle Archer			
CA/User	Vacant			
Children at Risk	Kyle Bonesteel			
Community Action	Frances Terry			
Public Education	Mike Pittman			
FDOT	Sandra Collins			
FDCF	Jaime Sanchez-Bianchi			
FDEA	Cindy Roberts			
FDOE	Rayford Riels			
FAHCA	Alana McKay			
RWDB	Vacant			
Veteran Services	Barbara Fischer			
Private Transit	Vacant			
Local Medical Community	Vacant			

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

Coordinating Board Chair

Date

Approved by the Commission for the Transportation Disadvantaged.

Executive Director

Date

**Transportation Disadvantaged Service Plan
TABLE OF CONTENTS**

	PAGE NUMBER
I. DEVELOPMENT PLAN.....	1
A. Introduction to the Service Area.....	1
1. Background of the Transportation Disadvantaged Program.....	1
2. Designation Date/History.....	4
3. Organization Chart.....	6
4. Consistency Review of Other Plans.....	7
a. Local Government Comprehensive Plan(s).....	7
b. Regional Policy Plan(s).....	7
c. Transit Development Plans (where applicable).....	7
d. Commission for the Transportation Disadvantaged 5Yr/20Yr Plan...	7
e. MPO Long Range Transportation Plans.....	8
f. Transportation Improvement Programs (where applicable).....	8
5. Local Coordinating Board Certification.....	9
B. Service Area Profile/Demographics.....	10
1. Service Area Description.....	10
2. Demographics.....	10
a. Land Use.....	10
b. Population/Composition.....	10
c. Employment.....	13
d. Major Trip Generators/Attractors.....	16
C. Service Analysis.....	16
1. Forecasts of TD Population.....	18
2. Needs Assessment.....	22
3. Barriers to Coordination.....	23
D. Goals, Objectives, and Strategies.....	23
E. Implementation Plan.....	27

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**Transportation Disadvantaged Service Plan
TABLE OF CONTENTS**

	PAGE NUMBER
II. SERVICE PLAN	29
A. Operations Element	29
1. Types, Hours, and Days of Service	29
2. Accessing Services.	31
4. System Safety Program Plan	33
5. Public Transit Utilization.	33
6. Vehicle Inventory.	33
7. Intercounty Services.	33
8. Emergency Preparedness/Response	33
9. Marketing.	33
10. Acceptable Alternatives	33
11. Service Standards.	34
12. Grievance Procures/Process.	40
13. Cost Revenue Allocation.	66

**Transportation Disadvantaged Service Plan
TABLE OF CONTENTS**

	PAGE NUMBER
III. QUALITY ASSURANCE	67
A. Evaluation Processes	67

I

DEVELOPMENT PLAN

INTRODUCTION TO THE SERVICE AREA

The purpose of this section is to provide information about the organization and development of the Transportation Disadvantaged Program in Union 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 (FAC) 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 Florida's Transportation Disadvantaged Program.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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

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

The Governor appoints seven members to the 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 Union 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 to the local coordinating boards.
- Recommendation to the Commission regarding the initial selection or re-designation of the Community Transportation Coordinator.

LOCAL COORDINATING BOARDS

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

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

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

1. an elected official from the service area which the Board serves;
2. a local representative of the Florida Department of Transportation;
3. a local representative of the Florida Department of Children and Families;
4. a representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
5. in areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services representing the Department of Education;
6. a person who is recommended by the local Veterans Service Office representing veterans in the county;
7. a person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
8. a person over sixty years of age representing the elderly in the county;
9. a person with a disability representing the disabled in the county;
10. two citizen advocate representatives in the county, one of whom must be a person who uses the transportation service(s) of the system as their primary means of transportation;
11. a local representative for children at risk;
12. in areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
13. a local representative of the Florida Department of Elder Affairs;
14. an experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator.
15. a local representative of the Florida Agency for Health Care Administration.
16. a representative of the Regional Workforce Development Board established in Chapter 455, Florida Statutes; and

17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health departments or other home and community based services, etc.

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

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

COMMUNITY TRANSPORTATION COORDINATOR

The Community Transportation Coordinator is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. A & A Transport is the designated Community Transportation Coordinator for Union County.

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

- Developing and implementing a Memorandum of Agreement and Service Plan.
- Executing 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

A & A Transport is a private non-profit corporation formed November 7, 1983 to provide transportation assistance to disadvantaged individuals. A & A Transport is organized and operated exclusively for charitable purposes.

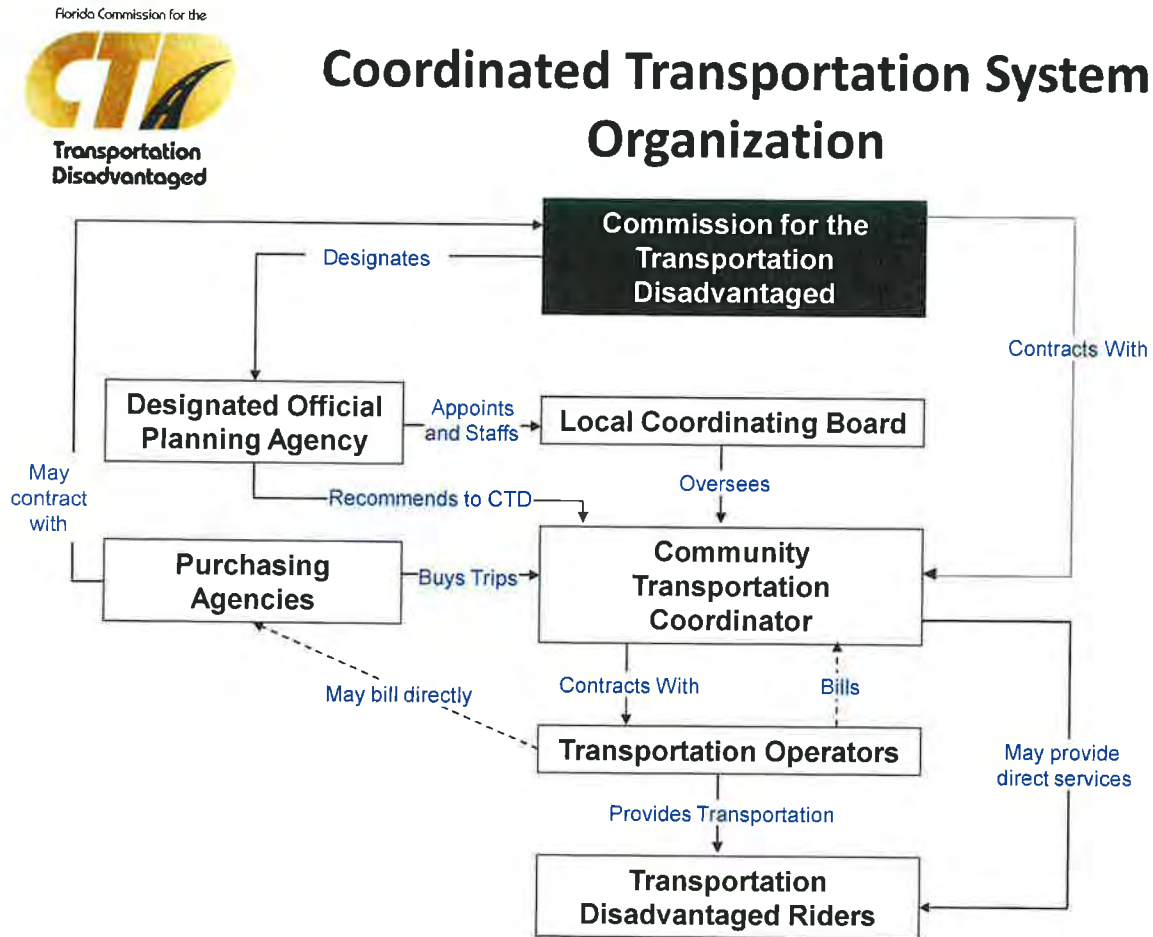
A & A Transport was appointed as the provider of transportation disadvantaged services in March 1985 by the Union County Board of County Commissioners. A & A Transport was recommended for designation as the Community Transportation Coordinator by the North Central Florida Regional Planning Council in 1990. The Florida Commission for the Transportation Disadvantaged approved A & A Transport's designation as the Community Transportation Coordinator for Union County in 1990. A & A Transport was selected as the Community Transportation Coordinator through a non-competitive negotiation process.

In 2008, the North Central Florida Regional Planning Council issued a request for proposals for the Union County Community Transportation Coordinator designation. The Council received one responsive proposal from A & A Transport, Inc. The North Central Florida Regional Planning Council recommended that A&A Transport be designated the Community Transportation Coordinator for Union County. The Florida Commission for the Transportation Disadvantaged designated A&A Transport as the Union County Community Transportation Coordinator.

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

ORGANIZATION CHART

The following chart identifies all those involved in the provision of transportation disadvantaged service in Union County:



2

CONSISTENCY REVIEW OF OTHER PLANS

LOCAL GOVERNMENT COMPREHENSIVE PLANS

The local comprehensive planning process involves essentially four basic steps:

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

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Union 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 Transportation Disadvantaged Commission. The plan presents forecasts of demand for transportation disadvantaged services, the cost of meeting the forecasted demand, forecasts of future funding for transportation disadvantaged services and approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, demand for trips, number of trips supplied, unmet demand for trips and operating expenses.

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

MPO LONG RANGE TRANSPORTATION PLANS

Not applicable.

TRANSPORTATION IMPROVEMENT PROGRAM

Not applicable.

PUBLIC PARTICIPATION

The Union 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 Union County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Union County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

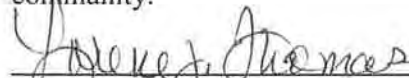
UNION COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

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

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

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

Signature: _____


Lorene J. Thomas, Chair

Date: 12/13/12

<u>REPRESENTATION</u>	<u>MEMBER</u>	<u>TERM</u>
Chairperson	Commissioner M. Wayne Smith	No Term
Elderly	Donald Pettit	1 Year
Disabled	Vacant	2 Years
Citizen Advocate	Doyle Archer	3 Years
Citizen Advocate/User	Vacant	1 Year
Veteran Services	Barbara Fischer	No Term
Community Action	Frances Terry	No Term
Public Education	Mike Pittman	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	Cindy Roberts	No Term
Florida Agency for Health Care Administration	Alana McKay	No Term
Children at Risk	Kyle Bonesteel	No Term
Regional Workforce Development Board	Michelle Gianossa	No Term
Local Medical Community	Vacant	2 Years
Private Transportation Industry	Vacant	3 Years

SERVICE AREA PROFILE AND DEMOGRAPHICS

SERVICE AREA DESCRIPTION

Union County has a land area of approximately 240 square miles or 155,730 acres. The County is located in the north central portion of the State of Florida and is bordered on the north by Baker County, on the east by Bradford County, on the south by Alachua County and on the west by Columbia County.

DEMOGRAPHICS

LAND USE

The purpose of this section is to provide information concerning Union County's existing land use. This information was obtained from Union County's Comprehensive Plan. The land use for approximately 77 percent of the acreage within the unincorporated area of the County has been designated as agricultural and approximately 2 percent is residential. Union County has four urban development areas surrounding the incorporated municipalities of Lake Butler, Raiford and Worthington Springs, as well as the unincorporated community of Providence.

Within the unincorporated areas of the County, four types of growth have occurred. The first type of land use pattern is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although minus public facilities, 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 2011 Florida Statistical Abstract estimated Union County's total population in 2010 as 15,535. Table 1.25 of the 2011 Florida Statistical Abstract also estimated the population of the City of Lake Butler as 1,897, the Town of Raiford as 255, the Town of Worthington Springs as 181 and the unincorporated area as 13,202.

As Table 1 shows, 82 percent of the County's population is located within the unincorporated areas. Table 2 indicates that Union County's population is not evenly distributed. In 2010-, approximately 57 percent of the population lived in the Lake Butler census division which covers 46 percent of the County's land area. Population/land area percentages for the Raiford census division and the Worthington census division are 21.4/26.3 and 22.1/27.2 respectively.

TABLE 1
POPULATION COUNTS AND ESTIMATES
UNION COUNTY

AREA	POPULATION COUNT 2000	POPULATION ESTIMATE 2010
Union County	13,442	15,535
City of Lake Butler	1,927	1,897
Town of Raiford	187	255
Town of Worthington Springs	193	181
Unincorporated Area	11,135	13,202

Source: 2011 Florida Statistical Abstract, Table 1.25

It is important to note that, according to Table 1.80 of the 2011 Florida Statistical Abstract, 4,832 individuals in Union County are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

POPULATION DENSITIES

With approximately 240 miles of land area, the County population density in 2010 was approximately 55.9 persons per square mile.

Table 2 shows that the City of Lake Butler is the most densely populated area in Union County, with 1,121 persons per square mile. However, the Lake Butler census division, of which the City of Lake Butler is a part of, has 58.9 persons per square mile. Thus the unincorporated area of the Lake Butler census division has a much lower population density than the City of Lake Butler while still maintaining a major percentage of the County's population (35.9 percent).

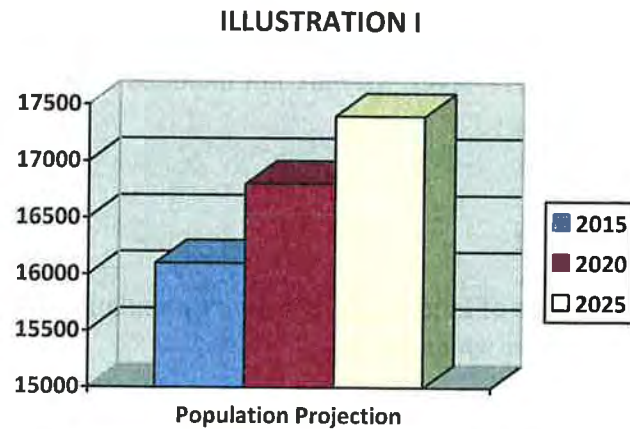
TABLE 2
POPULATION DISTRIBUTION
UNION COUNTY

2010 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
15,535	244	64

Source: U.S. Census Bureau: 2010 State and County QuickFacts

POPULATION PROJECTIONS

According to Table 1.41 of the 2011 Florida Statistical Abstract, by the year 2015, Union County will have a total County population of 16,100 and by the year 2025, the total County population will be 17,400. Illustration I shows population projections for 2015, 2020 and 2025.



POPULATION AGE DISTRIBUTION

Population age distribution is useful in determining mobility needs which might be met by transit. 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. According to the 2010 Census, the 65 and over population comprised approximately 11 percent of the population.

TABLE 3
POPULATION ESTIMATES BY AGE GROUP
UNION COUNTY, APRIL 2010

AGE GROUP	POPULATION	PERCENT
0-17	3,010	23%
18-34	3,852	23%
35-54	4,755	27%
55-64	2,364	12%
65-79	1,306	12%
80 & Over	248	4%
TOTAL	15,535	100%

Source: 2011 Florida Statistical Abstract, Table 1.34

WORK DISABILITY, MOBILITY AND SELF CARE LIMITATIONS

The 2010 Census reported that 9.7 percent of civilian residents of Union County who are 16 to 64 years of age and who are not institutionalized have work disabilities. The work disability prevents 5.3 percent of these individuals from working. According to this information, 9.3 percent of individuals 16 to 64 years old have a mobility limitation (unable to move easily and quickly) and 3.5 percent have a self-care limitation (unable to care for themselves).

The 2010 Census also reported that 36.3 percent of civilian non-institutionalized persons 65 years and over have a mobility limitation and 12.5 percent have a self-care limitation. It should be noted that some of the 1990 Census information contained in this Chapter is based on samples and is subject to sampling variability.

EMPLOYMENT

Table 6.11 of the 2011 Florida Statistical Abstract reports that Union County's labor force (individuals who are able to work but may not be employed) in 2010 was 5,394 with 4,924 people employed and 470 unemployed. The unemployment rate for Union County in 2010 was 8.7 percent.

INCOME

Table 5.48 of the 2011 Florida Statistical Abstract estimates that the median household income for Union County in 2010 was \$40,523. Table 4 characterizes the levels of household income in Union County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4
HOUSEHOLD INCOME
UNION COUNTY, 2009

HOUSEHOLDS	MEDIAN HOUSEHOLD INCOME	PERCENT OF PERSONS BELOW POVERTY LEVEL
4,566	\$45,645	18%

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

TABLE 5
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
6	\$31,266
7	\$35,975
8	\$40,235
9 or More	\$48,400

Source: 2011 Florida Statistical Abstract, Table 5.47

Table 6 shows income and poverty status data for cities and designated census places.

TABLE 6
INCOME AND POVERTY STATUS DATA
UNION COUNTY

LOCATION	PER CAPITA INCOME 2009	MEDIAN HOUSEHOLD INCOME 2009	PERCENT OF PERSONS BELOW POVERTY LEVEL 2009
Union County	\$13,126	\$38,077	26.5%

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

Low-income households often have no mobility choice other than public transportation and thus generally have high potential to use public transportation.

According to Tables 7.20 and 7.22 of the 2011 Florida Statistical Abstract the total number of Medicaid recipients in 2008-2009 in Union County was 2,560. Table 7 shows individuals who received Supplemental Security Income.

TABLE 7

**PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYPE OF ASSISTANCE
UNION COUNTY, DECEMBER 2009**

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	17
Aid to the Blind and Disabled	342
Total	359

Source: 2011 Florida Statistical Abstract, Table 7.19

HOUSING

Table 2.05 of the 2011 Florida Statistical Abstract estimates that in 2010, the total number of households in Union County was 4,048 and that the average household size was 2.66.

According to the 2000 Census, 18.5 percent of Union County's housing units did not have a telephone. Lack of a telephone makes it difficult for an individual to arrange paratransit transportation, since people must telephone to arrange a trip through the transportation disadvantaged system.

Table 8 presents data on housing units for specific areas of the County. The Lake Butler census division contains approximately half the County's housing units.

TABLE 8

**HOUSING OCCUPANCY
UNION COUNTY, 2010**

LOCATION	HOUSING UNITS	AVERAGE HOUSEHOLD SIZE
Union County	4,566	3.11

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

HEALTH

One hospital is located in Union County. Tables 20.33, and 20.37 of the 2011 Florida Statistical Abstract provide information regarding licensed occupations and indicate the limited availability of medical care in the community. There are 8 licensed doctors of medicine, 198 advanced registered nurse practitioners, registered and practical nurses.

TRANSPORTATION

According to the 2010 Census, 103 owner-occupied housing units had no vehicle available. 128 renter-occupied housing units in Union County had no vehicle available.

MAJOR TRIP GENERATORS/ATTRACTORS

Major trip generators/attractors include the North Florida Reception Center, local government offices, Lake Butler Hospital, Suwannee River Economic Council's meal site and the Industrial Complex of Raiford.

Travel to Gainesville continues to be necessary for many County residents, particularly for medical and employment purposes.

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.¹

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 within the five-year periods.¹

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 "self-care limitation." The 1990 Census defined "mobility limitation" as a health condition which had lasted for six or more months and which made it difficult to go outside the home alone. The 1990 Census defined "self-care limitation" as a health condition which had lasted for six or more months and which made it difficult to take care of personal needs, such as dressing, bathing, or getting around inside the house. For both definitions, "health condition" referred to both physical and mental conditions. 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.¹

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.¹

"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.

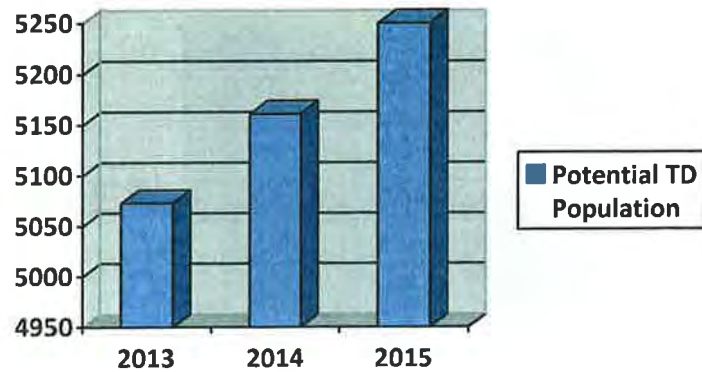
Once the potential transportation disadvantaged and transportation disadvantaged populations are estimated (see Tables 9 and 10 and Illustrations III and IV), anticipated demand and unmet demand for specialized transportation disadvantaged services can be estimated. Tables 11 and 12 and Illustrations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

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

POTENTIAL TD POPULATION	2013	2014	2015
Disabled, Non-Elderly, Low Income	156	157	159
Disabled, Non-Elderly, Non-Low Income	863	871	878
Disabled, Elderly, Low Income	176	181	186
Disabled, Elderly, Non- Low Income	729	750	771
Non-Disabled, Elderly, Low Income	248	255	263
Non-Disabled Elderly, Non-Low Income	1,033	1,062	1,092
Non-Disabled, Non- Elderly, Low Income	1,868	1,885	1,901
TOTAL	5,073	5,161	5,250

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

ILLUSTRATION II



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

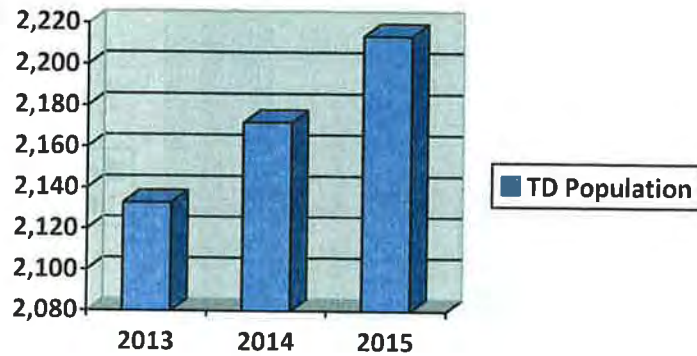
TABLE 10

TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES UNION COUNTY, 2013-2015

TD POPULATION	2013	2014	2015
TD, Non-Elderly, Low Income	73	74	74
TD, Non-Elderly, Non-Low Income	403	406	411
TD, Elderly, Low Income	209	215	221
TD, Elderly, Non-Low Income	867	891	917
Non-TD, Low Income, No Auto	581	586	591
TOTAL	2,133	2,172	2,214

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

ILLUSTRATION III



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

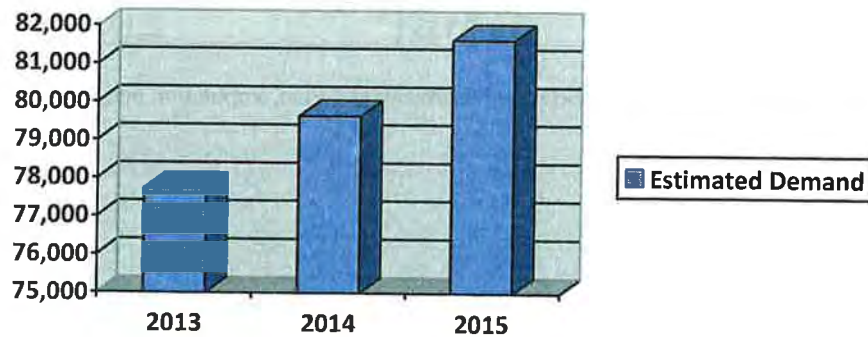
TABLE 11

**FORECASTED DEMAND FOR TRIPS
UNION COUNTY, 2013 -2015**

DEMAND FOR TRIPS	ESTIMATE
2013	77,713
2014	79,638
2015	81,645

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

ILLUSTRATION IV



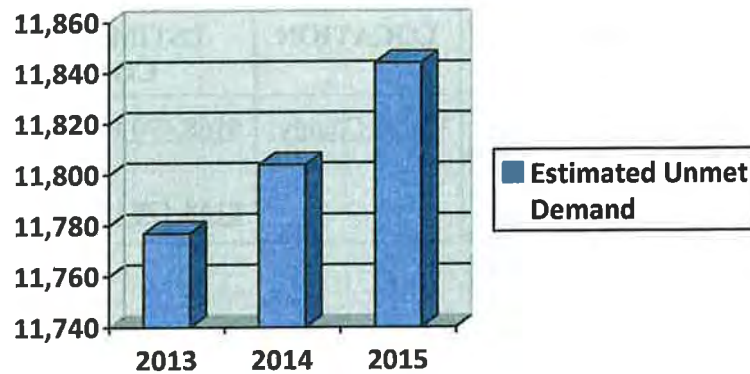
Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

TABLE 12
FORECASTED UNMET DEMAND
UNION COUNTY, 2013-2015

UNMET DEMAND	ESTIMATE
2013	11,777
2014	11,804
2015	11,844

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

ILLUSTRATION V



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

NEEDS ASSESSMENT

U.S.C. Section 5310 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
<u>Operating assistance for the transportation of low-income developmentally disabled adults commuting to training and jobs in or near Union County Florida.</u>	<u>2013/14</u>	<u>Union County</u>	<u>\$49,127 Federal</u> <u>\$49,127 Local</u>	<u>U.S.C. Section 5310 Program</u> <u>Industrial Complex of Raiford</u>

U.S.C. Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
<u>Operating assistance.</u>	<u>2013/14</u>	<u>Union County</u>	<u>\$168,470 Federal</u> <u>\$168,470 Local</u>	<u>U.S.C. Section 5311 Program</u> <u>A & A Transport</u>

Rural Capital Equipment Support Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase one replacement vehicle.	2012/13	Union County	\$70,000 State \$7,000 Local	Rural Area Capital Equipment Support Grant A & A Transport

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2012/13	Union County	\$85,915 State 9,4561 Local	Transportation Disadvantaged Trust Fund A & A Transport

Medicaid Non-Emergency Transportation Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to Medicaid Program beneficiaries.	2012/13	Union County	\$107,201 State	Medicaid Non-Emergency Transportation Program

BARRIERS TO COORDINATION

Currently, there are no identified agencies receiving local, state and/or federal government funds to provide transportation services for their clients operating outside of the coordinated system in Union County. However the following have been identified as barriers to coordination:

Agencies' lack of knowledge of Chapter 427, Florida Statutes and its requirements is a barrier to coordination. More education of the TD Program and benefits of the coordinated transportation system is needed for agencies that provide transportation to their clients.

GOALS, OBJECTIVES AND STRATEGIES

COORDINATING BOARD MISSION STATEMENT

"Identify local transportation service needs and enhance the mobility of the transportation disadvantaged in Union County."

GOAL I: **Coordinate all transportation disadvantaged services that are funded with local, state and/or federal government funds.**

OBJECTIVE: The planning agency staff in cooperation with the Community Transportation Coordinator shall identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator. The Community Transportation Coordinator and the local Coordinating Board shall inform each non-coordinated agency about Chapter 427, Florida Statutes.

Strategy 1(a): In cooperation with the local Coordinating Board, the Community Transportation Coordinator shall identify agencies located in Union County that receive local, state and/or federal funds to transport clients or purchase vehicles.

Strategy 1(b): The Community Transportation Coordinator and planning agency staff shall contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc.

Strategy 1(c): The Community Transportation Coordinator shall determine whether a purchase of service contract, coordination contract or subcontract should be executed with identified agencies to coordinate the transportation services that are being provided.

GOAL II: **The local Coordinating Board shall identify the most prevalent unmet transportation needs of disadvantaged individuals in Union County.**

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

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

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

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

Strategy 3(a): The Community Transportation Coordinator shall report to the Board the number of single passenger trips.

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

Strategy 3(c): The Community Transportation Coordinator should reduce the number of single passenger trips.

Strategy 3(d): The Community Transportation Coordinator should collect on-time performance data and ensure that they are meeting the on-time performance standard.

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

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

Strategy 4(a): The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.

Strategy 4(b): The planning agency staff shall discuss the *Americans With Disabilities Act (ADA)* during local Coordinating Board training sessions.

Strategy 4(c): The Community Transportation Coordinator shall provide alternative methods for accessing transportation services for individuals with disabilities (i.e., Telephone Device for the Deaf (TDD), radio advertising, close captioned public service announcements, etc.).

Strategy 4(d): The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.

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

OBJECTIVE: The Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged standards as referenced in Rule 41-2.006 of the Florida Administrative Code, the completion of the current service plan elements and competition, cost and availability.

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

OBJECTIVE: The Community Transportation Coordinator shall provide or contract for the provision of transportation services after office hours as required in the designated service area by any federal, state or local government agency sponsoring such services.

Strategy 6(a): The Community Transportation Coordinator shall contract with an adequate number of transportation operators to provide after hour and weekend transportation services.

Strategy 6(b): The Community Transportation Coordinator shall implement an accessible system for individuals to request after hour service and on weekends as required by federal, state or local government agencies sponsoring such services.

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

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

Strategy 7(a): The Community Transportation Coordinator and local Coordinating Board shall determine the most efficient manner to expend Transportation Disadvantaged Trust Funds.

Strategy 7(b): The Community Transportation Coordinator shall inform the Board of any difficulties experienced concerning the expenditure of the TD Trust Funds.

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

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

Strategy 8(a): The Community Transportation Coordinator shall complete all final reports and submit them to planning agency staff a minimum of two weeks prior to meeting date to be reviewed and included in the local Coordinating Board's meeting packet.

- Strategy 8(b):** The community transportation coordinator shall continue to require all subcontractors to report quarterly operating data.
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports requested by the Board
- Strategy 8(c):** The Community Transportation Coordinator shall complete all requested reports on or before the stated due date. (Community Transportation Coordinator will be given a minimum of two weeks notice prior to report being due.)

IMPLEMENTATION PLAN

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Union County 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. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Ongoing
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Report to the Board the number of single passenger trips. (3) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Reduce the number of single passenger trips. (4) Collect on-time performance data and ensure that they are meeting the on-time performance standard.	(1) Ongoing (2) Quarterly (3) 2013 (4) 2013
(1) Eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled. (2) Discuss the Americans With Disabilities Act at local Coordinating Board training sessions. (3) Provide alternative methods for accessing transportation services for individuals with disabilities. (4) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Annually (3) Ongoing (4) Ongoing
(1) Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	(1) Annually

STRATEGIES	IMPLEMENTATION DATE
(1) Provide or contract for the provision of transportation services after Community Transportation Coordinator office hours. (2) Contract with an adequate number of transportation operators to provide after hours and weekend service. (3) The Community Transportation Coordinator shall implement an accessible system for individuals to request after hour service and on weekends as required by federal, state or local government agencies sponsoring such services.	(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 local Coordinating 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) Require subcontractors to report quarterly operating data.	(1) Ongoing (2) Ongoing (3) Ongoing

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II

SERVICE PLAN

OPERATIONS ELEMENT

The operations element is a profile of the Union County coordinated transportation system. This element is intended to provide basic information about the daily operations of A & A Transport and its contracted transportation operator.

TYPES, HOURS AND DAYS OF SERVICE

TYPES OF SERVICE								
	Ambulatory	Wheelchair	Stretcher	Advance Reservation	Subscription	Door to Door	Curb to Curb	Door through door
A & A Transport	✓	✓	✓	✓	✓	✓		✓
Industrial Complex of Raiford	✓				✓	✓		

GROUP TRIPS

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

SUBSCRIPTION SERVICE

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

HOURS OF SERVICE

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

Medicaid Program sponsored 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 contract with the Florida Commission for the Transportation Disadvantaged.

HOLIDAYS:

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

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

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

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

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

INDUSTRIAL COMPLEX OF RAIFORD

Hours of operation: Monday through Friday, 8:00 a.m. to 4:00 p.m.

ACCESSING SERVICES

ADVANCE NOTIFICATION TIME

Transportation Disadvantaged Program sponsored trips must be scheduled by 3:00 the day before service is provided. Trip reservations will not be accepted more than 14 days in advance.

Medicaid Program sponsored trips will be provided according to standards outlined in the Medicaid Subcontracted Transportation Provider contract with the Florida Commission for the Transportation Disadvantaged.

OFFICE HOURS

A & A Transport - Monday through Friday, 8:00 a.m. to 5:00 p.m.

PHONE NUMBER

A & A Transport - 386-496-2056

PASSENGER FARES

Transportation Disadvantaged Program sponsored passengers must pay \$1.00 per trip.

Medicaid Program sponsored passengers must pay \$1.00 per trip.

Individuals requesting private pay transportation will pay the rates established in this Plan.

TRIP CANCELLATION PROCESS

Trip cancellations should be made to A & A Transport with 24-hour advance notification.

NO-SHOW POLICY

Trips should be canceled a minimum of two hours prior to the pick-up time. Cancellations at the door will be considered a “no-show,” and if frequent, may result in temporary suspension from service.

BACK-UP AND AFTER HOURS SERVICE

After hours transportation service is provided by A & A Transport.

TRANSPORTATION DISADVANTAGED TRUST FUND PROGRAM ELIGIBILITY

A & A Transport informally conducts eligibility screening over the telephone.

- No other means of transport
- Age
- Disability
- Income

TRANSPORTATION DISADVANTAGED TRUST FUND TRIP PRIORITIES

When funding availability and/or vehicle capacity necessitates the prioritization of TD Trust Fund sponsored services, a 30 day notice will be given prior to the implementation of the following approved trip priorities:

1. Medical and medically related
2. Personal business (intra-county) - includes trips to government agencies, banks, bill payments (i.e. utilities), law offices, health department (WIC), etc. . .
3. Shopping (intra-county)
4. Education/Training (intra-county)
5. Employment (intra-county)
6. Social/Recreational (intra-county)
7. Other
8. Employment (inter-county)

TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

A & A Transport is the only transportation provider in Union County other than the Industrial Complex of Raiford, the coordination contractor.

PUBLIC TRANSIT UTILIZATION

A & A Transport offers the only public transportation in Union County. There is no fixed route, public transit system operating in Union County.

SCHOOL BUS UTILIZATION

Currently, there is no need to use school buses at this time. If A & A Transport determines a need to use school buses in the future, the Union County School Board will be contacted for assistance.

VEHICLE INVENTORY

Vehicle inventories for A & A Transport and the Industrial Complex of Raiford are shown as Exhibit I.

SYSTEM SAFETY PROGRAM PLAN CERTIFICATION

A & A Transport's System Safety Program Plan Certification is attached.

INTERCOUNTY SERVICES

A & A Transport does not have any intercounty agreements with other Community Transportation Coordinators at this time.

NATURAL DISASTER/EMERGENCY PREPAREDNESS

The Union County Emergency Management Department does not have a formal agreement with A & A Transport.

MARKETING

Due to the limited amount of Transportation Disadvantaged Program funds available to Union County, A & A Transport does not market the availability of services.

ACCEPTABLE ALTERNATIVES

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

SERVICE STANDARDS

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

DRUG AND ALCOHOL POLICY

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

A & A Transport shall comply with this standard.

TRANSPORT OF ESCORTS AND DEPENDENT CHILDREN

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

Local Policy: Children under age 16 will be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. A & A Transport does not charge for the transport of escorts.

USE, RESPONSIBILITY AND COST OF CHILD RESTRAINT DEVICES

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

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

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: The Community Transportation Coordinator shall comply with this standard.

VEHICLE TRANSFER POINTS

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

The Community Transportation Coordinator shall comply with this standard.

LOCAL TOLL FREE PHONE NUMBER

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

The Community Transportation Coordinator shall comply with this standard.

OUT-OF-SERVICE AREA TRIPS

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

Local Policy: Transportation Disadvantaged Program sponsored out of service area trips for medical purposes will be restricted to appointment times no later than 12:00 p.m. when possible. Dialysis trips will be provided after 12:00 p.m. Individuals whose transportation service is sponsored by the Medicaid NET Program will be strongly encouraged to make their appointments prior to 12:00 p.m.

Out-of-service area trip requests are reviewed on an individual basis by the Community Transportation Coordinator. The provision of out-of-service area trips is based on riders' needs and the availability of service.

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: The Community Transportation Coordinator shall comply with this standard.

BILLING REQUIREMENTS

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

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

PASSENGER/TRIP DATABASE

Rule 41-2.006 (4) (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.

The Community Transportation Coordinator shall comply with this standard.

ADEQUATE SEATING

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

The Community Transportation Coordinator shall comply with this standard.

DRIVER IDENTIFICATION

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

The Community Transportation Coordinator shall comply with this standard.

PASSENGER ASSISTANCE

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

The Community Transportation Coordinator shall comply with this standard.

SMOKING, EATING, AND DRINKING

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

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

PASSENGER NO-SHOWS

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

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

TWO-WAY COMMUNICATIONS

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

The Community Transportation Coordinator shall comply with this standard.

AIR CONDITIONING/HEATING

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

The Community Transportation Coordinator shall comply with this standard.

FIRST AID

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

Local Policy: Drivers are not required to be trained and certified in first aid.

CARDIOPULMONARY RESUSCITATION

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

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

DRIVER CRIMINAL BACKGROUND SCREENING

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

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

FIXED ROUTE TRANSIT UTILIZATION

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

Local Policy: Not applicable.

PICK-UP WINDOW

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

Local Policy: Passengers must be ready at least two hours prior to their appointment time. A & A Transport may request that passengers be ready more than two hours prior to their appointment time depending on the number of passengers on the schedule. A & A Transport will call passengers the night before their appointment to notify them of their estimated pick-up time.

ON-TIME PERFORMANCE

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

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

ADVANCE RESERVATION REQUIREMENT

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

Local Policy: Twenty-four hours advanced notice is required for all trips scheduled within the coordinated system except under special circumstances.

SAFETY

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

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

RELIABILITY

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

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

CALL-HOLD TIME

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

This standard is not applicable to this service area.

QUALITY OF SERVICE

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

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

PASSENGER NO SHOWS

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

LOCAL GRIEVANCE PROCEDURE/PROCESS

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

PURPOSE OF GRIEVANCE COMMITTEE

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

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

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

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

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

DEFINITION OF SERVICE COMPLAINT

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

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

Service Complaints may include but are not limited to:

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

DEFINITION OF FORMAL GRIEVANCE

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

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

Formal Grievances may include but are not limited to:

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

COMPOSITION OF GRIEVANCE COMMITTEE

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

GRIEVANCE COMMITTEE PROCEDURES

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

FILING A GRIEVANCE WITH THE LOCAL COORDINATING BOARD

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

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

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

The grievance shall include:

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

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

GRIEVANCE COMMITTEE MEETING SCHEDULE

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

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

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

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

NOTICE OF HEARING

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

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

GRIEVANCE COMMITTEE HEARING PROCEDURES

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

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

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

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

1. call to order;
2. presentation of grievance;

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

REPORT TO COORDINATING BOARD

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

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

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

REPORT TO CTC GOVERNING BOARD

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

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

SUSPENSION RECONSIDERATION HEARING

If a rider has been issued a notice of suspension by A & A Transport, 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 Union 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:

A &A Transport, Inc.
55 North Lake Avenue
Lake Butler, FL 32054

and

Transportation Disadvantaged Program
Coordinating Board Grievance Committee
2009 N.W. 67 Place
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 Union 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 A & A Transport to the person requesting the hearing.

APPEALS

APPEAL TO THE COORDINATING BOARD

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

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

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

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

APPEAL TO THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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

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

The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is -1800-983-2435.

Chapter 427, F.S. does not expressly confer the power or authority for the Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two third parties. The 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 Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

FILING GRIEVANCES WITH THE COMMUNITY TRANSPORTATION COORDINATOR

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

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

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

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

All Community Transportation Coordinators and transportation subcontractors (including coordination contractors) must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of riders. A & A Transport's toll-free phone number is 386-496-2008.

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

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

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

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

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

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

PROHIBITION AGAINST RETALIATION

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

ALTERNATIVE RECOURSE

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

GRIEVANCE FORM

1. Name of Complainant

2. Mailing Address

3. Daytime Telephone Number

4. Grounds for Grievance

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

5. Improvements Needed

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

6. Signature of Complainant

PLEASE SUBMIT TO:

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

CLIENT 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 A & A Transport.

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke onboard any vehicle.
- No passenger may refuse to pay the approved passenger fare. Passengers who refuse to pay the passenger fare may be suspended from service.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS they are connected to a headset.
- Disruptive or abhorrent behavior which results in a distraction to the driver or other passengers is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for immediate suspension and/or expulsion from transportation privileges. Expulsion from transportation privileges will be reviewed by the Grievance Committee.

VERBAL ABUSE

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

PHYSICAL

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

SUBSTANCE

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

PENALTIES

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

VERBAL ABUSE

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

PHYSICAL ABUSE

- First offense** - A & A Transport will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that A & A Transport intends to suspend his or her riding privileges and the reason for such action.
- Second offense** – 180 day suspension of services
- Third offense** - permanently removed from service

APPEALS

A rider has ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Union County Transportation Disadvantaged TD 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:

A & A Transport
55 N. Lake Avenue
Lake Butler, FL 32056

and

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

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

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

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Union County Transportation Disadvantaged TD 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 A & A Transport to the person requesting the hearing.

MEDICAID NET GRIEVANCE SYSTEM

Definitions

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

General Requirements

As set forth herein, the following process constitutes A & A Transport Medicaid Grievance/Complaint Process.

- 1. A & A Transport herein referred to as the STP, must attain written approval of the Medicaid Grievance/Complaint Process prior to implementation.
- 2. The STP will refer all Medicaid Beneficiaries who are dissatisfied with the STP or its Actions to the STP’s Grievance/Appeal Coordinator for processing and documentation in accordance with the Medicaid contract and established policies and procedures.

3. The STP shall provide reasonable assistance to Medicaid Beneficiaries in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/Transportation Disadvantaged and interpreter capability.
4. The STP shall acknowledge, in writing, the receipt of a Grievance or request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.
5. The STP shall not allow any of the decision makers on a Grievance or Appeal if they were involved in any of the previous levels of review or decision-making when deciding any of the following:
 - a. An Appeal or denial that is based on lack of Medical Necessity; and,
 - b. A Grievance regarding the denial of an expedited resolution of an Appeal.
6. The Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, shall be allowed an opportunity to examine the Medicaid Beneficiary's case file before and during the Grievance or Appeal process, including all Medical Records and any other documents and records held by the STP.
7. The Medicaid Beneficiary and/or the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate shall be considered as parties to the Grievance/Appeal.
8. The STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of the Medicaid contract in order to fulfill the requirements as set forth in this process.
9. The STP shall work with the Commission's Grievance/Appeals Coordinator to resolve all grievance related issues.
 - a. The STP shall notify the Medicaid Beneficiary, in writing, using language at, or below the fourth (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:
- (1) At least ten (10) calendar days before the date of the action or fifteen (15) calendar days if the notice is sent by surface mail (five [5] calendar days if the recipient suspects fraud on the part of the Medicaid Beneficiary).
 - (2) For denial of the trip request, at the time of any action affecting the trip request.
 - (3) For standard service authorization decision that deny or limit transportation services, as quickly as the Medicaid Beneficiary's health condition requires, but no later than fourteen (14) calendar days following receipt of the request for service.
- d. If the STP extends the time frame for notification, it must:
- (1) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid beneficiary of the right to file a grievance if the Medicaid Beneficiary disagrees with the recipient's decision to extend the time frame; and,
 - (2) Carry out its determination as quickly as the Medicaid beneficiary's health condition requires, but in no case later than the date upon which the fourteen (14) calendar day extension period expires.
- e. If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a denial and, therefore, an action adverse to the Medicaid Beneficiary.
- f. For expedited Service Authorization decisions, within three (3) business days (with the possibility of a fourteen (14) calendar day extension).

The Complaint Process

1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a complaint.
2. General Duties
 - a. The STP must:
 - (1) Resolve each complaint within fifteen (15) business days from the day the STP received the initial complaint, be it oral or in writing;
 - (a) The STP may extend the complaint resolution time frame by up to ten (10) business days if the Medicaid Beneficiary request an extension, or the Recipient/Subcontractor documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
 - (b) If the STP requests the extension, the Recipient/Subcontractor must give the Medicaid Beneficiary written notice of the reason for the delay.
 - (2) Notify the Medicaid Beneficiary, in writing, within five (5) business days of the resolution of the complaint if the Medicaid Beneficiary is not satisfied with the STP's resolution. The notice of disposition shall include the results and date of the resolution of the complaint, and shall include:
 - (a) A notice of the right to request a grievance or appeal, whichever is the most appropriate to the nature of the objection; and,
 - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair Hearing System Section).
 - (3) The STP shall provide the Commission with a report detailing the total number of complaints received, pursuant to reporting requirements of the contract with the Commission.

- (4) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files a complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's complaint.

b. Filing Requirements

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

The Grievance Process

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

1. General Duties

a. The STP must:

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

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

The Appeal Process

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

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

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

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

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

3. Filing Requirements

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

4. Expedited Process

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

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

Medicaid Fair Hearing Process

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

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

2. Filing Requirements

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

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

3. General Duties

a. The STP must:

- (1) Continue the Medicaid Beneficiary's transportation services while the Medicaid Fair Hearing is pending if:
 - (a) The Medicaid Beneficiary filed for the Medicaid Fair Hearing in a timely manner, meaning on or before the later of the following:
 - (i) Within ten (10) business days of the date on the notice of action (add five [5] business days if the notice is sent via surface mail);
 - (ii) The intended effective date of the STP's proposed action.
 - (b) The Medicaid Fair Hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
 - (c) The authorization period has not expired; and/or,
 - (d) The Medicaid Beneficiary requests extension of transportation services.
- (2) The STP nor any Transportation Provider shall take any punitive action against a physician, Transportation Provider, or other health care provider who requests a Medicaid Fair Hearing on a Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for a Medicaid Fair Hearing.
 - a. If the STP continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the STP must continue said Transportation Services until one (1) of the following occurs:
 - (1) The Medicaid Beneficiary withdraws the request for a Medicaid Fair Hearing;

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

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

COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS

Not applicable.

COORDINATION CONTRACT EVALUATION CRITERIA

A & A Transport will perform an annual evaluation of contracted operators ensuring compliance with the System Safety Program Plan, locally approved standards, Florida Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements.

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

A & A Transport's rate structure is shown in the attached Florida Commission for the Transportation Disadvantaged Rate Model Calculation worksheets.

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

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: A & A Transport, Inc.

COUNTY: Union

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

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or Passenger Trip)
TDTF ambulatory	\$1.64/passenger mile
TDTF wheelchair	\$2.80/passenger mile
TDTF stretcher	\$5.84/passenger mile
Medicaid NET ambulatory	\$4.10/passenger mile
Medicaid NET wheelchair	\$7.03/passenger mile
Medicaid NET stretcher	\$14.65/passenger mile

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

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: A & A Transport, Inc.

COUNTY: Union

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

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or Passenger Trip)
TDTF ambulatory	\$1.33/passenger mile
TDTF wheelchair	\$2.28/passenger mile
TDTF stretcher	\$4.74/passenger mile
Medicaid NET ambulatory	\$2.58/passenger mile
Medicaid NET wheelchair	\$4.43/passenger mile
Medicaid NET stretcher	\$9.22/passenger mile

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Preliminary Information Worksheet

Version 1.4

CTC Name: A & A Transport, Inc.

County (Service Area): Union County

Contact Person: Curtis E Allen, President

Phone # 386-496-2056

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☒ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: A & A Transport, Inc.
County: Union County

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

	Prior Year's ACTUALS from July 1st of 2010 to June 30th of 2011	Current Year's APPROVED Budget, as amended from July 1st of 2011 to June 30th of 2012	Upcoming Year's PROPOSED Budget from July 1st of 2012 to June 30th of 2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are $\geq \pm 10\%$ and Also $\geq \pm \$50,000$
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox	\$ 880	\$ 2,315	\$ 2,451	163.1%	5.9%	Partial year in farebox column 2 Less money borrowed in column 4 of "other"
Medicaid Co-Pay Received	\$ 1,411	\$ 4,296	\$ 4,549	204.5%	5.9%	
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$18,685	\$ 17,471	\$ 15,000	-6.5%	-14.1%	
Bus Pass Program Revenue						

Local Government

District School Board	\$ 48,197	\$ 40,237	\$ 24,220	-16.5%	-39.6%	Less clients in columns 3 and 4 of District School Board Significant decrease in
Compl. ADA Services						TD Grant TDTF allotment from column 2 to 3. Insignificant amount in absolute
County Cash	\$ 11,971	\$ 8,424	\$ 9,200	-29.6%	9.2%	terms in "Other Cash"
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 1	\$ -	\$ -	-100.0%		
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 72,562	\$ 75,812	\$ 82,080	4.5%	8.3%	Did not apply for Rural Capital assistance in columns 2 & 4.
Non-Spons. Capital Equipment						
Rural Capital Equipment		\$ 69,883			-100.0%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						Significant drop in annual allotment of 5311 from column 2 to 3. Applied
49 USC 5310		\$ 33,164	\$ 60,000		80.9%	for 2 vehicles in column 4 of
49 USC 5311 (Operating)	\$ 115,662	\$ 94,972	\$ 97,000	-17.9%	2.1%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 83,914	\$ 84,884	\$ 90,000	1.2%	6.0%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: A & A Transport, Inc.
County: Union County

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

	Prior Year's ACTUALS from July 1st of 2010 to June 30th of 2011	Current Year's APPROVED Budget, as amended from July 1st of 2011 to June 30th of 2012	Upcoming Year's PROPOSED Budget from July 1st of 2012 to June 30th of 2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						In APD category, significant drop in both clientele and funding beginning in column 3.
Developmental Services						
Other APD (specify in explanation)	\$ 70,431	\$ 46,462	\$ 40,000	-34.0%	-13.9%	
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

S.R.E.C., meal site trips	\$ 4,085	\$ 5,285	\$ 7,000	12.8%	32.5%	For "Meal Site" increased allotment each succeeding year.
U.S. Treasury 941 refund	\$ 130			-100.0%		Amount of 941 refund minor in column 2.
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
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Balancing Revenue is Short By =		None	None			
Total Revenues =	\$428,529	\$483,205	\$431,500	12.8%	-10.7%	

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

Operating Expenditures

Labor	\$ 147,881	\$ 131,929	\$ 120,000	-10.7%	-9.0%	Drivers putting in less hours due to cutbacks in Medicaid and TD Grant funding.
Fringe Benefits	\$ 7,987	\$ 16,835	\$ 13,000	108.3%	-21.9%	FICA included in columns 3 & 4 of Fringe Benefits. Use of different services provider in column 4. From column 2 to 3 an increase in fuel prices is responsible for increase. In column 4 more significant grouping responsible for less fuel purchased. Concerted effort to decrease utilities responsible for 3 to 4.
Services	\$ 27,061	\$ 25,201	\$ 22,000	-6.9%	-12.7%	FICA included in column 2 of taxes. Less miscellaneous items to deal with or purchase after column 2. Moved into different location and had no more leases after column 3.
Materials and Supplies	\$ 51,612	\$ 63,800	\$ 52,000	23.6%	-18.5%	
Utilities	\$ 8,891	\$ 7,336	\$ 6,000	6.5%	-18.2%	
Casualty and Liability	\$ 16,371	\$ 15,147	\$ 16,000	-7.5%	5.6%	
Taxes	\$ 61,194	\$ 40,825	\$ 35,000	-33.3%	-14.3%	

Purchased Transportation:

Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other	\$ 45,304	\$ 41,443	\$ 40,000	-15.9%	-3.5%	
Miscellaneous	\$ 40,850	\$ 43,831	\$ 44,000	7.3%	0.4%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 9,558	\$ 8,559	\$ -	0.0%	-100.0%	
Contrib. to Capital Equip. Replacement Fund	\$ 10,000			-100.0%		
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect		\$ 22,500	\$ 23,500		4.4%	

Capital Expenditures

Equip. Purchases with Grant Funds		\$ 65,000	\$ 60,000		-7.7%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

Total Expenditures =	\$428,529	\$483,205	\$431,500	12.8%	-10.7%	
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Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: A & A Transport, Inc.

County: Union County

- 1 Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
- 2 Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	from July 1st of 2012 to June 30th of 2013	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	2,451
Medicaid Co-Pay Received	\$	4,549
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	15,000
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	24,220
Compt. ADA Services	\$	-
County Cash	\$	9,200
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

CTD

Non-Spons. Trip Program	\$	82,080
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	60,000
49 USC 5311 (Operating)	\$	97,000
49 USC 5311(Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	90,000
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

\$	2,451	
\$	4,549	
\$	-	
\$	-	
\$	15,000	
\$	-	

\$	24,220	
\$	-	
\$	9,200	
\$	-	
\$	-	
\$	-	
\$	-	
\$	-	
\$	-	

\$	82,080	\$	-	\$	9,120
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

\$	-	\$	-	\$	-
\$	-	\$	60,000	\$	60,000
\$	-	\$	97,000	\$	97,000
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

\$	90,000	\$	-	\$	-
\$	-	\$	-	\$	-
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\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

County: Union County

- | | | |
|---|---|--|
| <p>What amount of the <u>Subsidy Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?</p> | <p>Budgeted Rate
<u>Subsidy Revenue</u>
Excluded from the Rate Base</p> | <p>What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?</p> |
| 3 | 4 | 5 |

[illegible]

-101-

Worksheet for Program-wide Rates

CTC: A & A Transport, In Version 1.4
County: Union County

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 100,000

Rate Per Passenger Mile = \$ 1.72

Total Projected Passenger Trips = 13,000

Rate Per Passenger Trip = \$ 13.24

Fiscal Year

2012 - 2013

Avg. Passenger Trip Length = 7.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 4.32

Rate Per Passenger Trip = \$ 33.19

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

CTC: A & A Transport Version 1.4
County: Union County

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

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

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

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

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

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

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

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

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

Worksheet for Multiple Service Rates

CTG: A & A Transport Version 1.4
County: Union County

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

SECTION III: Escort Service

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

SECTION IV: Group Service Loading

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

SECTION V: Rate Calculations for Multiple Services:

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 100,000

Rate per Passenger Mile =

RATES FOR FY: 2012 - 2013				
Ambul	Wheel Chair	Stretcher	Group	
92,804	7,176	20	Leave Blank	0
\$1.64	\$2.80	\$5.84	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 13,000

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
12,060	930	10	Leave Blank	
\$12.57	\$21.55	\$44.89	\$0.00	\$0.00
			per passenger	per group

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

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	\$0.00
\$1.64	\$2.80	\$5.84	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates if No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$4.10	\$7.03	\$14.65	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$31.52	\$54.03	\$112.57	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Provider Rate				

Worksheet for Multiple Service Rates

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

2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: A & A Transport Version 1.4
County: Union County

VAN A - 2008 Chevrolet Uplander lift van - X2331B

VIN 1GBDV13W88D209097 CTD RURAL CAPITAL

MILEAGE AS OF 12-31-11 110,338 ASSISTANCE GRANT

VAN B - 2009 Dodge Caravan w/lift - white/blue stripe

VIN 1D8HN44E39B520679 - X45178

MILEAGE AS OF 12-31-11 70,622 FL. DEPT. OF TRANSPORTATION

VAN C - 2007 Honda Odyssey - 219 ICE

VIN 5FNRL38657B110546 CTD RURAL CAPITAL

MILEAGE AS OF 12-31-11 144,636 ASSISTANCE GRANT

VAN D - 2009 Turtle Top Terra lift van (2 W/C)-X26918

VIN 1GBJG31K291107936 (w/gray strip)

MILEAGE AS OF 12-31-11 64,854 FL. DEPT. OF TRANSPORTATION

VAN E - 2009 Ford Econoline E150 (Dark Blue)

VIN 1FMNE11WX9DA87861 - X52320

MILEAGE AS OF 12-31-11 45,320 F.D.O.T.

VAN F - 2010 Ford Econoline E 150 (Burgundy)

VIN 1FMNE1BW8ADA00526 - X52321

MILEAGE AS OF 12-31-11 51,799 FL. DEPT. OF TRANSPORTATION

VAN G - 1999 Dodge 3500 - N70 0GL

VIN 2B5WB35Z3XK545060

MILEAGE AS OF 12-31-11 83,867 R & A PRIVATE FUNDS

VAN I - 2009 Turtle Top Terra lift van (3 W/C)

VIN 1GBJG31K691107325 X0478B

MILEAGE AS OF 12-31-11 50,111 FL. DEPT. OF TRANS.



Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS2806
Jacksonville, FL 32204-2730

ANANTH PRASAD, P.E.
SECRETARY

Date: September 22, 2011

To: **Curtis E. Allen**
President
A & A Transport, Inc.
55 N. Lake Avenue
Lake Butler, FL 32054

RE: **Letter of Compliance with Rule Chapter 14-90, Florida Administrative Code**

Dear Mr. Allen,

I'm pleased to notify you that the Department has completed the Bus Transit System Safety and Security Compliance Audit, December 2009 and we find your agency to be in compliance with the provisions of Rule Chapter 14-90, Florida Administrative Code (F.A.C.). Thank you for addressing the "Deficiencies" and "Areas of Concern" identified by the Department during the subject audit and subsequently communicating the completion of the corrective actions through September 2011.

We appreciate the level of support and cooperation received from the agency's staff during the conduct of the compliance audit and also noted your efforts in addressing safety system compliance with the subject Rule. Per Department's Bus Transit System Safety Program Procedure 725-030-009-j, we will be returning to your agency in the Fall of 2012 for our next compliance audit. If you have any questions or would like to discuss any concerns in the meantime please contact me at (904) 360-5650. We look forward to continuing working with your agency in your efforts to serve the safe transportation needs of your constituents.

Sincerely,

Phil Worth
District Public Transportation Manager
FDOT District Two Modal Development Office
2198 Edison Avenue, MS 2813
Jacksonville, FL 32204
Phone: 904-360-5650
Email: phil.worth@dot.state.fl.us

Cc: Victor Wiley (FDOT CO); Sandra Collins (FDOT D2); Santanu Roy (HDR)

www.dot.state.fl.us

STATE OF FLORIDA

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

STANDARD COORDINATION/OPERATOR CONTRACT

THIS CONTRACT is entered into between the COMMUNITY TRANSPORTATION COORDINATOR, A & A TRANSPORT. INC., designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of UNION county, and hereinafter referred to as the "Coordinator" and THE INDUSTRIAL COMPLEX OF RAIFORD, hereinafter referred to as the "Agency/Operator". The terms and conditions of this Contract are effective February 01, 2011 and will continue through January 31, 2012.

WHEREAS, the Coordinator is required, under Rule 41-2, F.A.C., Contractual Arrangements, to provide and/or enter into where cost effective and efficient, to enter into subcontract(s) or to broker transportation services to transportation operators, and

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WHEREAS, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged, and

WHEREAS, the Coordinator desires to contract with the Agency/Operator for the provision of transportation services for the transportation disadvantaged; and

WHEREAS, the Coordinator believes it to be in the public interest to provided such transportation services through the Agency/Operator for the residents of the service area who are clients of the Agency/Operator; and

WHEREAS, the Agency/Operator will provide the Coordinator the opportunity to develop a proposal for any new transportation services needed; and

WHEREAS, the Agency/Operator, in an effort to coordinate available resources, will make available transportation services to the Coordinator.

WHEREAS, this Contract allows for the provisions of transportation services be provided by the Agency/Operator, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current Community Transportation Coordinator policies.

NOW, THEREFORE, in consideration of the mutual covenants, promises and representation herein, the parties agree as follows:

THE AGENCY/OPERATOR SHALL:

A. Provide services and vehicles according to the conditions specified in Attachment I.

B. Coordinate available resources and make available transportation services to the Coordinator. Such services shall be provided in accordance with Attachment I.

C. Submit to the Coordinator Annual Operating Report data detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission for the Transportation Disadvantaged, hereinafter Commission, and according to the instructions for the forms.

D. Comply with audit and record keeping requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Agencies/Operators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

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

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

E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Contract for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The Agency/Operator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Coordinator or Commission or this Contract. The Commission and the Coordinator shall have full access to and the right to examine any of the records and documents during the retention period.

F. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board;

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

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

G. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$200,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the Agency/Operator shall add the Coordinator as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Coordinator. The Agency/Operator shall furnish the Coordinator written verification of the existence of such insurance coverage prior to the execution of this Contract. School Board vehicle insurance coverage shall be in accordance with Section 234.03, F.S. and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Coordinator and/or the local Coordinating Board before inclusion in this Contract or in the justification of rates and fare structures, 's. 41-2.006(1), F.A.C.

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

I. Protect Civil Rights by:

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

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

b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.

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

d. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 *et seq.*, which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance.

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

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

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

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

J. Agency/Operator's obligation to indemnify, defend, and pay for the defense or at the Coordinator's option, to participate and associate with the Coordinator in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the Coordinator's notice of claim for indemnification to the Agency/Operator.

Agency/Operator's inability to evaluate liability or its evaluation of liability shall not excuse the Agency/Operator's duty to defend and indemnify within seven (7) days after such notice by the Coordinator is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the Coordinator solely negligent shall excuse performance of this provision by the Agency/Operator. Agency/Operator shall pay all costs and fees related to this obligation and its enforcement by the Coordinator. The Coordinator's failure to notify Agency/Operator of a claim shall not release Agency/Operator of the above duty to defend.

K. Comply with all standards and performance requirements of:

1. The Commission for the Transportation Disadvantaged (Attachment II)

2. The local Coordinating Board approved Transportation Disadvantaged Service Plan; and

3. Any entities that purchase service.

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

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

M. All contracts, subcontracts, and coordination contracts will be reviewed annually by the Coordinator and Local Coordinating Board for conformance with the requirements of this Contract.

N. Return to the Coordinator any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Agency/Operator by the Coordinator. The Agency/Operator shall return any overpayment within thirty (30) calendar days after either discovery by the Agency/Operator, or notification of the Agency/Operator by the Coordinator or entity purchasing transportation, whichever is earlier. In the event that the Coordinator first discovers an overpayment has been made, the Coordinator will notify the Agency/Operator by letter of such a finding. Should repayment not be made in a timely manner, the Coordinator or purchasing entity will charge interest thirty (30) calendar days after the date of notification or discovery, or the Coordinator will deduct said amount from future invoices.

O. In performing this Contract, the Agency/Operator shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Agency/Operator shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such contractors to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The Agency/Operator shall post, in conspicuous places available to employees and applicants

for employment for Project work, notices setting forth the provisions of the nondiscrimination clause.

P. By execution of this Contract, the Agency/Operator represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the Agency/Operator under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

THE COORDINATOR SHALL:

A. Recognize the Agency/Operator as described in Chapter 427, F.S., and Rule 41-2, F.A.C.

B. Insure that entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the coordinated system.

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

THE AGENCY/OPERATOR AND COORDINATOR FURTHER AGREE:

A. Nothing in the Contract shall require the Coordinator to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the Coordinator in writing in order that appropriate changes and modification may be made by the Coordinator and the Agency/Operator to the end that the Agency/Operator may proceed as soon as possible with the provision of transportation services.

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

C. Termination Conditions:

1. *Termination at Will* - This Contract may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.

2. *Termination Due to Lack of Designation* - In the event that the Coordinator so designated by the Local Coordinating Board and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt

requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

3. *Termination Due to Disapproval of Memorandum of Agreement* - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

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

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

6. Upon receipt of a notice of termination of this Contract for any reason, the Agency/Operator shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the Coordinator within thirty (30) days after the termination of this Contract.

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

E. Agency/Operator shall assign no portion of this Contract without the prior written consent of the Coordinator.

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

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

H. Notice and Contact:

The name and address of the contract manager for the Coordinator for this Contract is:

Curtis E. Allen
c/o A & A Transport, Inc.
55 N. Lake Avenue
Lake Butler, Fl, 32054-1733

The representative/position of the Agency/Operator responsible for administration of the program under this contract is:

Michelle Thornton, Asst. Executive Director
c/o The Industrial Complex of Raiford
PO Box 368
Raiford, Fl 32083

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

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

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

AGENCY/OPERATOR:	COMMUNITY TRANSPORTATION COORDINATOR
Industrial Complex of Raiford	A & A Transport, Inc.

Typed name of Authorized Individual	Typed Name of Authorized Individual
-------------------------------------	-------------------------------------

Michelle Thornton

Curtis E. Allen

Signature/ 

Signature: 

Title: <u>Asst. Executive Director</u>	Title: <u>President</u>
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ATTACHMENT I

AGENCY/OPERATOR CONTRACT SERVICE DESCRIPTION

1. The Agency/Operator will be able to provide:
(Type of Service - ambulatory, only)
2. The Agency/Operator will be available to provide transportation

(8:00 A.M. – 4:00 P.M.) (Monday – Friday)

Days Agency/Operator will not be able to provide services: (Saturdays, Sundays, New Year's Day (2 days), Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day (2 days), Christmas Day (2 days) NOTE: All holidays falling of Saturday will be taken on Friday while all holidays falling on Sunday will be taken on the following Monday.

3. Vehicles Agency/Operator will use to transport all passengers

1 (one) 2003 E-350 SD 15-passenger Ford Econoline

1 (one) 1999 Ford Club Wagon 15-passenger van

4. Vehicle/Equipment Standards (if any)

All equipment listed on pre-trip inspection sheet (found in included System Safety Program Plan) which is included as a part of this contract.

5. Driver Requirements are included in the Driver's Manual in the System Safety Program Plan.

6. Training Requirements are included in the Drivers Manual in the System Safety Program Plan.

7. Agency/Operator Fare Structure (on page #13)

Provider will provide ambulatory transportation from home of their employees/trainees to the ICR and back to home, and for trips during work-related hours for work or training purposes.

8. Billing/Invoicing and Reimbursement procedure for Agency/Operator.

Provider shall fax daily client sheets each Friday and on the last day of the month to the coordinator. (386)496-1956.

Coordinator will bill within 7 days of the end of each month.

9. Reporting Requirements.

Pre-trip inspection sheets will be performed by drivers on each van, turned in at end of week and kept on file for inspection.

The provider shall be responsible for completing quarterly operating reports. (No blanks; fill in all applicable information), maintain info required to complete the annual operating report (reporting period of July-June), and turn in to the coordinator by August 1. Any other reporting required by attachments.

ATTACHMENT II

The Commission for the Transportation Disadvantaged

Standards and Performance Requirements

Pursuant to Rule 4 1-2.006, Florida Administrative Code, the Community Transportation Coordinator and any Transportation Operator/Agency from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards shall include:

- (a) Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration;
- (b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;
- (c) Child restraint devices shall be determined locally as to their use, responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;
- (d) 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;
- (e) Vehicle transfer points shall provide shelter, security, and safety of passengers;
- (f) 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 Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board;
- (g) 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;
- (h) Interior of all vehicles shall be free from 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;
- (i) Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the Local Coordinating Board and provided in the local

Transportation Disadvantaged Service Plan. All bills shall be paid within fifteen (15) 26 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, except in instances where the Community Transportation Coordinator is a non-governmental entity,

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system:

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

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

(m) 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 utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also 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 wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;

(n) All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the Rule;

(o) All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not

Transportation Disadvantaged Service Plan. All bills shall be paid within fifteen (15) 26 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, except in instances where the Community Transportation Coordinator is a non-governmental entity,

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system:

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(m) 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 utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also 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 wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;

(n) All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the Rule;

(o) All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not

equipped with an air conditioner and/or heater shall have two years to be in compliance after the adoption date of this section of the Rule;

(r) First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan; and

(s) Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

LIST OF OPTIONAL ADDITIONAL ATTACHMENTS

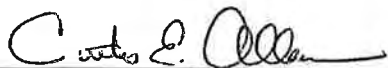
Transportation Disadvantaged Service Plan (Asst. Executive Director already has the most current TDSP)

Coordinator's and Local Coordinating Board's Grievance Procedures (Asst. Executive Director already has a copy of the "Board's Grievance Procedures")

Coordinator's Safety System Plan (Asst. Executive Director already has the most current SSPP)

Annual Operating Report Instructions/Forms (Asst. Executive Director already has the most current AOR Instructions/Forms)

Agreed to this 1st day of February 2011.



**Curtis E. Allen, President
Chairman of the Board**
A & A Transport, Inc.
55 North Lake Avenue
Lake Butler, Fl. 32054-1733



Industrial Complex of Raiford
P.O. Box 368 Raiford, Fl. 32083

Exhibit A

1. Amount to be retained of the allocation for Area Waiver Transportation Services in Union County to A & A Transport (designated recipient) is based on an administrative fee of 15% or \$1.36 of the \$9.06 per passenger per one-way trip.

2. Industrial Complex of Raiford (ICR) shall provide passenger manifests to A & A Transport on a weekly basis for data entry billing purposes, and A & A Transport shall prepare the billing for transportation services once monthly to the Agency for Persons with Disabilities. Weekly manifest information shall be provided on a form as designed by A & A Transport, Inc. The form shall declare passenger trip information by passenger name alphabetically, how many one-way passenger trips per day, date of travel, and origin and destination.

REQUIRED

COVER LETTER

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION

GRANT APPLICATION

A & A Transport, Inc. (agency name) submits this Application for the Section 5311 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

A & A Transport, Inc. (agency name) further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless the Department and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

This Application is submitted on this 21st day of February, 201 3 with two (2) original resolutions or certified copies of the original resolution authorizing Curtis E. Allen, President (Name & Title) to sign this Application.

Agency Name A & A Transport, Inc.

By Curtis E. Allen Date 02-21-2013

Title Curtis E. Allen, President

RESOLUTION NUMBER: A & A 109


THIS RESOLUTION of the governing board of A & A Transport, Inc. (hereinafter the "Applicant") authorizes the below named designee on behalf of the Applicant, to sign and submit grant application(s) required supporting documents, certifications and assurances to the Florida Department of Transportation, to accept grant award(s) from and to execute and administer related joint participation agreement(s) with the Florida Department of Transportation, and to purchase vehicles and/or equipment and/or expend grant funds pursuant to grant award(s).

WHEREAS, the Applicant desires to and has the fiscal and managerial capability, matching funds and legal authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended, including but not limited to 49 U.S.C Sections 5310 and 5311, where applicable.

NOW, THEREFORE BE IT RESOLVED BY THE APPLICANT:

1. The above recitals are true and correct and are incorporated herein as if fully set forth in the body of this Resolution.
2. This resolution applies to Federal Program(s) under 49 U.S.C. Section(s) **5311**.
3. The submission of grant application(s) required supporting documents, certifications and assurances to the Florida Department of Transportation is approved.
4. **Curtis E. Allen, President** or his/her duly appointed successor in title is hereby designated and authorized to on behalf of the Applicant, sign and submit application(s) and all required supporting documents, give all required certifications and assurances, accept grant award(s) from and execute and administer related joint participation agreement(s) with the Florida Department of Transportation, purchase vehicles/equipment and/or expend grant funds pursuant to a grant award, unless and until this authorization is specifically rescinded and written notice thereof is sent by certified mail, return receipt requested, to and received by the Florida Department of Transportation at the following address: **Attention: Phil Worth, District Modal Development Administrator, 2198 Edison Avenue, MS 2813, Jacksonville, FL 32204.**
5. **Curtis E. Allen, President** is also hereby designated and authorized to sign requests for Joint Participation Agreement Time Extensions as may be required.

The foregoing resolution was **DULY PASSED, ADOPTED AND** became **EFFECTIVE** at a duly called and convened meeting of the Applicant held on the **21st** day of **February** 2013.

By: 
(Original Signature, Chairman of the Board)
Curtis E. Allen, President

ATTEST:


(Original Signature, Clerk/Secretary)

Brigitte D. Slocumb,
Asst. Dispatcher/Scheduler/Secretary

PART B**APPLIES TO ALL APPLICANTS FOR OPERATING ASSISTANCE**

FORM B-1
TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE
EXPENSES

Name of Applicant:A & A Transport, Inc.State Fiscal period requesting funding for, from 2013 to 2014

EXPENSE CATEGORY	TOTAL EXPENSE	FTA ELIGIBLE EXPENSE
Labor (501)	\$ 120,000.00	\$ 120,000.00
Fringe and Benefits (502)	13,000.00	13,000.00
Services (503)	22,000.00	22,000.00
Materials and Supplies (504)	40,000.00	40,000.00
Vehicle Maintenance (504.01)	12,000.00	12,000.00
Utilities (505)	29,500.00	29,500.00
Insurance (506)	16,000.00	16,000.00
Licenses and Taxes (507)	35,000.00	35,000.00
Purchased Transit Service (508)	40,000.00	40,000.00
Miscellaneous (509)	54,000.00	54,000.00
Leases and Rentals (512)	0.00	0.00
Depreciation (513)	50,000.00	
TOTAL	\$ 431,500.00	\$ 381,500.00 (a)

SECTION 5311 GRANT REQUEST

Total FTA Eligible Expenses (from Form B-1, above) \$ 381,500.00 (a)

Rural Passenger Fares (from Form B-2) \$ 7,000.00 (b)

Operating Deficit \$ 374,500.00 (c)
 [FTA Eligible Expenses (a) minus Rural Passenger Fares (b)]

Section 5311 Request \$ 168,470.00 (d)
 (No more than 50% of Operating Deficit)

Grant Total All Revenues (from Form B-2) \$ 431,500.00 *(e)

Note: If Grand Total Revenues (e) exceeds FTA Eligible Expenses (a), reduce the Section 5311 Request (d) by that amount.

PART B

APPLIES TO ALL APPLICANTS FOR OPERATING ASSISTANCE


FORM B-2

TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE REVENUES

Name of Applicant: A & A Transport, Inc.

State Fiscal period requesting funding for, from 2013 to 2014

OPERATING REVENUE CATEGORY	TOTAL REVENUE	REVENUE USED AS FTA MATCH
Passenger Fares for Transit Service (401)	Total= \$ Rural = \$ 7,000.00 (b)	
Special Transit Fares (402)	90,000.00	90,000.00
School Bus Service Revenues (403)	24,220.00	
Freight Tariffs (404)		
Charter Service Revenues (405)		
Auxiliary Transportation Revenues (406)		
Non-transportation Revenues (407)	15,000.00	15,000.00
Total Operating Revenue	\$ 136,220.00	\$ 105,000.00
OTHER REVENUE CATEGORY		
Taxes Levied directly by the Transit System (408)		
Local Cash Grants and Reimbursements (409)	9,200.00	9,200.00
Local Special Fare Assistance (410)		
State Cash Grants and Reimbursements (411)	189,080.00	189,080.00
State Special Fare Assistance (412)		
Federal Cash Grants and Reimbursements (413)	97,000.00	97,000.00
Interest Income (414)		
Contributed Services (430)		
Contributed Cash (431)		
Subsidy from Other Sectors of Operations (440)		
Total of Other Revenue	\$ 295,280.00	\$ 295,280.00
GRAND TOTAL ALL REVENUE	\$ 431,500.00	\$ 400,280.00 (e)

1. TYPE OF SUBMISSION:			Pre-application – place an x in the box		
Application – place an x in the box			[] construction		
[] construction			[] non-construction		
<input checked="" type="checkbox"/> non-construction			Applicant Identifier		
2. DATE SUBMITTED February 13, 2013			State Application Identifier		
3. DATE RECEIVED BY STATE			Federal Identifier		
4. DATE RECEIVED BY FEDERAL AGENCY					
5. APPLICANT INFORMATION					
Legal Name:			Organizational Unit:		
A & A Transport, Inc.			Department:		
Organizational DUNS: DUNS #80-939-7102			Division:		
Address: 55 North Lake Avenue			Name and telephone number of person to be contacted on matters involving this application (give area code)		
Lake Butler, FL 32054-1733					
Street: 55 North Lake Avenue			Prefix: Mr. First Name: Curtis		
City: Lake Butler			Middle Name: Eugene		
County: Union			Last Name: Allen		
State: Florida Zip Code 32054-1733			Suffix:		
Country: U.S.A.			Email: ceallen1954@yahoo.com		
6. EMPLOYER IDENTIFICATION NUMBER (EIN): (Replace these boxes with numerals)			Phone Number (give area code)		
59-2342930			(386) 496-2056		
			Fax Number (give area code) (386) 496-1956		
8. TYPE OF APPLICATION:			7. TYPE OF APPLICANT: (See back of form for Application Types)		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Continuation <input type="checkbox"/> Revision			O. Not for Profit Organization		
If Revision, enter appropriate letter(s) in box(es) <input type="checkbox"/> <input type="checkbox"/>			Other (specify)		
(See back of form for description of letters.)					
Other (specify)					
10. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: (Replace these boxes with numerals)			9. NAME OF FEDERAL AGENCY:		
U.S.C. Section 5311 FORMULA GRANTS FOR 20-509			Federal Transit Administration		
TITLE (Name of Program): RURAL AREAS PROGRAM					
12. AREAS AFFECTED BY PROJECT (Cities, Counties, States, etc.):			11. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT:		
Union County			Use Section 5311 Federal Grant funds to assist in paying operating expenses		
13. PROPOSED PROJECT			14. CONGRESSIONAL DISTRICTS OF:		
Start Date: 07-01-2013			a. Applicant 4		
Ending Date: 06-30-2013			b. Project 4		
15. ESTIMATED FUNDING:			16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? Yes		
a. Federal	\$	168,470.00	a. Yes. <input checked="" type="checkbox"/> THIS PREAPPLICATION /APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: 02-20-13		
b. Applicant	\$		DATE: February 20, 2013		
c. State	\$		b. No. <input type="checkbox"/> PROGRAM IS NOT COVERED BY E. O. 12372.		
d. Local	\$	168,470.00	<input type="checkbox"/> PROGRAM HAS NOT BEEN SELECTED BY STATE FOR REVIEW		
e. Other	\$		17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? No		
f. Program Income	\$		<input type="checkbox"/> Yes. If "Yes" attach an explanation.		
g. TOTAL	\$	336,940.00	<input checked="" type="checkbox"/> No		
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT. THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.					
a. Authorized Representative					
Prefix: Mr.		First Name: Curtis		Middle Name: Eugene	
Last Name: Allen				Suffix:	
b. Title: President				c. Telephone Number (give area code) (386) 496-2056	
d. Signature of Authorized Representative: 				e. Date Signed: February 20, 2013	

All Applicants

EXHIBIT A-1 FACT SHEET

	CURRENTLY	IF GRANT IS AWARDED *
1. Number of one-way passenger trips.* PER YEAR	12,736	13,000
2. Number of individuals served unduplicated (first ride per rider per fiscal year). PER YEAR	687	700
3. Number of vehicles used for this service. ACTUAL	8	8
4. Number of ambulatory seats. AVERAGE PER VEHICLE (Total ambulatory seats divided by total number of fleet vehicles)	6.25	6.25
5. Number of wheelchair positions. AVERAGE PER VEHICLE (Total wheelchair positions divided by total number of fleet vehicles)	1	1
6. Vehicle Miles traveled. PER YEAR	150,000	150,000
7. Average vehicle miles PER DAY	75	75
8. Normal vehicle hours in operation. PER DAY	4	4
9. Normal number of days in operation. PER WEEK	5+	5+
10. Trip length (roundtrip). AVERAGE	15-16	15-16

* One way passenger trip is the unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip

GRANT PROPOSAL

U.S.C. Section 5310

**FORMULA GRANTS for the ENHANCED
MOBILITY of SENIORS and INDIVIDUALS
with DISABILITIES PROGRAM**

APPLICATION for OPERATING ASSISTANCE

from

INDUSTRIAL COMPLEX of RAIFORD

February 22, 2013

**Authorized
Representative:**

Lana M. Thornton
Phone: (386) 431-1898
Cell: (904) 966-1840

EXECUTIVE BOARD OF DIRECTORS

J.D. Griffis, Chairman
Ressie Griffis, President
Greg Griffis, Sec./Treas.
Richard Griffis, Vice President
Lowell Shadd, Vice Sec./Treas.

**INDUSTRIAL COMPLEX
OF
RAIFORD**



P.O. Box 368
Raiford, FL 32083
(386) 431-1898
FAX: (386) 431-1993

Ouida L. McGahee, Executive Director
Michelle Thornton, Asst. Exec. Director

COVER LETTER

**STATE OF FLORIDA - DEPARTMENT OF TRANSPORTATION
SECTION 5310 GRANT APPLICATION**

Industrial Complex of Raiford (ICR) submits this Application for the Section 5310 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

Industrial Complex of Raiford (ICR) further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless the Department and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense arising out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

This Application is submitted on this 15th day of February, 2013 with two (2) original resolutions or certified copies of the original resolution authorizing **Lana Michelle Thornton**, Assistant Executive Director of the Industrial Complex of Raiford to sign this Application.

Industrial Complex of Raiford

By: **Lana Michelle Thornton** Date: 2/15/2013

Title: **Assistant Executive Director**

Signature *Lana Michelle Thornton*

RESOLUTION NUMBER: [REDACTED]

THIS RESOLUTION of the **BOARD of DIRECTORS of the INDUSTRIAL COMPLEX of RAIFORD** (hereinafter the "Applicant") authorizes the below named designee on behalf of the Applicant, to sign and submit grant application(s) required supporting documents, certifications and assurances to the Florida Department of Transportation, to accept grant award(s) from and to execute and administer related joint participation agreement(s) with the Florida Department of Transportation, and to purchase vehicles and/or equipment and/or expend grant funds pursuant to grant award(s).

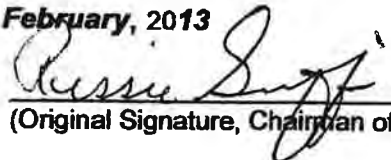
WHEREAS, the Applicant desires to and has the fiscal and managerial capability, matching funds and legal authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended, including but not limited to 49 U.S.C Sections 5310 and 5311, where applicable.

NOW, THEREFORE BE IT RESOLVED BY THE APPLICANT:

1. The above recitals are true and correct and are incorporated herein as if fully set forth in the body of this Resolution.
2. This resolution applies to Federal Program(s) under 49 U.S.C. Section(s) **5310**.
3. The submission of grant application(s) required supporting documents, certifications and assurances to the Florida Department of Transportation is approved.
4. **LANA MICHELLE THORNTON, Assistant Executive Director** or his/her duly appointed successor in title is hereby designated and authorized to on behalf of the Applicant, sign and submit application(s) and all required supporting documents, give all required certifications and assurances, accept grant award(s) from and execute and administer related joint participation agreement(s) with the Florida Department of Transportation, purchase vehicles/equipment and/or expend grant funds pursuant to a grant award, unless and until this authorization is specifically rescinded and written notice thereof is sent by certified mail, return receipt requested, to and received by the Florida Department of Transportation at the following address: **Attention: Phil Worth, District Modal Development Administrator, 2198 Edison Avenue, MS 2813, Jacksonville, FL 32204**.
5. **RESSIE GRIFFIS, President, ICR**, is also hereby designated and authorized to sign requests for Joint Participation Agreement Time Extensions as my be required.

The foregoing resolution was **DULY PASSED, ADOPTED AND** became **EFFECTIVE** at a duly called and convened meeting of the Applicant held on the **15th** day of **February, 2013**

By:


(Original Signature, Chairman of the Board)

**Ressie Griffis, President, acting
Chairman of the Board of Directors**

ATTEST:


(Original Signature, Clerk/Secretary) (Stamp corporate seal here :)

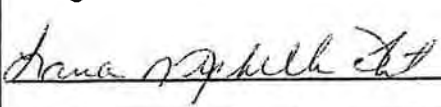
Ouida L. McGahee, Executive Director / Notary



EXHIBIT A-1 -- FACT SHEET

	CURRENTLY	IF GRANT IS AWARDED (Estimates are acceptable.)
1. Number of total one-way trips served by the agency PER YEAR (for all purposes)*	12,532	12,908
2. Number of one-way trips provided to elderly and persons with disabilities (including New Freedom Trips) PER YEAR*	12,382	12,753
3. Number of individual Elderly and Disabled and New Freedom unduplicated riders (first ride per rider per fiscal year) PER YEAR	33	34
4. Number of vehicles used to provide Elderly and Disabled and New Freedom service ACTUAL	2	2
5. Number of vehicles used to provide Elderly and Disabled and New Freedom service eligible for replacement ACTUAL	2	2
6. Vehicle miles traveled to provide Elderly and Disabled and New Freedom service PER YEAR	49,935	51,433
7. Normal number of days that vehicles are in operation to provide Elderly and Disabled and New Freedom service PER WEEK	5	5
8. Posted hours of normal operation to provide Elderly and Disabled and New Freedom service PER WEEK	M – F: 28 Saturday: 0 Sunday: 0 Total (WEEK): 28	M – F: 30 Saturday: 0 Sunday: 0 Total (WEEK): 30

- One way passenger trip is the unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip.
- Used estimated 3% increase (factor x 1.03) – if grant is awarded.

APPLICATION FOR FEDERAL ASSISTANCE		Standard Form 424 - Version 7/03 (Rev. 9-2003); Prescribed by OMB Circular A-102	
1. TYPE OF SUBMISSION:			
Application - place an x in the box [] construction [x] non-construction		Pre-application - place an x in the box [] construction [] non-construction N/A	
2. DATE SUBMITTED - February 15, 2013		Applicant Identifier	
3. DATE RECEIVED BY STATE		State Application Identifier	
4. DATE RECEIVED BY FEDERAL AGENCY		Federal Identifier	
5. APPLICANT INFORMATION			
Legal Name: Industrial Complex of Raiford		Organizational Unit: N/A	
Organizational DUNS: 362042897		Division: N/A	
Address: P.O. Box 368 Raiford, FL 32083		Name and telephone number of person to be contacted on matters involving this application:	
Street: County Rd. 229		Prefix: Ms. First Name: Lana	
City: Raiford		Middle Name: Michelle	
County: Union		Last Name: Thornton	
State: Florida	Zip Code: 32083	Suffix:	
Country: USA		Email: icr32083@yahoo.com	
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 59-2134008		Phone Number: (386) 431-1898	
Fax Number: (386) 431-1993			
8. TYPE OF APPLICATION: NEW		7. TYPE OF APPLICANT: O. Not-for-Profit Organization - 501(C)(3)	
10. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 20-513 TITLE (Name of Program): Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program		9. NAME OF FEDERAL AGENCY: Federal Transit Administration	
12. AREAS AFFECTED BY PROJECT: Union County, Florida		11. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Operating Assistance for Transportation of low-income Developmentally Disabled Adults commuting to training / jobs in or near Union County, Florida	
13. PROPOSED PROJECT		14. CONGRESSIONAL DISTRICTS OF:	
Start Date: Oct. 1, 2013	End Date: Sept. 30, 2014	a. Applicant: 4 b. Project: 4	
15. ESTIMATED FUNDING:		16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?	
a. Federal	\$ 49,127	.00	a. YES. THIS PREAPPLICATION /APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON:
b. Applicant	\$ 49,127	.00	DATE: February 15, 2013
c. State	\$ 0	.00	
d. Local	\$ 0	.00	
e. Other	\$ 0	.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? NO
f. Program Income	\$ 0	.00	
g. TOTAL	\$ 98,254	.00	
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT. THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.			
a. Authorized Representative			
Prefix: Ms.		First Name: Lana	Middle Name: Michelle
Last Name: Thornton		Suffix: n/a	
b. Title: Assistant Executive Director, ICR		c. Telephone Number: (386) 431-1898	
d. Signature of Authorized Representative: 		e. Date Signed: February 15, 2013	

APPLIES TO ALL APPLICANTS FOR OPERATING ASSISTANCE

FORM B-1

TRANSPORTATION-RELATED OPERATING and
ADMINISTRATIVE EXPENSESName of Applicant: **INDUSTRIAL COMPLEX of RAIFORD (ICR)**Fiscal period from **10/1/2011 to 9/30/2012**

EXPENSE CATEGORY	TOTAL EXPENSE	FTA ELIGIBLE EXPENSE
Labor (501)	\$ 33,365.20	\$ 33,365.20
Fringe and Benefits (502)		
Services (503)		
Materials and Supplies (504)		
Vehicle Maintenance (504.01)	26,574.71	26,574.71
Utilities (505)	3,600.46	3,600.46
Insurance (506)	3,988.00	3,988.00
Licenses and Taxes (507)	953.71	953.71
Purchased Transit Service (508)		
Miscellaneous (509)	26,420.34	26,420.34
Leases and Rentals (512)	3,351.60	3,351.60
Depreciation (513)		
TOTAL	\$ 98,254.02	\$ 98,254.02 (a)

SECTION 5310 GRANT REQUEST

Total FTA Eligible Expenses (from Form B-1, above)	\$ 98,254.02 (a)
Rural Passenger Fares (from Form B-2)	\$ 0.00 (b)
Operating Deficit [FTA Eligible Expenses (a) minus Rural Passenger Fares (b)]	\$ 98,254.02 (c)
Section 5310 Request (No more than 50% of Operating Deficit)	\$ 49,127.01 (d)
Grand Total - All Revenues (from Form B-2)	\$ 33,943.26 *(e)

Note: If Grand Total Revenues (e) exceeds FTA Eligible Expenses (a), reduce the Section 5310 Request (d) by that amount.

PART B**APPLIES TO ALL APPLICANTS FOR OPERATING ASSISTANCE****FORM B-2****TRANSPORTATION-RELATED OPERATING
and ADMINISTRATIVE REVENUES****Name of Applicant:** INDUSTRIAL COMPLEX of RAIFORD (ICR)**Fiscal period from** 10/1/2011 **to** 9/30/2012

OPERATING REVENUE CATEGORY	TOTAL REVENUE	REVENUE USED AS FTA MATCH
Passenger Fares for Transit Service (401)	Total = \$ Rural =\$ (b)	
Special Transit Fares (402)		
School Bus Service Revenues (403)		
Freight Tariffs (404)		
Charter Service Revenues (405)		
Auxiliary Transportation Revenues (406)		
Non-transportation Revenues (407)		
Total Operating Revenue	\$ 0.00	\$ 0.00
OTHER REVENUE CATEGORY		
Taxes Levied directly by the Transit System (408)		
Local Cash Grants and Reimbursements (409)		
Local Special Fare Assistance (410)		
State Cash Grants and Reimbursements (411)		
State Special Fare Assistance (412)	\$ 33,943.26	\$ 33,943.26
Federal Cash Grants and Reimbursements (413)		
Interest Income (414)		
Contributed Services (430)		
Contributed Cash (431)		
Subsidy from Other Sectors of Operations (440)		
Total of Other Revenue	\$ 33,943.26	\$ 33,943.26
GRAND TOTAL ALL REVENUE	\$ 33,943.26	\$ 33,943.26 (e)

CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY ^(a)

Name of Applicant: Industrial Complex of Raiford

Date of Inventory: 2/19/13

Model Yr. (b)	Make/size/type (C)	FDOT control # or VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/Yr.	Current Mileage	Expected retirement date	Other equipment (e)	Funding source (f)
2000	Chevy Express G3-500	41171292	NONE	12 + 0	46,160	121,154	2015	NONE	ICR
2003*	Ford E-350 XL Super Duty	B47849	NONE	12 + 0	46,160	131,087	2013	NONE	ICR
2012	Glaval Bus	C1180260 FDOT # 91211	Braun Century 2 Series	12 + 2	46,160	2256	2020	NONE	5310 Grant

(a) Applicants must use this form.

(b) Identify vehicles to be replaced with this or other grant by placing an asterisk (*) next to the model year. In Exhibit B of the application, provide the name of the lessee or contractor, if applicable.

(c) For example, Ford 22' bus; Dodge converted van.

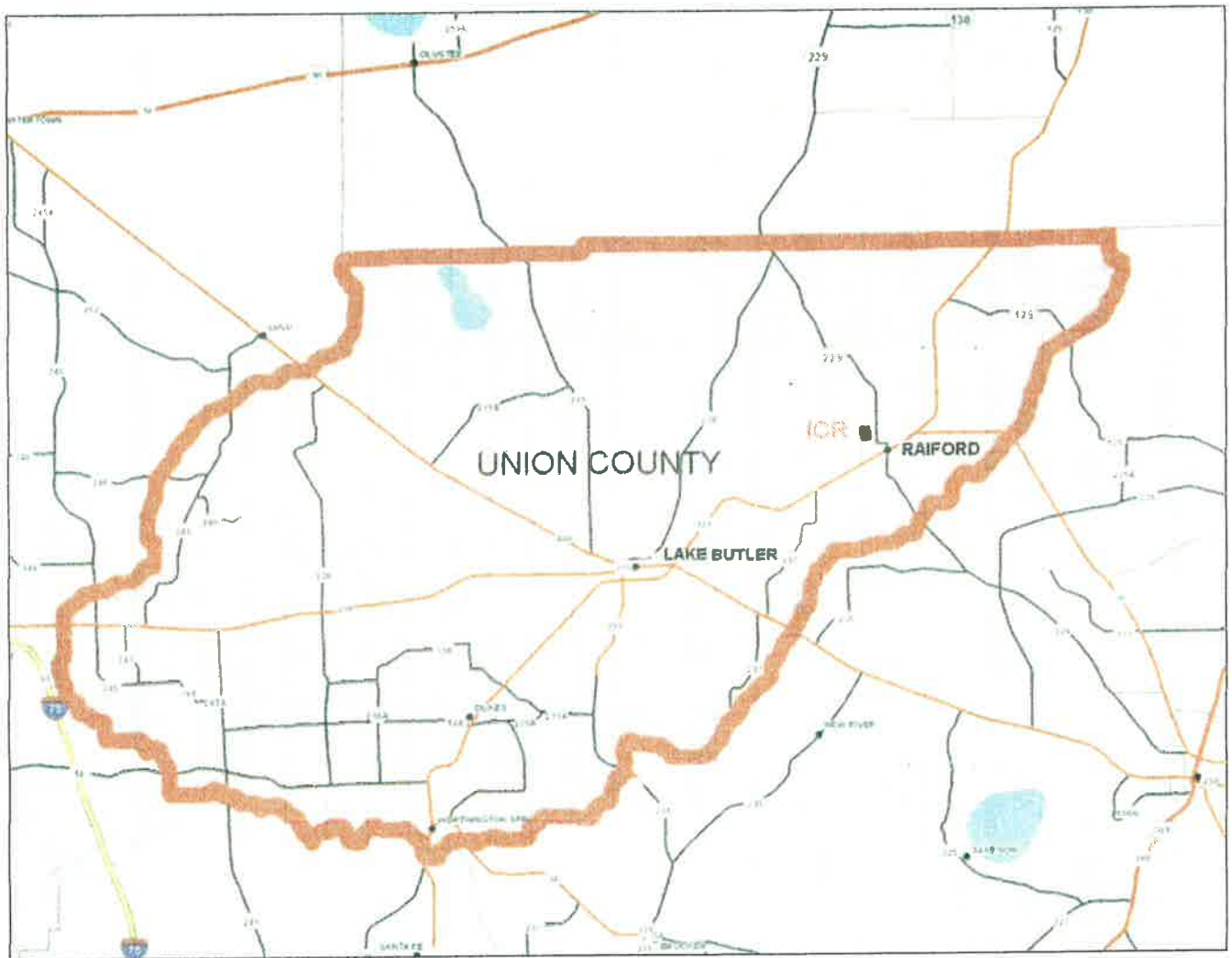
(d) Show FDOT control number and VIN if bought with grant through FDOT. If bought through other funding, list the complete VIN.

(e) Include computer hardware and software, copiers, printers, mobile radios, communication systems, etc.

(f) Identify the grant or other funding source used for purchasing the vehicle/equipment.

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

SERVICE AREA MAP (Existing & Proposed)



MAP: Union County, Florida (shaded area, border outlined in red)

1) EXISTING SERVICE: All transportation assets, operated by the Industrial Complex of Raiford (ICR), presently serve all adults with developmental (mental) disabilities who reside in Union County (shown in map above) and are enrolled at ICR for basic job skills training and work. ICR vans pick up these disabled adults, transport them to ICR, and return them to their residences, Monday through Friday.

2) PROPOSED SERVICE: In order to sustain ICR's paratransit service, 5310 Operating Assistance Grant funds are being sought. An increase in paratransit operations funding (through the 5310 Grant process) and a new vehicle (that will be received in the near future) would allow for greater distances (primarily on rural roads) to be covered to reach more disabled clients both within and outside Union County with greater reliability and safety. The possibility of providing transportation assets to further augment the Union County, FL CTC (A & A Transport, Inc.) is also a possibility.

EXHIBIT - A

CURRENT SYSTEM DESCRIPTION

The primary mission of Industrial Complex of Raiford (ICR) is to provide basic vocational education for mentally disabled adults and provide a warm and friendly work environment so that the disabled clients (consumers) may learn and practice their acquired skills. Some of ICR's vocational trainees are physically disabled (non-ambulatory) as well. Though there is no requirement for compensation, nominal pay is provided. ICR provides vocational training and transportation to any qualified resident of Union County, Florida without regard to race, gender, ethnicity, or religion. It is the only facility of its kind in Union County.

Industrial Complex of Raiford is a 501(C)(3) non-profit organization, with an active Board of Directors and staff. The staff consists of five employees, which includes an Executive Director and an Assistant Executive Director who manage operations on a daily basis. The other three employees oversee the vocational training and tasking, and serve as drivers who transport the disabled clients to and from ICR. ICR operates under contract with and is funded through the Union County School Board to provide basic vocational skills training for adults with mental disabilities.

The system for transporting disabled to and from ICR is provided by ICR, and consists of one – well worn -12 passenger van and a new van procured through a recent 5310 FDOT Grant award. Drivers include one full time, and three part time driver / employees. The Assistant Executive Director oversees the insurance, training and management of ICR's transportation system. If operating assistance is granted through the 5310 program, funds will be available for FY 2014 to sustain the paratransit service provided by ICR in order to help fulfill it's primary mission. Only qualified drivers are – and will

be - assigned the task of driving the disabled clients to and from the facility. The primary driver has at least two years experience driving and transporting the disabled clients.

All maintenance for transportation vehicles at ICR is outsourced. Wheel / Tire maintenance and engine repairs are accomplished by Mosley Tire (Starke, FL), Oil / Fluid maintenance is provided by Revels Fast Lube (Starke, FL), and Douglas Battery Co. (Starke, FL) provides battery maintenance and replacement.

ICR provides transportation for all it's handicapped vocational trainees to and from the facility, operating under a Coordination Agreement with the CTC for Union County, FL (A & A Transport, Inc.). Presently, ICR provides transportation for (33) disabled adults, twice per day, five days per week - only within the boundaries of Union County, Florida. Primary routes are to residential facilities for the disabled near Raiford and Hwy 121 to transport clients to and from Lake Butler. 5310 Operating Assistance funding would allow ICR to continue the safe reliable transportation of mentally and / or physically disabled adults and potentially allow further augmentation of the CTC's operations, based in nearby Lake Butler.

Exhibit B

PROPOSED PROJECT DESCRIPTION

- 1) The current upgrade project will allow the present transporting service to continue, allow for the possibility of expansion, and make possible the opportunity to supplement the services of the CTC in nearby Lake Butler (Union Co., FL). The 5310 Operating Assistance Grant award would be used to allow for better maintenance, training, and administration of the transportation program at the Industrial Complex of Raiford (ICR). The previous 5310 Capital Assistance Grant has made possible the replacement of one of the two worn out vehicles, added a powered wheelchair lift to better serve those that are also partially or completely non-ambulatory, and bolstered safety, efficiency, and operational capability. That well-worn vehicle will be kept in service temporarily as a back-up for the older vehicle due to be replaced. Grant funding would also allow ICR to be ready for safe and reliable service to the mentally disabled (many of whom are from low income backgrounds) further away from it's facility and provide an option for supplementing the operations of the CTC, if needed.
- 2) Recent census data shows that there are over 400 non-institutionalized mentally disabled adults residing in Union County. At this time, ICR serves 33 of these residents, but has the capacity for more, though it is not allowed to aggressively seek additional vocational trainees. ICR does not provide a fixed route / scheduled transit system, but, as intended by the New Freedom components of the 5310 Program, provides paratransit service outside the routes and $\frac{3}{4}$ mile stipulations of the Americans with Disabilities Act (ADA), and provides to ICR's vocational trainees / workers same-day service to and from their residences.
- 3) Service is currently within 30 miles of ICR (only in Union County). Currently, routing is restricted to residential facilities for the mentally disabled near Raiford and Lake Butler. More reliable transportation assets will allow for commutes to the extremities of the county and perhaps beyond. Since ICR does not provide regular service along fixed routes, route maps are not provided.
- 4) The mentally handicapped adults (non-institutionalized) in Union County are the current *target* population for ICR and it's transportation capability. We estimate that at least 34 could be easily served with approximately 12,753 one way trips per year. (ref: Form A-1)
- 5) The gap in CTC (A & A Transport, Inc.) transit service for adult mentally disabled vocational trainees is filled by ICR's transportation assets. ICR's paratransit assets operate in accordance with a Coordination Agreement with the CTC.
- 6) The 2000 Census reveals that approximately 9.7% of Union County, FL Residents who are 16 to 64 years old and not institutionalized have work disabilities (re: Union County TDSP, p. 13). Chapter 427, Florida Statutes defines "transportation" as

disadvantaged” as those who cannot transport themselves or purchase transportation because of physical or mental disability (Union Co, FL TDSP, p. 17). As mentioned previously, there are over 400 non-institutionalized mentally challenged adults living in Union County. ICR’s mission is to serve as many of those as possible within the framework of ICR’s vocational training goals. ICR is an integral part of Union County’s TDSP and it’s CTC’s operations, and is shown as such in the TDSP (2012) - pages 6, 17, 29, & 33.

- 7) ICR presently serves disabled adults that are referred to ICR for basic jobs skills training from the Union County School District by agreement with the County School Board. The same disabled adults are served by ICR and it’s transportation infrastructure every day (Monday – Friday). ICR has both the task of training adults with diminished mental capacity and transporting them. The transportation of these adults removes the burden of their families to provide this service to and from training that allows them to become more productive citizens.
- 8) Industrial Complex of Raiford exists to provide vocational education & jobs to mentally handicapped adults residing in Union, County, FL. ICR is under contract with the Union County School Board to provide this service, which is unique in Union County and could potentially serve far more than the current 33 trainees at ICR’s facility. It’s transportation assets are an important part of the Union County CTC’s mission to provide transportation to the transportation disadvantaged, in particular, the mentally disabled who can potentially be trained and hold jobs.
- 9) Cost of the service was based on data from financial documents for the fiscal year 2012 and from ICR transportation data from that period. There is already an established infrastructure at ICR that deals with the transportation of developmentally disabled worker / trainees, and staff to provide training and administrative support. This paratransit service is ongoing (no ending date). The grant funds applied for will cover FY 2014.
- 10) Recent grant applications by ICR have been for the purpose of replacing aging vans and providing the much needed addition of a powered wheelchair lift for non-ambulatory clients. One van has been recently replaced through the award of 5310 Grant funding, with two remaining older vans still presently being used. One of these vehicles has high-mileage with an interior that is in poor condition. All vans received through the 531X Programs will be *replacements* only – not additional vehicles.
- 11) Vehicles that are presently being used for paratransit services by ICR are listed on “The Current Vehicle and Transportation Equipment Inventory” form in this grant application. The two older vehicles are thoroughly worn and are to be replaced when grant awards become a reality.
- 12) All maintenance for transportation vehicles at ICR is outsourced. Wheel / Tire maintenance and engine repairs are accomplished by Mosley Tire (Starke, FL), Oil / Fluid maintenance is provided by Revels Fast Lube (Starke, FL), and Douglas Battery Co. (Starke, FL) provides battery maintenance and replacement. This will remain as the maintenance plan for new replacement vehicles. Tires are replaced as needed. Oil and/or filters are changed and engine compartment fluids are checked for proper levels at proper intervals.

- 13) All paratransit operations are carried out by ICR staff – no subcontractors are used or are being contemplated at this time.
- 14) Industrial Complex of Raiford is a private non-profit agency, under IRS designation 501(C)(3). Employees of ICR are not represented by a union. The primary purpose of this project is to *enhance the reliability of ICR's transportation component that provides mobility for developmentally disabled adults in rural Union County, Florida – between their residences and ICR, their basic skills training center and job provider.*
- 15) The applicant, Industrial Complex of Raiford (ICR) will be the provider of the required matching funds for this grant, if this grant is awarded.
- 16) The transportation service component of ICR is operational during the time frame 8:00 am to 4:00 pm., approx. 4 hours per day, 5 days per week. Safety and proficiency training on new vans and wheelchair lift mechanisms will be mandatory for all drivers (approximately 2 hours per driver). Maintenance records are – and will be – kept on file for all vehicles in order to better manage reliability and equipment longevity. There are no present CDL requirements. A recent resolution of ICR's Board of Directors has made random drug testing mandatory for all employees. All requirements associated with receiving 5310 Grant funds will be met.

EXHIBIT D

CURRENT COORDINATION AGREEMENT

between

INDUSTRIAL COMPLEX of RAIFORD

and

A & A TRANSPORT (CTC, Union County, FL)

STATE OF FLORIDA

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARD COORDINATION/OPERATOR CONTRACT

THIS CONTRACT is entered into between the COMMUNITY TRANSPORTATION COORDINATOR, A & A TRANSPORT, INC. designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of UNION county, and hereinafter referred to as the "Coordinator" and THE INDUSTRIAL COMPLEX OF RAIFORD, hereinafter referred to as the "Agency/Operator". The terms and conditions of this Contract are effective 01/01/13 and will continue through 01/01/14.

WHEREAS, the Coordinator is required, under Rule 41-2, F.A.C., Contractual Arrangements, to provide and/or enter into where cost effective and efficient, to enter into subcontract(s) or to broker transportation services to transportation operators, and

WHEREAS, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged, and

WHEREAS, the Coordinator desires to contract with the Agency/Operator for the provision of transportation services for the transportation disadvantaged; and

WHEREAS, the Coordinator believes it to be in the public interest to provided such transportation services through the Agency/Operator for the residents of the service area who are clients of the Agency/Operator; and

WHEREAS, the Agency/Operator will provide the Coordinator the opportunity to develop a proposal for any new transportation services needed; and

WHEREAS, the Agency/Operator, in an effort to coordinate available resources, will make available transportation services to the Coordinator.

WHEREAS, this Contract allows for the provisions of transportation services be provided by the Agency/Operator, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current Community Transportation Coordinator policies.

NOW, THEREFORE, in consideration of the mutual covenants, promises and representation herein, the parties agree as follows:

THE AGENCY/OPERATOR SHALL:

- A. Provide services and vehicles according to the conditions specified in Attachment I.
- B. Coordinate available resources and make available transportation services to the Coordinator. Such services shall be provided in accordance with Attachment I.

C. Submit to the Coordinator Annual Operating Report data detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission for the Transportation Disadvantaged, hereinafter Commission, and according to the instructions for the forms.

D. Comply with audit and record keeping requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Agencies/Operators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

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

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

E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Contract for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The Agency/Operator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Coordinator or Commission or this Contract. The Commission and the Coordinator shall have full access to and the right to examine any of the records and documents during the retention period.

F. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board;

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

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

G. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$200,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the Agency/Operator shall add the Coordinator as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Coordinator. The Agency/Operator shall furnish the Coordinator written verification of the existence of such insurance coverage prior to the execution of this Contract. School Board vehicle insurance coverage shall be in accordance with Section 234.03, F.S. and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Coordinator and/or the local Coordinating Board before inclusion in this Contract or in the justification of rates and fare structures, 's. 41-2.006(1), F.A.C.

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

I. Protect Civil Rights by:

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

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

b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.

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

d. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 *et seq.*, which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance.

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

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

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

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

J. Agency/Operator's obligation to indemnify, defend, and pay for the defense or at the Coordinator's option, to participate and associate with the Coordinator in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the Coordinator's notice of claim for indemnification to the Agency/Operator.

Agency/Operator's inability to evaluate liability or its evaluation of liability shall not excuse the Agency/Operator's duty to defend and indemnify within seven (7) days after such notice by the Coordinator is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the Coordinator solely negligent shall excuse performance of this provision by the Agency/Operator.

Agency/Operator shall pay all costs and fees related to this obligation and its enforcement by the Coordinator. The Coordinator's failure to notify Agency/Operator of a claim shall not release Agency/Operator of the above duty to defend.

K. Comply with all standards and performance requirements of:

1. The Commission for the Transportation Disadvantaged (Attachment II)

2. The local Coordinating Board approved Transportation Disadvantaged Service Plan; and

3. Any entities that purchase service.

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

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

M. All contracts, subcontracts, and coordination contracts will be reviewed annually by the Coordinator and Local Coordinating Board for conformance with the requirements of this Contract.

N. Return to the Coordinator any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Agency/Operator by the Coordinator. The Agency/Operator shall return any overpayment within thirty (30) calendar days after either discovery by the Agency/Operator, or notification of the Agency/Operator by the Coordinator or entity purchasing transportation, whichever is earlier. In the event that the Coordinator first discovers an overpayment has been made, the Coordinator will notify the Agency/Operator by letter of such a finding. Should repayment not be made in a timely manner, the Coordinator or purchasing entity will charge interest thirty (30) calendar days after the date of notification or discovery, or the Coordinator will deduct said amount from future invoices.

O. In performing this Contract, the Agency/Operator shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Agency/Operator shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such contractors to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The Agency/Operator shall post, in conspicuous places available to employees and applicants

for employment for Project work, notices setting forth the provisions of the nondiscrimination clause.

P. By execution of this Contract, the Agency/Operator represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the Agency/Operator under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

THE COORDINATOR SHALL:

A. Recognize the Agency/Operator as described in Chapter 427, F.S., and Rule 41-2, F.A.C.

B. Insure that entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the coordinated system.

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

THE AGENCY/OPERATOR AND COORDINATOR FURTHER AGREE:

A. Nothing in the Contract shall require the Coordinator to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the Coordinator in writing in order that appropriate changes and modification may be made by the Coordinator and the Agency/Operator to the end that the Agency/Operator may proceed as soon as possible with the provision of transportation services.

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

C. Termination Conditions:

1. *Termination at Will* - This Contract may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.

2. *Termination Due to Lack of Designation* - In the event that the Coordinator so designated by the Local Coordinating Board and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt

requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

3. Termination Due to Disapproval of Memorandum of Agreement - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

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

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

6. Upon receipt of a notice of termination of this Contract for any reason, the Agency/Operator shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the Coordinator within thirty (30) days after the termination of this Contract.

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

E. Agency/Operator shall assign no portion of this Contract without the prior written consent of the Coordinator.

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

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

H. Notice and Contact:

The name and address of the contract manager for the Coordinator for this Contract is:

Curtis E. Allen
c/o A & A Transport, Inc.
55 N. Lake Avenue
Lake Butler, Fl, 32054-1733

The representative/position of the Agency/Operator responsible for administration of the program under this contract is:

Michelle Thornton, Asst. Executive Director
c/o The Industrial Complex of Raiford
PO Box 368
Raiford, Fl 32083

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

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

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

AGENCY/OPERATOR:

COMMUNITY TRANSPORTATION COORDINATOR

Industrial Complex
of Raiford

A & A Transport, Inc.

Typed name of Authorized Individual

Typed Name of Authorized Individual

Michelle Thornton

Curtis E. Allen

Signature:

Michelle Thornton

Signature:

Curtis E. Allen

Title: Asst. Executive Director Title: President

ATTACHMENT I

AGENCY/OPERATOR CONTRACT SERVICE

DESCRIPTION

1. The Agency/Operator will be able to provide:

(Type of Service - ambulatory, only)

2. The Agency/Operator will be available to provide transportation

(8:00 A.M. - 4:00 P.M.) (Monday - Friday)

Days Agency/Operator will not be able to provide services: (Saturdays, Sundays, New Year's Day (2 days), Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day (2 days), Christmas Day (2 days) NOTE: All holidays falling of Saturday will be taken on Friday while all holidays falling on Sunday will be taken on the following Monday.

3. Vehicles Agency/Operator will use to transport all passengers

- 1 (one) 2003 E-350 SD 15-passenger Ford Econoline
- 1 (one) 1999 Ford Club Wagon 15-passenger van

4. Vehicle/Equipment Standards (if any)

All equipment listed on pre-trip inspection sheet (found in included System Safety Program Plan) which is included as a part of this contract.

5. Driver Requirements are included in the Driver's Manual in the System Safety Program Plan.

6. Training Requirements are included in the Drivers Manual in the System Safety Program Plan.

7. Agency/Operator Fare Structure (on page #13)

Provider will provide ambulatory transportation from home of their employees/trainees to the ICR and back to home, and for trips during work-related hours for work or training purposes.

8. Billing/Invoicing and Reimbursement procedure for Agency/Operator.

Provider shall fax daily client sheets each Friday and on the last day of the month to the coordinator. (386)496-1956.

Coordinator will bill within 7 days of the end of each month.

9. Reporting Requirements.

Pre-trip inspection sheets will be performed by drivers on each van, turned in at end of week and kept on file for inspection.

The provider shall be responsible for completing quarterly operating reports. (No blanks; fill in all applicable information), maintain info required to complete the annual operating report (reporting period of July-June), and turn in to the coordinator by August 1. Any other reporting required by attachments.

ATTACHMENT II

The Commission for the Transportation Disadvantaged

Standards and Performance Requirements

Pursuant to Rule 4 1-2.006, Florida Administrative Code, the Community Transportation Coordinator and any Transportation Operator/Agency from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards shall include:

- (a) Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration;
- (b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;
- (c) Child restraint devices shall be determined locally as to their use, responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;
- (d) 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;
- (e) Vehicle transfer points shall provide shelter, security, and safety of passengers;
- (f) 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 Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board;
- (g) 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;
- (h) Interior of all vehicles shall be free from 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;
- (i) Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the Local Coordinating Board and provided in the local

Transportation Disadvantaged Service Plan. All bills shall be paid within fifteen (15) 26 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, except in instances where the Community Transportation Coordinator is a non-governmental entity,

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system:

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

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

(m) 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 utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also 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 wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;

(n) All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the Rule;

(o) All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not

Exhibit A

1. Amount to be retained of the allocation for Area Waiver Transportation Services in Union County to A & A Transport (designated recipient) is based on an administrative fee of 15% or \$1.36 of the \$9.06 per passenger per one-way trip.
2. Industrial Complex of Raiford (ICR) shall provide passenger manifests to A & A Transport on a weekly basis for data entry billing purposes, and A & A Transport shall prepare the billing for transportation services once monthly to the Agency for Persons with Disabilities. Weekly manifest information shall be provided on a form as designed by A & A Transport, Inc. The form shall declare passenger trip information by passenger name alphabetically, how many one-way passenger trips per day, date of travel, and origin and destination.

equipped with an air conditioner and/or heater shall have two years to be in compliance after the adoption date of this section of the Rule;

(r) First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan; and

(s) Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

LIST OF OPTIONAL ADDITIONAL ATTACHMENTS

Transportation Disadvantaged Service Plan (Asst. Executive Director already has the most current TDSP)

Coordinator's and Local Coordinating Board's Grievance Procedures (Asst. Executive Director already has a copy of the "Board's Grievance Procedures")

Coordinator's Safety System Plan (Asst. Executive Director already has the most current SSPP)
Annual Operating Report Instructions/Forms (Asst. Executive Director already has the most current AOR Instructions/Forms)

Agreed to this 1ST day of January 2013 .



Curtis E. Allen, President
Chairman of the Board
A & A Transport, Inc.
55 North Lake Avenue
Lake Butler, Fl. 32054-1733



Industrial Complex of Raiford
P.O. Box 368 Raiford, Fl. 32083

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 Florida Commission for the Transportation Disadvantaged requires worksheets regarding Cost, Competition and Coordination be completed during this review.



IV.B.

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

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

April 8, 2013

TO: Union 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

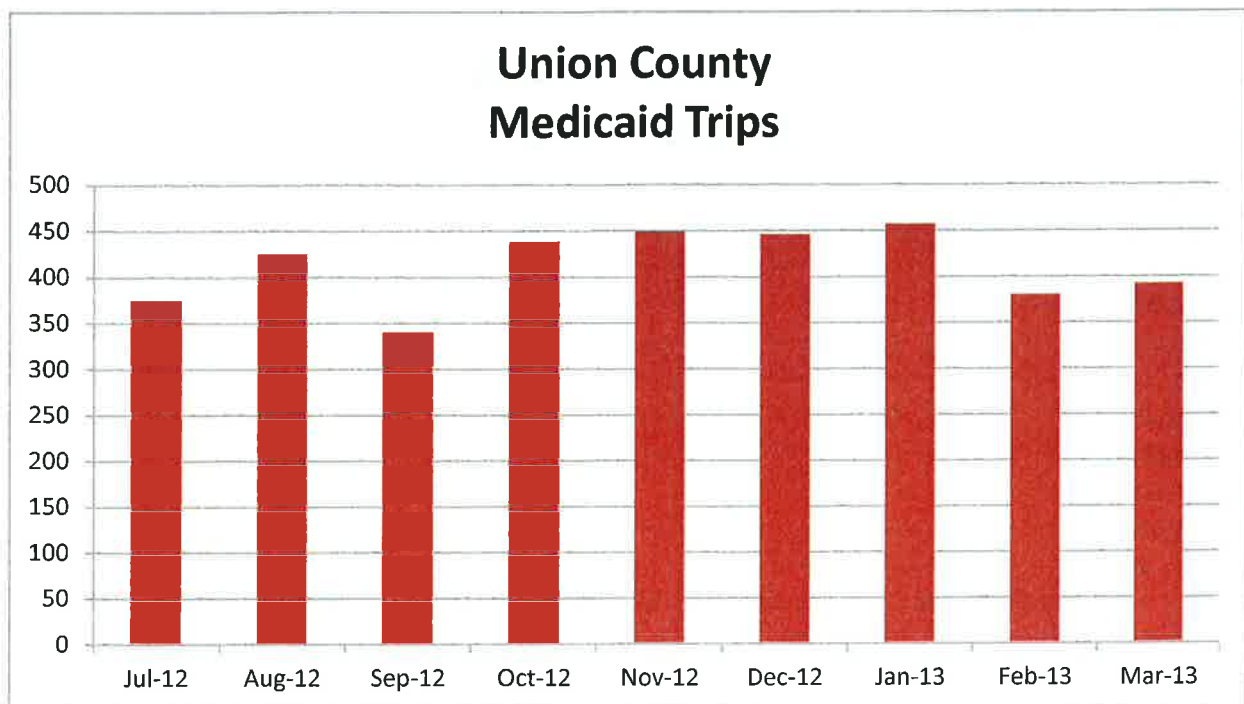
Attached are the following reports for the Board's review:

1. Medicaid Non-Emergency Transportation Program Encounter Data Report July 2012-February 2013; and
2. Florida Commission for the Transportation Disadvantaged Medicaid and Transportation Disadvantaged Program Helpline Reports for January and February 2013.

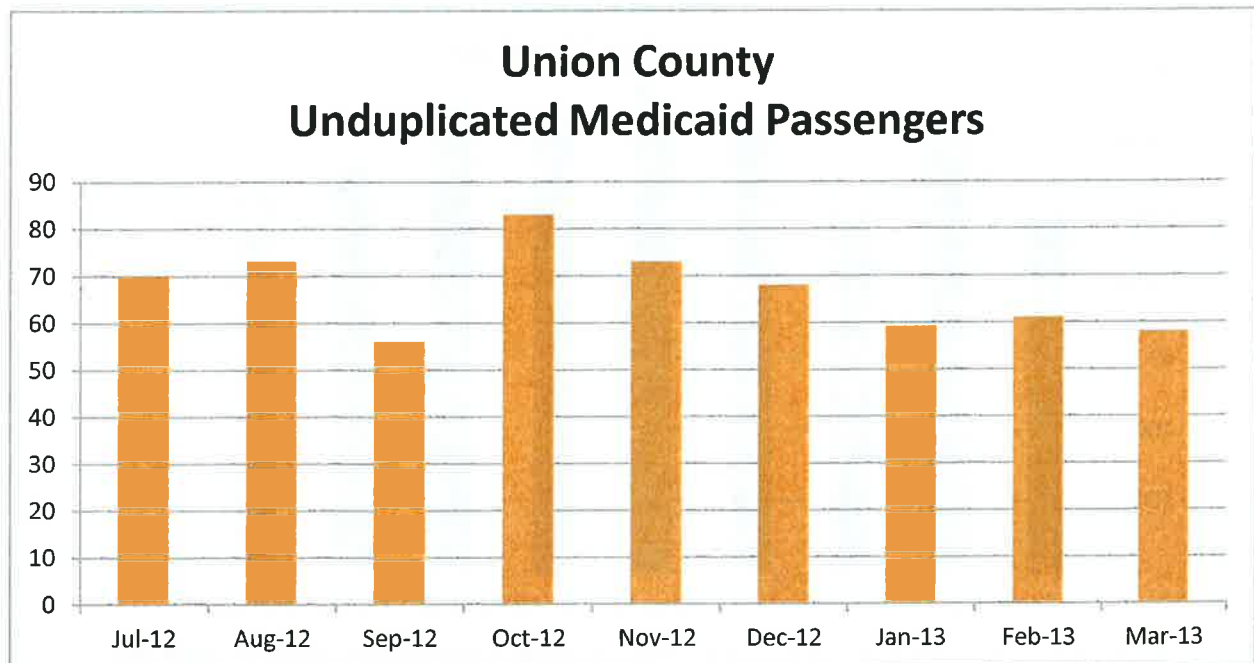
If you have any questions regarding the attached information, please contact me.

Attachments

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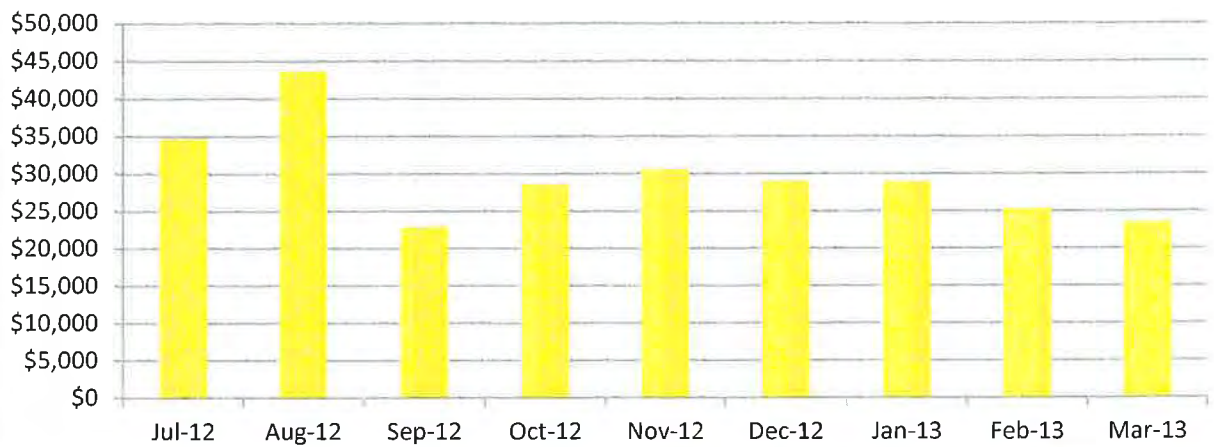


Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



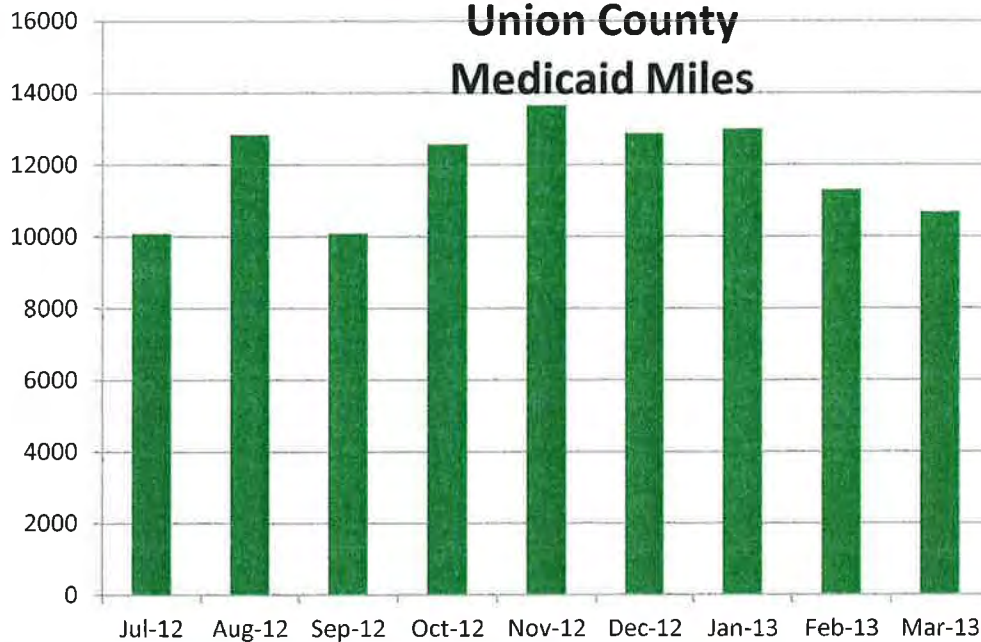
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Union County Medicaid Trip Cost



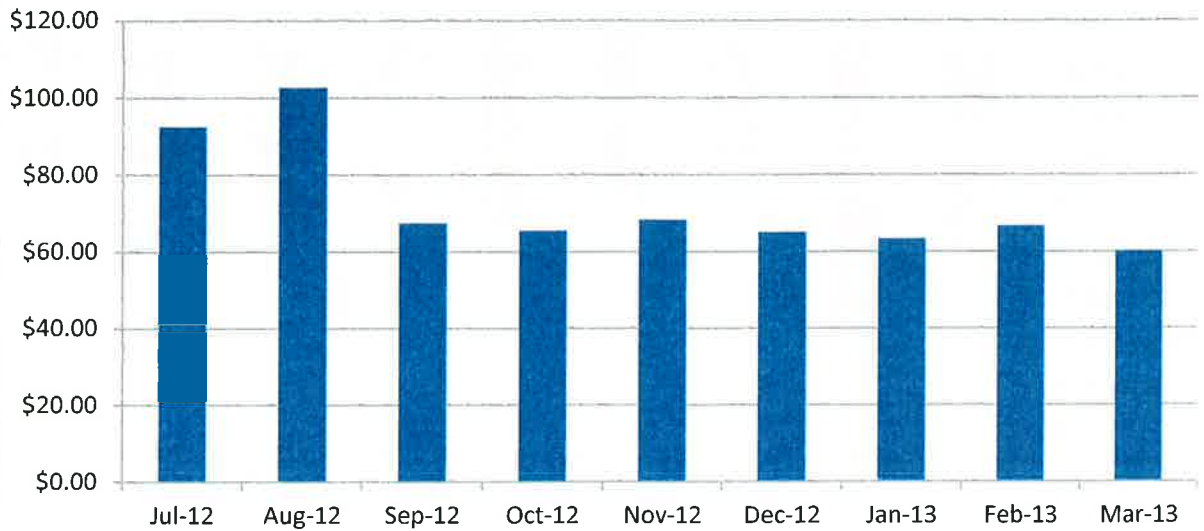
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Union County Medicaid Miles



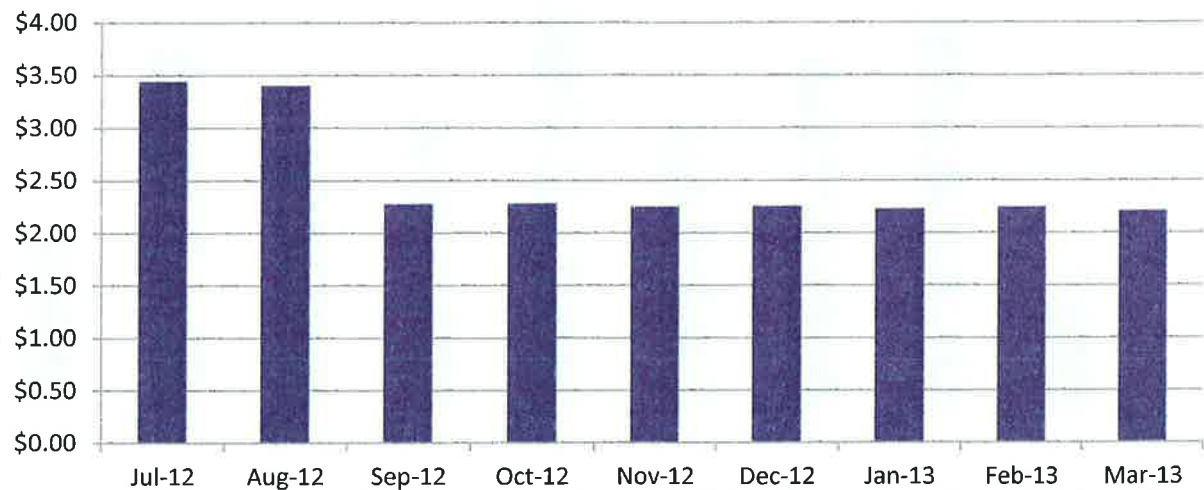
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Union County Average Cost Per Medicaid Trip



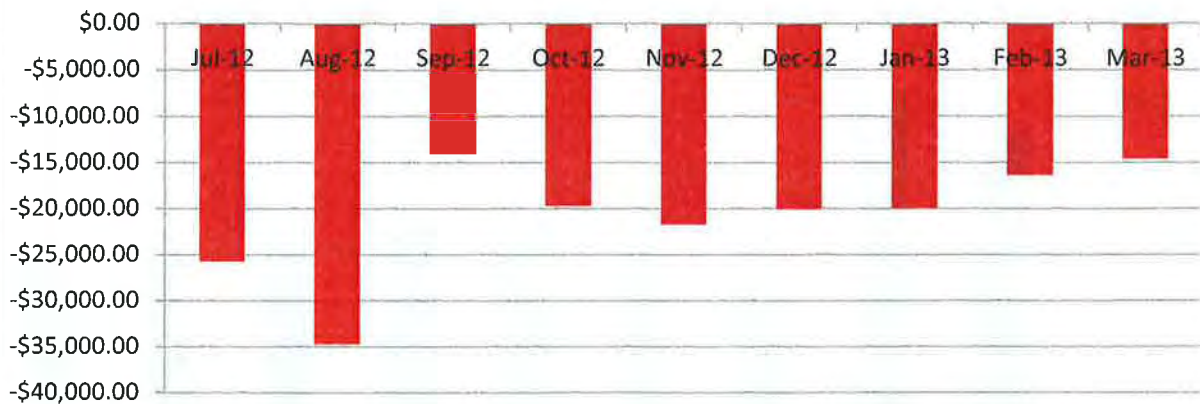
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Union County Average Cost Per Medicaid Mile



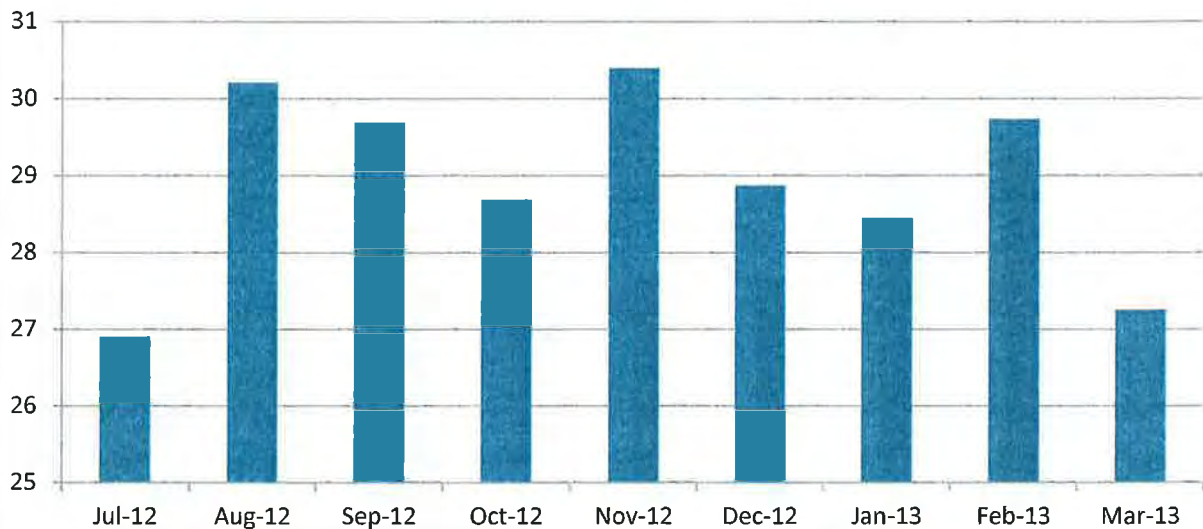
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Union County Medicaid Allocation vs Actual Service Cost



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

Union County Average Medicaid Miles Per Trip



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

Medicaid Ombudsman Calls

Feb-13

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

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

Medicaid Ombudsman Calls

Jan-13

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

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

TD Ombudsman Calls

Jan-13

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

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

TD Ombudsman Calls

Feb-13

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

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



**Transportation
Disadvantaged**



2013 Legislative Priorities:

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

2012 Performance:

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

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

ATTENDANCE RECORD

UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

POSITION	NAME	04/17/2012	07/17/2012	10/16/2012	01/08/2013
Chairperson	Commissioner M. Wayne Smith	P	P	P	P
Alternate Chairperson	Bill McGill	P	A	P	P
FDOT	Sandra Collins	A	A	P	A
Alternate Member	Janell Damato	A	A	A	A
FDCF	Jaime Sanchez-Bianchi	-	-	P	A
Alternate Member	(Vacant)				
FAHCA-Medicaid	Alana McKay	A	A	P	P
Alternate Member	Andrew Singer	P	P	A	A
FDOE	Rayford Riels	P	P	A	P
Alternate Member	Barbara Harrington	A	A	A	A
Public Education	Mike Pittman	A	A	A	A
Alternate Member	(Vacant)				
Citizen Advocate (CA)	Doyle Archer	A	A	A	A
Alternate Member	Shirley Johns	A	A	A	A
CA-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly Rep.	Donald Pettit	P	P	A	P
Alternate Member	(Vacant)				
Veterans Rep.	Barbara Fischer	A	A	A	P
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Rep.	(Vacant)				
CAA Rep.	Frances Terry	A	A	A	A
Alternate Member	Candice Miller	P	P	A	A
FDEA	Cindy Roberts	A	A	A	P
Alternate Member	Janis Owen	A	A	A	A
Children at Risk	Kyle Bonesteel	A	Alberta Hampton	Alberta Hampton	Alberta Hampton
Alternate Member	(Vacant)				
Regional Workforce Development Board	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	(Vacant)				
Alternate Member	(Vacant)				

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

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

A & A TRANSPORT, INC.
55 North Lake Avenue
Lake Butler, Florida 32054-1733
(Phone) 386-496-2056 - (Fax) 386-496-1956

CURTIS E. ALLEN
President

Exhibit A – Attachment 1

LETTER OF TRANSMITTAL

NORTH CENTRAL FLORIDA
RECEIVED

FEB 15 2013

February 4, 2013

Mr. Scott R. Koons, AICP, Executive Director
North Central Florida Regional Planning Council
2009 N.W. 67 Place, Suite A
Gainesville, Florida 32653-1603

REGIONAL PLANNING COUNCIL
3:00pm *[Signature]*

RE: Proposal for Community Transportation Coordinator for Union County

Dear Mr. Koons:

Enclosed are five (5) copies of a completed and signed Proposal for A & A Transport, Inc. to be designated Community Transportation Coordinator for Union County. One of these copies is a clean, single side original that you can use to make additional copies. The A & A Transport, Inc. understands the responsibilities and requirements of Chapter 427, Florida Statutes, Rule 41-2 of the Florida Administrative Code and shall comply with all appropriate federal, state and local regulations in this matter.

The administration, management and all other employees of A & A Transport has enjoyed and felt honored to be able to provide the necessary services to the needs of the transportation disadvantaged of Union County over the past 33 (thirty-three) years and look forward with anticipation the opportunity to continue this service. Thank you for your consideration of this proposal.

Sincerely, *Curtis E. Allen*

Curtis E. Allen

Curtis E. Allen, President
A & A Transport, Inc.

Exhibit B – Attachment 2

PROPOSERS IDENTIFICATION AND QUALIFICATION INFORMATION

1. Identification of Respondent: Curtis E. Allen, President
- Name of Organization: A & A Transport, Inc.
- Business Address: 55 North Lake Avenue
Lake Butler, Florida 32054-1733
- Telephone Number: () (386) 496-2056
- Years in Business at this Location: 33 Years
2. Name and Title of Individual to Contact for Further Information:
- Curtis E. Allen, President
3. Legal Status of Organization: (check one)
- ☐ For-Profit Corporation or Joint Venture Corporation
- ☐ For-Profit Partnership or Sole Proprietorship
- ☒ Non-Profit Corporation
- ☐ Public Agency
- ☐ Other (Explain): _____
4. State the Proposer's proposed method of transportation service provision:
- ☐ Community Transportation Coordinator only – agency/firm acts as a total brokerage system that does not operate vehicles
- ☒ Community Transportation Coordinator/Transportation Operator – agency/firm provides all or part of the needed transportation services by operating vehicles
5. Has Respondent or any Officer or Partner of Respondent failed to complete a contract?
- (circle one) YES **NO**
- If yes, explain.

6. Location of central office that will provide overall administration and management of the project: 55 NORTH LAKE AVENUE
LAKE BUTLER, FL. 32054-1733
7. Disadvantaged Business Enterprise Status.

"Disadvantaged" Business is defined as a business having at least 51 percent owned, operated and controlled by "disadvantaged" group members. Disadvantaged group members are defined as Blacks, Hispanics, Asian Americans, American Indians, Alaskan Natives or women regardless of race or nationality."

Is the individual respondent agency/firm a certified disadvantaged or minority business enterprise?

(circle one) YES ☒ NO

Attach current certification documents to substantiate claim.

8. Is any litigation pending against respondent or any officer or partner of respondent?

(circle one) YES ☒ NO

If yes, explain.

Exhibit C – Attachment 3

STANDARD ASSURANCES

Name of Proposer: A & A Transport, Inc.

At this time, we understand all requirements and state that as a serious proposer we will comply with all the stipulations included in the proposal package.

The above-named Proposer affirms and declares:

1. That the Proposer is of lawful age and that no other person, agency, firm or corporation has any interest in this Proposal or in the Contract that may result from this Proposal; other than as described in Exhibit B.
2. That this Proposal is made without any understanding, agreement or connection with any other person, agency, firm or corporation making a Proposal for the same project and is in all respects fair and without collusion or fraud.
3. That the Proposer has carefully examined the site of the work and that from his/her investigations has been satisfied as to the nature and location of the work, the kind and extent of the equipment and other facilities needed for the performance of the work, the general and local conditions, all difficulties to be encountered and all other items which in any way affect the work or its performance.
4. That the Proposer is in full compliance with all federal, state and local laws and regulations and intends to fully comply with same during the entire term of the contract.

In witness whereof, this Proposal is hereby signed by the duly authorized representative of the Proposer and sealed as of the date indicated.

ATTEST:

PROPOSER:

(Seal)

Brigitte Slocumb
Witness

By: Curtis E. Allen
Signature

February 05, 2013
Date

Curtis E. Allen, President
Typed Name and Title

Exhibit D – Attachment 4

CERTIFICATION OF PROPOSER

Regarding Debarment, Suspension and Other Responsibility Matters

The Proposer A & A Transport, Inc. certifies to the best of its knowledge and belief that it and its principals:

1. Are not generally debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal or state department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application or proposal had one or more public transactions (federal, state or local) terminated for cause or default.

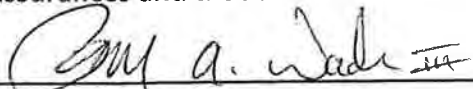
(If the Proposer for Coordinator is unable to certify to any of the statements in this certification, the agency/firm shall attach an explanation to this certification.)

THE PROPER, A & A TRANSPORT, INC., CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISION OF 31 U.S.C. SECTIONS 3801 ET. SEQ. ARE APPLICABLE HERETO.



Signature and Title of Authorized Official

The undersigned chief legal counsel for the A & A Transport, Inc. hereby certifies that the A & A Transport, Inc. has authority under state and local law to comply with the subject assurances and that the certification above has been legally made.



Signature of Agency/Firm Attorney

Feb 15, 2013

Date

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**FINANCIAL STATEMENTS AND
SUPPLEMENTAL INFORMATION
FOR THE YEARS ENDED
DECEMBER 31, 2011 AND 2010**

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

TABLE OF CONTENTS

	<u>Page</u>
INDEPENDENT AUDITORS' REPORT	1
FINANCIAL STATEMENTS	
Statements of Financial Position	2
Statements of Activities and Changes in Net Assets	3
Statements of Functional Expenses	4
Statements of Cash Flows	5
Notes to Financial Statements	6-11
SUPPLEMENTAL INFORMATION	
Schedule of Contracts and Grant Activity	12

STEVENS, POWELL & COMPANY, P.A.

A Professional Association of Certified Public Accountants

8382 Baymeadows Road, Suite 2
Jacksonville, Florida 32256

mail@stevens-powell-cpa.com
Toll-free Telephone: 1.800.798.1158



Tel: 904.448.9791
Fax: 904.448.9795

INDEPENDENT AUDITORS' REPORT

To the Board of Directors
A & A Transport, Inc.
Lake Butler, Florida

We have audited the accompanying statements of financial position of A & A Transport, Inc., a nonprofit organization (the "Company"), as of December 31, 2011 and 2010, and the related statements of activities and changes in net assets, functional expenses, and cash flows for the years then ended. These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes consideration of internal control over financial reporting as a basis for designing audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control over financial reporting. Accordingly, we express no such opinion. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Company as of December 31, 2011 and 2010, and the changes in net assets and its cash flows for the years then ended, in conformity with accounting principles generally accepted in the United States of America.

Our audits were conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying supplemental information, *Schedule of Contracts and Grant Activity*, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audits of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements taken as a whole.

Stevens, Powell & Company, P.A.

Jacksonville, Florida
February 14, 2013

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**STATEMENTS OF FINANCIAL POSITION
DECEMBER 31, 2011 AND 2010**

ASSETS		<u>2011</u>	<u>2010</u>
CURRENT ASSETS			
Cash and cash equivalents	\$	300	\$ 5,837
Accounts receivable		11,510	12,684
Grants receivable		14,154	15,820
Prepaid expenses and other current assets		<u>1,689</u>	<u>-</u>
Total current assets		<u>27,653</u>	<u>34,341</u>
Property and equipment:			
Vehicles		338,996	338,996
Equipment		6,120	6,120
Software		<u>39,180</u>	<u>39,180</u>
		384,296	384,296
Less: accumulated depreciation		<u>(196,787)</u>	<u>(167,794)</u>
Total property and equipment, net		<u>187,509</u>	<u>216,502</u>
TOTAL ASSETS	\$	<u><u>215,162</u></u>	<u><u>\$ 250,843</u></u>
LIABILITIES AND NET ASSETS			
CURRENT LIABILITIES			
Line of credit	\$	20,000	\$ 19,500
Current portion of note payable, related party		9,604	8,958
Accounts payable, trade		5,169	4,667
Accounts payable, related party		10,238	738
Other current liabilities		<u>1,338</u>	<u>6,143</u>
Total current liabilities		<u>46,349</u>	<u>40,006</u>
LONG-TERM LIABILITIES			
Note payable, related party, less current portion		<u>4,012</u>	<u>13,616</u>
CONTINGENCIES		<u>-</u>	<u>-</u>
Total liabilities		<u>50,361</u>	<u>53,622</u>
NET ASSETS			
Unrestricted net assets:			
Operating deficit		(22,708)	(19,281)
Property and equipment		<u>187,509</u>	<u>216,502</u>
Total net assets		<u>164,801</u>	<u>197,221</u>
TOTAL LIABILITIES AND NET ASSETS	\$	<u><u>215,162</u></u>	<u><u>\$ 250,843</u></u>

The accompanying notes are an integral part of these financial statements.

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**STATEMENTS OF ACTIVITIES AND CHANGES IN NET ASSETS
FOR THE YEARS ENDED DECEMBER 31, 2011 AND 2010**

	<u>2011</u>	<u>2010</u>
SUPPORT AND REVENUE		
Public Support:		
Third party reimbursements	\$ 140,072	\$ 184,301
Rider fares	<u>61,840</u>	<u>55,192</u>
Total Public Support	<u>201,912</u>	<u>239,493</u>
Revenue:		
Fees and grants from governmental agencies	150,924	172,727
Gain on disposal of fixed assets	-	5,000
Interest income	<u>1</u>	<u>5</u>
Total Revenue	<u>150,925</u>	<u>177,732</u>
TOTAL SUPPORT AND REVENUE	<u>352,837</u>	<u>417,225</u>
EXPENSES		
Program services	264,108	322,792
Management and general	<u>121,149</u>	<u>145,544</u>
TOTAL EXPENSES	<u>385,257</u>	<u>468,336</u>
CHANGES IN NET ASSETS	(32,420)	(51,111)
NET ASSETS, BEGINNING OF YEAR	<u>197,221</u>	<u>248,332</u>
NET ASSETS, END OF YEAR	<u>\$ 164,801</u>	<u>\$ 197,221</u>

The accompanying notes are an integral part of these financial statements.

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**STATEMENTS OF FUNCTIONAL EXPENSES
FOR THE YEARS ENDED DECEMBER 31, 2011 AND 2010**

	2011			2010		
	Program Services	Management and General	Total	Program Services	Management and General	Total
Salaries	\$ 96,653	\$ 83,108	\$ 179,761	\$ 116,119	\$ 82,850	\$ 198,969
Payroll taxes, benefits, and insurance	9,926	8,861	18,787	11,976	8,544	20,520
Total salaries and related expenses	106,579	91,969	198,548	128,095	91,394	219,489
Vehicle expense, maintenance, and repairs	65,545	-	65,545	60,408	-	60,408
Contract services	43,933	-	43,933	74,161	-	74,161
Retirement plan	-	2,085	2,085	-	25,020	25,020
Depreciation	28,993	-	28,993	41,201	-	41,201
Professional fees	455	9,474	9,929	1,204	9,969	11,173
Insurance	9,258	-	9,258	8,506	-	8,506
Facilities rent	8,850	-	8,850	8,850	-	8,850
Telephone	-	5,513	5,513	-	6,128	6,128
Interest	-	2,742	2,742	-	2,959	2,959
Supplies	-	1,723	1,723	-	2,771	2,771
Advertising	495	50	545	367	265	632
Computer expense	-	5,324	5,324	-	5,314	5,314
Other	-	2,269	2,269	-	1,724	1,724
Total	\$ 264,108	\$ 121,149	\$ 385,257	\$ 322,792	\$ 145,544	\$ 468,336

The accompanying notes are an integral part of these financial statements.

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2011 AND 2010**

	<u>2011</u>	<u>2010</u>
CASH FLOWS FROM OPERATING ACTIVITIES:		
Changes in net assets	\$ (32,420)	\$ (51,111)
Adjustments to reconcile changes in net assets to net cash provided (used) by operating activities:		
Depreciation	28,993	41,201
Gain on disposal of fixed assets	-	(5,000)
(Increase) decrease in:		
Accounts receivable	1,174	(5,024)
Grants receivable	1,666	9,542
Prepaid and other current assets	(1,689)	-
Increase (decrease) in:		
Accounts payable, trade	502	(10,629)
Accounts payable, related party	9,500	-
Other current liabilities	<u>(4,805)</u>	<u>(892)</u>
Net cash provided (used) by operating activities	<u>2,921</u>	<u>(21,913)</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of assets	<u>-</u>	<u>5,000</u>
Net cash provided by investing activities	<u>-</u>	<u>5,000</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from line of credit, net of repayments	500	4,500
Payments on long-term debt	<u>(8,958)</u>	<u>(8,355)</u>
Net cash used by financing activities	<u>(8,458)</u>	<u>(3,855)</u>
NET DECREASE IN CASH AND CASH EQUIVALENTS	<u>(5,537)</u>	<u>(20,768)</u>
CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR	<u>5,837</u>	<u>26,605</u>
CASH AND CASH EQUIVALENTS, END OF YEAR	<u>\$ 300</u>	<u>\$ 5,837</u>
SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION:		
Interest received during the year	<u>\$ 1</u>	<u>\$ 5</u>
Interest paid during the year	<u>\$ 2,742</u>	<u>\$ 2,959</u>

The accompanying notes are an integral part of these financial statements.

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2011 AND 2010**

NOTE 1 - ORGANIZATION

Nature of Activities - A & A Transport, Inc. (the "Company"), was organized in 1983 as a Florida nonprofit corporation for the purpose of providing relief and assistance to disadvantaged and distressed individuals unable to travel on public roads and highways without assistance from others. The Company provides transportation services to individuals with physical or mental handicaps, disabilities, illnesses, or injuries (not involving medical emergencies) with a fleet of vans.

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Accounting - The accompanying financial statements have been prepared in accordance with guidelines of *Accounting for Nonprofit Organizations* published by the American Institute of Certified Public Accountants. These guidelines require use of the accrual method of accounting, the objective of which is to give recognition to all substantive amounts of receivables and payables, revenues earned, and costs incurred even though cash may not have been received or disbursed. The guidelines also permit the use of fund accounting, which emphasizes reporting on the stewardship responsibility for the assets entrusted to the care of the Company and the observance of limitations and restrictions placed on their use.

Use of Estimates - The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

Fair Value of Financial Instruments - Financial instruments of the Company consist of cash, accounts and grants receivable, accounts payable, and long-term debt. The carrying amount of financial instruments approximates fair value.

Financial Reporting - Derivatives - The Company does not engage in hedging activities or have any material amounts of derivatives.

Concentrations of Credit Risk - The Company maintains cash balances in one financial institution, TD Bank USA, in Lake Butler, Florida. At December 31, 2011 and 2010, all of the Company's cash balances were fully insured by the Federal Deposit Insurance Corporation.

Cash and Cash Equivalents - Cash and cash equivalents consist of operating cash held in interest-bearing and noninterest-bearing accounts. Interest-bearing deposits at December 31, 2011 and 2010, totaled \$150 and \$766 respectively.

Support and Revenue - The Company receives its grant and contract support primarily from the State of Florida Transportation Disadvantaged Commission and the State of Florida Department of Transportation under federally-sponsored grants (see Note 3 - *Grant's Receivable*). Support received from those grants and contracts covers project costs incurred. The Company also receives client fees and Medicaid income for billable client services and recognizes these fees and income when earned.

Functional Allocation of Expenses - The costs of providing the various programs and other activities have been summarized on a functional basis in the statements of activities. Accordingly, certain costs have been allocated among the programs and supporting services benefited.

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2011 AND 2010**

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Contributed Materials and Services - The Company records the value of donated goods or services when there is an objective basis available to measure their value. Donated materials and equipment are reflected as contributions in the accompanying statements at their estimated values at date of receipt. No amounts have been reflected in the statements for donated services as no objective basis is available to measure the value of such services. No donated goods, materials, or equipment were recorded in 2011 or 2010.

Property and Equipment - Expenditures for property and equipment are recorded at cost. Maintenance and repairs are expensed as incurred; major renewals and betterments are capitalized. When items of property or equipment are sold or retired, the related costs and accumulated depreciation are removed from the accounts and any gain or loss is included in income. Depreciation is provided using the straight-line method over the estimated useful lives of the respective assets as follows:

Vehicles	5 years
Equipment	5 years
Software	3 years

Depreciation totaled \$28,993 and \$41,201 for 2011 and 2010, respectively.

Long-Lived Assets - Long-lived assets to be held and used are reviewed for impairment whenever events or changes in circumstances indicate that the related carrying amount may not be recoverable. When required, impairment losses on assets to be held and used are recognized based on the fair value of the asset. Certain long-lived assets to be disposed of are reported at the lower of carrying amount or fair value less cost to sell.

Income Taxes - The Company is exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code and has been classified as an organization that is not a private foundation under Section 509(1) of the Internal Revenue Code. Additionally, since the Company is publicly supported, contributions made to the Company qualify for the maximum charitable contributions deduction under the Internal Revenue Code. The Company is also exempt from Florida state income taxes and other local taxes. While the Company is not required to pay income taxes, it is required to file federal income tax returns. Generally, tax years before 2008 are no longer subject to income tax examinations. Management continually evaluates tax positions reflected in the Company's tax filings and does not believe that any material uncertain tax positions exist.

Advertising - Advertising costs are expensed as incurred and totaled \$545 and \$632 in 2011 and 2010, respectively.

Subsequent Events - The Company has adopted ASC 855, *Subsequent Events*, which addresses events which occur after the balance sheet date but before the issuance of financial statements. Under ASC 855, an entity must record the effects of subsequent events that provide evidence about conditions that existed at the balance sheet date and must disclose but not record the effects of subsequent events which provide evidence about conditions that did not exist at the balance sheet date. The Company's date for evaluating the existence of subsequent events that would affect the financial statements for the year ended December 31, 2011, was February 14, 2013, which was the date the financial statements were issued.

Recent Accounting Pronouncements - Management does not anticipate that any of the recent accounting pronouncements, when effective and implemented if necessary, would have a material impact on the financial condition, results of operations, or liquidity of the Company.

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2011 AND 2010**

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Reclassifications and Presentation of Financial Statements - Management periodically revises its classification of certain items within the financial statements in order to provide a more meaningful presentation of the Company's financial position, changes in net assets, and cash flows. In those cases where the revisions in presentation have been adopted in the 2011 financial statements, the corresponding 2010 balances have also been reclassified to enhance comparability between periods.

NOTE 3 - GRANTS RECEIVABLE

Amounts earned but unpaid at December 31, 2011 and 2010, under various grants with the State of Florida and the federal government, have been recorded as grants receivable. No allowance is deemed necessary by management for uncollectible amounts as of December 31, 2011 and 2010. A detail of grants receivable is contained in the accompanying supplemental schedule, *Schedule of Contracts and Grant Activity*.

NOTE 4 - LINE OF CREDIT

In 2011 and 2010, the Company had an annually renewable unsecured line of credit of \$20,000 with TD Bank USA to be drawn upon as needed, with a variable interest rate of 6.25%, based on the prime rate plus 3.00%. As of December 31, 2011 and 2010, \$20,000 and \$19,500, respectively, of the line of credit had been drawn down and was outstanding, leaving an available balance of \$- and \$500 at December 31, 2011 and 2010, respectively. Interest expense under this line of credit for 2011 and 2010 totaled \$1,093 and \$1,061, respectively.

NOTE 5 - ACCOUNTS PAYABLE AND NOTE PAYABLE, RELATED PARTY

The Company has periodically entered into lease agreements for the rental of office space and services from an affiliated business, AFH, Inc., d/b/a Archer Funeral Home. Doyle M. Archer, former President of the Company, is the 100% beneficial owner of AFH, Inc. Under the terms of an annually renewable existing lease agreement, the Company is obligated for monthly rent in the amount of \$737.50 per month for office space and services.

The Company occasionally borrows from AFH, Inc., for short-term working capital needs. The Company had short-term advances from AFH, Inc., totaling \$10,238 and \$738 at December 31, 2011 and 2010, respectively (*see below*).

The Company accrues rent expense monthly; however, payments are made to the lessor (AFH, Inc.) as cash flow permits. The amounts accrued for rent expense under these leases totaled \$8,850 for both 2011 and 2010. A reconciliation of related party accounts payable for 2011 and 2010 follows:

	<u>2011</u>	<u>2010</u>
Accounts payable, related party:		
Balance, beginning of period	\$ 738	\$ 738
Short-term advances from related party	10,000	-
Rent accrual	8,850	8,850
Payments during current period	<u>(9,350)</u>	<u>(8,850)</u>
Balance, end of period	<u>\$ 10,238</u>	<u>\$ 738</u>

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2011 AND 2010**

NOTE 5 - ACCOUNTS PAYABLE AND NOTE PAYABLE, RELATED PARTY (Continued)

During 2011, Archer Funeral Home obtained bank financing for advances of \$10,000 to the Company for working capital needs. Repayments of \$500 were made by the Company in 2011 towards the bank loan, with an outstanding balance to Archer Funeral Home of \$9,500 at December 31, 2011, which is payable on demand. The Company has agreed to reimburse Archer Funeral Home for interest incurred on the bank loan, which totaled \$360 in 2011. This loan was repaid in 2012.

On April 27, 2007 the Company entered into a loan agreement with Curtis Allen, President, and Carolyn Allen, Vice-President of the Company, to fund retirement plan payments per the Company's retirement plan agreement with former officers, Doyle and Mary Archer. The Company is obligated for a related party note payable as follows:

	<u>2011</u>	<u>2010</u>
Note payable to Curtis and Carolyn Allen dated April 27, 2007, principal of \$50,000 at 6.99% per annum for 72 months with payments of \$854.36 (including principal and interest) to begin June 5, 2007	\$ 13,616	\$ 22,574
Less current portion	<u>(9,604)</u>	<u>(8,958)</u>
Balance	<u>\$ 4,012</u>	<u>\$ 13,616</u>

Interest expense under this related party loan totaled \$1,295 and \$1,898 for 2011 and 2010, respectively.

Long-term debt maturities at December 31, 2011, were:

2012	\$ 9,604
2013	<u>4,012</u>
	<u>\$ 13,616</u>

NOTE 6 - OPERATING LEASES

In prior years, the Company has operated leased vans from the Florida Department of Transportation ("FDOT") under one-year lease terms with renewals based on fair market rental rates. The Company has not leased any vans from the FDOT in 2011 or 2010.

NOTE 7 - CONTINGENCIES

The Company has certain contingent liabilities and may become a party to claims and legal actions arising in the ordinary course of business, some of which may be offset in part by insurance. In the opinion of management, such amounts would not have a material effect on the financial position of the Company.

The Company is dependent on funding from governmental agencies and third-party reimbursements (Medicaid). Income from these sources comprised 85.0% and 85.6% of total support and revenue for 2011 and 2010, respectively. Future amounts of funding from Medicaid reimbursements and fees and grants from governmental agencies will be affected by public policy and may decrease or increase based on political decisions made at the federal or state levels. If current funding levels are reduced, management will be required to reduce the level of services provided to the community or seek other sources of support and revenue, if any.

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2011 AND 2010**

NOTE 7 - CONTINGENCIES (Continued)

During 2010 and 2011, the substantial increases in fuel costs over historical levels have impacted the Company's operating costs. The effect on the Company in future periods of higher fuel costs, and the ability of the Company to recover these costs through higher fees, grants, or Medicaid reimbursements, cannot be predicted.

Effective May 25, 2007, officers Doyle and Mary Archer resigned their positions and retired from the Company. Curtis Allen was elected as the Company's President. In addition, the Company established an unfunded retirement plan for its former officers with certain contingent payments to be made to them by the Company during the ensuing 96 months. The Company made an initial lump sum payment of \$32,035 to its former officers and has committed, subject to certain contingencies, to make monthly retirement plan payments of \$2,085 beginning June 1, 2007. Under this agreement, if the Company loses a significant degree of funding (*10% or more of gross annual revenue*) due to discontinued contracts or other reasons, and the loss appears to be permanent or at least one year, monthly retirement payments would be reduced by a like amount. In the event that the Company recovers the lost revenue monthly retirement payments would be increased by an amount not to exceed the original agreed upon amounts.

Due to the uncertainty over the Company's funding sources and the contingency provisions in the retirement agreement, no liability has been recorded in the financial statements at December 31, 2011 and 2010, for the anticipated payments. Effective February 2011, the monthly payments were suspended at the direction of the State of Florida Transportation Disadvantaged Commission and the payments have been disallowed for purposes of state grant calculations. The disposition of the remaining payments of approximately \$96,000 has not been resolved at this time.

Retirement expenses under this agreement totaled \$2,085 and \$25,020 during 2011 and 2010, respectively.

NOTE 8 - FAIR VALUE MEASUREMENTS

The Company has adopted the provisions of ASC Section 820-10 (formerly known as FASB Statement of Financial Accounting Standards No. 157), *Fair Value Measurements* ("FAS 157"). FAS 157 establishes a fair value hierarchy for the inputs used to measure fair value based on the nature of the data input, which generally range from quoted prices for identical instruments in a principal trading market (Level 1) to estimates determined using related market data (Level 3). Multiple inputs may be used to measure fair value; however, the level of fair value of each financial asset or liability presented below is based on the lower significant input level within this fair value hierarchy.

Details on the methods and assumptions used to determine the fair values of the financial assets and liabilities are as follows:

Fair value measurements based on Level 1 inputs: Measurements that are most observable are based on quoted prices of identical instruments obtained from the principal markets in which they are traded. Closing prices are both readily available and representative of fair value. Market transactions occur with sufficient frequency and volume to ensure liquidity.

Fair value measurements based on Level 2 inputs: Measurements derived indirectly from observable inputs or from quoted prices from markets that are less liquid are considered Level 2. Measurements may consider inputs that other market participants would use in valuing a portfolio, quoted market prices for similar securities, interest rates, credit risks, and others.

Fair value measurements based on Level 3 inputs: Measurements that are least observable are estimated from related market data, determined from sources with little or no market activity for comparable contracts, or are positions with longer durations.

**A & A TRANSPORT, INC.
LAKE BUTLER, FLORIDA**

**NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2011 AND 2010**

NOTE 8 - FAIR VALUE MEASUREMENTS (Continued)

The methods described above may produce a fair value calculation that may not be indicative of net realizable value or reflective of future fair values. Furthermore, while the Company believes its valuation methods are appropriate and consistent with other market participants, the use of different methodologies or assumptions to determine the fair value of certain financial instruments could result in a different fair value measurement at the reporting date.

At December 31, 2011 and 2010, the Company had no financial assets subject to the fair value measurement hierarchy described above.

A & A TRANSPORT, INC.
SCHEDULE OF CONTRACTS AND GRANT ACTIVITY
FOR THE YEARS ENDED DECEMBER 31, 2011 AND 2010

CONTRACT NUMBER	PROJECT OR JOB NUMBER	AVAILABLE CONTRACT AMOUNTS	TOTAL EARNED REIMBURSABLE AMOUNTS	DECEMBER 31, 2010			DECEMBER 31, 2011				
				BEGINNING BALANCE GRANTS RECEIVABLE	EARNED REIMBURSABLE AMOUNTS	AMOUNTS RECEIVED	ENDING BALANCE GRANTS RECEIVABLE	EARNED REIMBURSABLE AMOUNTS	AMOUNTS RECEIVED	ENDING BALANCE GRANTS RECEIVABLE	
STATE OF FLORIDA TRANSPORTATION DISADVANTAGED COMMISSION (DATED JULY 1, 2009):											
STATE MATCH	APL58	21755218401	\$ 71,807	\$ 68,814	\$ 5,983	\$ 32,906	\$ 38,889	\$ -	\$ -	\$ -	\$ -
LOCAL CASH MATCH		21755238401	7,978	7,658	1,446	4,683	6,120	-	-	-	-
			<u>\$ 79,785</u>	<u>\$ 76,472</u>	<u>\$ 7,429</u>	<u>\$ 37,589</u>	<u>\$ 45,018</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
STATE OF FLORIDA TRANSPORTATION DISADVANTAGED COMMISSION (DATED JULY 1, 2010):											
STATE MATCH	AP294	21755218401	\$ 72,563	\$ 63,483	\$ -	\$ 24,184	\$ 21,161	\$ 3,023	\$ 39,299	\$ 42,322	\$ -
LOCAL CASH MATCH		21755238401	8,063	8,515	-	6,025	3,810	2,215	2,490	4,705	-
			<u>\$ 80,626</u>	<u>\$ 71,998</u>	<u>\$ -</u>	<u>\$ 30,209</u>	<u>\$ 24,971</u>	<u>\$ 5,238</u>	<u>\$ 41,789</u>	<u>\$ 47,027</u>	<u>\$ -</u>
STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION JOINT PARTICIPATION AGREEMENT (DATED SEPTEMBER 1, 2008 AND EXTENDED THROUGH OCTOBER 31, 2011) SECTION 5311 GRANT; FEDERAL MATCH @ 50%											
	AP952	42330918409	\$ 398,800	\$ 316,572	\$ 17,932	\$ 104,920	\$ 112,280	\$ 10,582	\$ 70,599	\$ 73,344	\$ 7,837
		42330918410									
STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED TRIP & EQUIPMENT GRANT AGREEMENT (DATED JULY 1, 2011 THROUGH JUNE 30, 2012)											
STATE MATCH	AQC06	21755218401	\$ 75,812	\$ 31,593	\$ -	\$ -	\$ -	\$ -	\$ 31,593	\$ 25,276	\$ 6,317
LOCAL CASH MATCH		21755238401	8,424	6,943	-	-	-	-	6,943	6,943	-
			<u>\$ 84,236</u>	<u>\$ 38,536</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 38,536</u>	<u>\$ 32,219</u>	<u>\$ 6,317</u>
STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION JOINT PARTICIPATION AGREEMENT (DATED SEPTEMBER 21, 2011 THROUGH SEPTEMBER 20, 2012)											
SECTION 5310 FEDERAL GRANT; FEDERAL MATCH @ 90%		FLX16-036	\$ 37,800	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SECTION 5310 FEDERAL GRANT; STATE LOCAL MATCH @ 10%		FLX16-036	4,200	-	-	-	-	-	-	-	-
			<u>\$ 42,000</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED (DATED DECEMBER 13, 2011) SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE SUPPORT GRANT											
	AO170	41065618401	\$ 70,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
GRAND TOTALS				\$ 25,362	\$ 172,727	\$ 182,269	\$ 15,820	\$ 150,924	\$ 152,590	\$ 14,154	

See accompanying independent auditors' report.

F. SUBSTANCE ABUSE POLICY (Attachment 6)

**A & A Transport, Inc.
Substance Abuse Policy
{Zero Tolerance}**

Executive Director/General Manager Statement

[A & A Transport, Inc.] is dedicated to providing safe, dependable, and economical transportation services to its patrons. [A & A Transport, Inc.'s] employees are a valuable resource and it is also our goal to provide a safe, healthy and satisfying working environment for our employees. In meeting these goals, it is our policy to:

- Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse;
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances;
- Encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties.

This Substance Abuse Policy implements a drug and alcohol testing program for all safety-sensitive employees. Each employee shall be provided a signed copy of the adopted policy. *Policy items implemented under the authority of [A & A Transport, Inc.] are italicized throughout this policy.* All other policy items are implemented under the authority of the US DOT and/or the Federal Transit Administration.

Per [A & A Transport, Inc.] authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

This policy is approved by [A & A Transport, Inc.'s] Board of Directors and is effective on November 01, 2012.

Name: Curtis E. Allen

Title: President

Signature: Curtis E. Allen

Date: October 31, 2012

Table of Contents

- 1. Background**
- 2. Purpose**
- 3. Covered Employees**
- 4. Prohibited Substances**
- 5. Prescription and Over the Counter Medications**
- 6. Employee Protections**
- 7. Employee Responsibility to Notify [A & A Transport, Inc.] of Criminal Drug Conviction**
- 8. Employee Training**
- 9. Pre-employment Drug and Alcohol Background Checks**
- 10. Pre-employment Testing**
- 11. Random Testing**
- 12. Reasonable Suspicion Testing**
- 13. Post Accident Testing**
- 14. Refusal to Submit to DOT Required Drug Testing**
- 15. Observed Collections**
- 16. Specimen Analysis**
- 17. Dilute Results**
- 18. Medical Review Officer's Role and Responsibilities**
- 19. Verified Positive Results**
- 20. Cancelled/Invalid Tests**
- 21. Split Specimen Testing**
- 22. Alcohol**
- 23. Alcohol Use and Breath Alcohol Testing Process**
- 24. Refusal to Submit to DOT Required Alcohol Testing**
- 25. System Contacts and Substance Abuse Assistance Resources**

1. Background

Pursuant to the Omnibus Transportation Employee Testing Act of 1991, the Federal Transit Administration (FTA) published regulations prohibiting drug use and alcohol misuse by transit employees and required transit agencies to test for prohibited drug use and alcohol misuse.

49 Code of Federal Regulations Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations" mandates urine drug testing and breath alcohol testing for all employees in safety-sensitive positions. These regulations prohibit the performance of safety-sensitive functions when there is a positive drug or positive alcohol test result or an employee refuses to submit to DOT required drug or alcohol testing.

In addition, the U.S. Department of Transportation (DOT) has issued 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs" to provide uniform procedures and standards for conducting drug and alcohol testing programs. The drug and alcohol testing program of [A & A Transport, Inc.] will be conducted in accordance with 49 CFR Parts 40 and 655, as amended. Employees may request copies of the applicable regulations by contacting [A & A Transport, Inc.'s] designated employer representative listed in Section 25 of this policy.

2. Purpose

This policy is established to comply with FTA drug and alcohol testing requirements to ensure employee fitness for duty, and to protect our employees, passengers, and the general public from the risks posed by the use of alcohol and prohibited drugs. This policy is also intended to comply with and incorporate 49 CFR Part 32, The Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA, including the reporting of employees convicted of criminal drug offenses that occur in the workplace.

3. Covered Employees

This policy applies to all safety-sensitive transit system employees as identified and described herein. Paid part-time employees and contractors, when performing safety-sensitive duties, are also covered by this policy when performing any [A & A Transport, Inc.] related business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Additionally, this policy applies to volunteers who perform safety sensitive duties who are required to hold a Commercial Driver's License, or who receive remuneration in excess of his or her actual expenses incurred while engaging in the volunteer activity. This written policy shall be distributed to all employees and applicable volunteers in safety-sensitive positions. Adherence to this policy and its provisions are a condition of employment in a safety sensitive position; per 49 CFR Part 655.

Safety-Sensitive Employees and Applicants for Safety-Sensitive Positions covered by this Policy include those who:

1. Operate a revenue service vehicle, including when not in revenue service
2. Operate a non-revenue service vehicle when such is required to be operated by a holder of a commercial driver's license
3. Control the movement/dispatch of a revenue service vehicle
4. Perform maintenance on a revenue service vehicle or equipment used in revenue service
5. Carry a firearm for security purposes
6. May perform any of the above safety sensitive functions in a supervisory or training role.

This policy is applicable to the following positions within [A & A Transport, Inc.]

- *President, Dispatcher/scheduler, revenue vehicle operator*

- *President, Dispatcher/scheduler, revenue vehicle operator*
- *President, Dispatcher/scheduler, revenue vehicle operator*
- *President, Dispatcher/scheduler, revenue vehicle operator*

4. **Prohibited Substances**

In accordance with US DOT 49 CFR Parts 655 and 40, the following are prohibited substances:

- Cocaine
- Opiates (e.g., heroin, codeine)
- Phencyclidine (PCP)
- Cannabinoids (Marijuana)
- Amphetamines (includes methamphetamine and MDMA- Ecstasy)
- Alcohol Misuse as defined in Section 23, below.

5. **Prescription and Over the Counter Medications**

The appropriate use of legally prescribed drugs and non-prescription medications are not prohibited. A legally prescribed drug means a prescription or other written approval from a physician for the use of a drug by an individual in the course of medical treatment. However, the use of any substance which carries a warning label that indicates mental functioning, motor skills, or judgment may be adversely affected must be reported to supervisory personnel and medical advice must be sought, before performing safety sensitive duties.

The misuse or abuse of legally prescribed drugs is prohibited; this includes the use of medication that is prescribed to another individual as well as illegally obtained prescription drugs.

[A & A Transport, Inc.] strongly encourages employees to inform their prescribing physician of the safety-sensitive job functions that they perform, in order to ensure that appropriate medications are prescribed.

6. **Employee Protections**

The procedures that will be used to test for the presence of prohibited substances or misuse of alcohol shall be such that they protect the employee's privacy, the validity of the testing process and the confidentiality of the test results.

All urine drug testing and breath alcohol testing will be conducted in accordance with applicable with 49 CFR Part 40, as amended. All urine specimen collections, analysis and reporting of results shall to be in accordance with 49 CFR Part 40, as amended.

Drug and alcohol testing shall be conducted in a manner that will ensure the highest degree of accuracy and reliability using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Services (HHS).

Alcohol initial screening tests will be conducted using a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing Device (EBT) or non-evidential alcohol screening device that has been approved by NHTSA. Confirmatory tests for alcohol concentration will be conducted utilizing a NHTSA approved EBT.

1. Except as required by law or expressly authorized in this section, [A & A Transport, Inc.] shall not release employee information that is contained in records maintained per 49 CFR Part 655.73.

2. An employee may, upon written request, obtain copies of any records pertaining to the employee's use of alcohol or controlled substances, including any records pertaining to his or her alcohol or controlled substances tests.
3. [A & A Transport, Inc.] shall release information regarding an employee's records as directed, by the specific written consent of the employee authorizing release of the information to an identified person. Release of such information is permitted only in accordance with the terms of the employee's consent.
4. Records pertaining to a Substance Abuse Professional's evaluation, treatment and follow up testing results shall be made available to a subsequent DOT employer upon receipt of written consent from an employee.

7. Employee Responsibility to Notify [A & A Transport, Inc.] of Criminal Drug Conviction

It is a violation of this policy for any employee to fail to immediately notify [A & A Transport, Inc.] of any criminal drug statute conviction, or a finding of guilt whether or not adjudication is withheld, or the entry into a diversionary program in lieu of prosecution. Violating employee shall be immediately removed from safety sensitive duties.

Per [A & A Transport, Inc.] authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

8. Employee Training

Safety-sensitive employees will receive at least 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

Supervisors who make reasonable suspicion determinations shall receive at least 60 minutes of training on the physical, behavioral and performance indicators of probable drug use and 60 minutes on the physical, behavioral and performance indicators of probable alcohol use.

9. Pre-employment Drug and Alcohol Background Checks

In compliance with 49 CFR Part 40.25, [A & A Transport, Inc.] must make a good faith effort to obtain drug and alcohol testing records from prior DOT covered employer(s) for the previous two years for all applicants seeking safety-sensitive positions and all current employees transferring into a safety-sensitive position. [A & A Transport, Inc.] will require each applicant/transferee to a safety-sensitive position to complete a written consent that allows the release of drug and alcohol testing information from previous DOT covered employers to [A & A Transport, Inc.]. An applicant/transferee who refuses to provide written consent will not be permitted to perform safety-sensitive functions for [A & A Transport, Inc.].

All safety-sensitive applicants who have previously failed a DOT pre-employment test must provide proof that they have completed a Substance Abuse Professional's evaluation, treatment and return to duty process in addition to a pre-employment drug test with negative results, prior to their employment into a safety-sensitive job function. The credentials, training and education of the Substance Abuse Professional must meet the requirements of 49 CFR Part 40 Subpart O.

10. Pre-Employment Testing

- Anytime the employee is directed to provide another specimen because the temperature on the original specimen was out of the accepted temperature range of 90°F - 100°F;
- Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with;
- Anytime a collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;
- Anytime the employee is directed to provide another specimen because the laboratory reported to the MRO that the original specimen was invalid and the MRO determined that there was not an adequate medical explanation for the result;
- Anytime the employee is directed to provide another specimen because the MRO determined that the original specimen was positive, adulterated or substituted, but had to be cancelled because the test of the split specimen could not be performed.
- Anytime a follow up or return to duty test is required (test types not applicable to [A & A Transport, Inc.] policy)

16. Specimen Analysis

All specimens will be analyzed in accordance with the procedures set forth in 49 CFR Part 40, as amended. Specimen validity testing will be conducted on all urine specimens provided for testing under DOT authority. Specimen validity testing is the evaluation of the specimen to determine if it is consistent with normal human urine. The purpose of validity testing is to determine whether certain adulterants or foreign substances were added to the urine, if the urine was diluted, or if the specimen was substituted.

17. Dilute Test Results

Upon receipt of MRO verified **negative-dilute** drug test results with creatinine levels greater than 5 mg/dl and less than 20 mg/dl, [A & A Transport, Inc.] will exercise the option to require that applicants/employees submit to a secondary urine collection as provided in 49 CFR Part 40.197. The collection of the second specimen will not be conducted under direct observation. The result of the second urine drug test will be accepted as the final result.

[A & A Transport, Inc.] will exercise this option uniformly for all pre-employment and random tests that produce a negative-dilute test result with creatinine levels greater than 5mg/dl but less than 20mg/dl.

Upon receipt of a **positive-dilute** urine drug test result, [A & A Transport, Inc.] will immediately remove the employee from safety sensitive duty and provide the employee with a referral to a DOT qualified Substance Abuse Professional. A positive dilute result is always deemed as a final positive result. *Per [A & A Transport, Inc.] authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

18. Medical Review Officer's Role and Responsibilities

The designated Medical Review Officer (MRO) shall be a licensed physician (doctor of medicine or osteopathy) with knowledge of drug disorders. [A & A Transport, Inc.] shall use the following Medical Review Officer:

Name of MRO: Dr. Natalie Hartenbaun

All safety-sensitive position applicants shall undergo a urine drug test prior to placement in a safety sensitive position. [A & A Transport, Inc.] must be in receipt of a negative urine drug test result prior to the applicant's performance of any safety sensitive function. A cancelled test result will require an applicant to undergo a subsequent pre-employment urine drug test, until a negative test result can be obtained.

If an applicant's pre-employment urine drug test result is verified as positive, the applicant will be excluded from consideration for employment per [A & A Transport, Inc.] authority. Applicant will be provided a referral to a Substance Abuse Professional meeting the required qualifications per 49 CFR Part 40.281, as amended.

An employee returning from an extended leave period of 90 consecutive days or more, and whose name was removed from the random testing selection pool, will be subject to a pre-employment urine drug test. [A & A Transport, Inc.] must be in receipt of a negative drug test result prior to the employee being reinstated to safety sensitive duty.

11. Random Testing

Employees in safety-sensitive positions shall be subject to random, unannounced testing. The minimum annual percentage rate for random alcohol testing and the minimum annual percentage rate for random controlled substances testing shall be in accordance with 49 CFR Part 655, as amended. The percentages of testing shall be based on the average number of safety-sensitive employees per calendar year.

The administering of random testing shall be spread reasonably throughout the calendar year and throughout all times of day when safety-sensitive functions are performed. Each covered employee who is notified of selection for random alcohol or drug testing shall immediately proceed to the testing site.

Random alcohol testing shall be conducted on a safety sensitive employee during, just before or just after the performance of a safety-sensitive function.

Random urine drug testing may be conducted anytime while an employee is on duty or on call, or on standby duty.

The selection of employees for random alcohol and drug testing shall be made by a scientifically valid method. The selection process shall provide each covered employee an equal chance of being tested each time selections are made. A computer based random number generator that is fair and equitable for the covered employees shall derive the list.

12. Reasonable Suspicion Testing

All safety-sensitive employees are subject to reasonable suspicion urine drug testing and/or breath alcohol testing. Reasonable suspicion testing is required when one or more trained company officials can articulate and substantiate physical, behavioral and performance indicators of probable drug use or alcohol misuse by observing the appearance, behavior, speech or body odors of the employee. Reasonable suspicion testing for alcohol misuse can only be made when observations leading to that testing occur during, just preceding, or just after the period of the workday that the employee is required to be in compliance with FTA regulations. Reasonable suspicion testing for prohibited drugs may be conducted anytime an employee is on duty.

13. Post-Accident Testing

Fatal Accident: A safety-sensitive employee shall be required to undergo urine drug and breath alcohol testing following an accident involving a revenue service vehicle that results in a fatality (regardless of whether or not the vehicle is in revenue service at the time of the event). Any other employee(s), i.e., maintenance personnel, dispatchers, controllers, whose performance could have contributed to the accident, shall also be tested. As soon as practical following an accident involving the loss of human life, surviving covered employees shall undergo drug and alcohol testing.

Non-Fatal Accident: A post-accident test shall be conducted if an accident results in injuries requiring immediate medical treatment away from the scene, *and/or* if one or more vehicles incurs disabling damage that requires towing from a site; unless [A & A Transport, Inc.] determines, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any other safety sensitive employee whose performance could have contributed to the accident shall be tested. The decision regarding whether or not the employee's performance could have contributed to the accident will be the sole discretion of [A & A Transport, Inc.] using the best information available at the time of the decision.

Following an accident, the employee must be "readily available" for testing. Post accident tests will be conducted as soon as possible, all reasonable efforts shall be made to test the safety sensitive employee(s) within (2) two hours of the accident, but not after eight (8) hours for alcohol testing and thirty two (32) hours for drug testing. If a drug or alcohol test required by this section is not administered within the required time period following the accident, [A & A Transport, Inc.] shall prepare and maintain on file, a record stating the reasons the testing was not promptly administered and efforts to conduct testing shall cease.

Any safety-sensitive employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident or until the employee undergoes a post-accident alcohol test. Any safety-sensitive employee, who leaves the scene of the accident without a justifiable reason or explanation prior to submitting to drug and alcohol testing, shall be considered to have refused the test.

The post-accident testing requirements shall not delay necessary medical attention for injured persons, nor will they prohibit an employee who was performing a safety-sensitive function from leaving the scene of an accident to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

In the rare event that an employee is unable to submit to a post-accident test within the required time period (i.e., 8 hours for alcohol and 32 hours for drugs) due to circumstances beyond [A & A Transport, Inc.]'s control, the results of a blood, urine or breath alcohol test conducted by a federal, state or local official having independent authority for the test, will be considered to meet the requirements for a post-accident test. The test must conform to the applicable federal, state, or local testing requirements and the results must be obtained by [A & A Transport, Inc.]. (Per 49 CFR Part 655.44)

14. Refusal to Submit to Urine Drug Testing

All safety-sensitive employees will be subject to urine drug testing and breath alcohol testing as described in sections 10-13. An employee who fails to cooperate with the testing process or attempts

to thwart the testing process will be considered to have "refused testing". Refusal to submit to DOT required testing is a violation of this substance abuse policy.

Per [A & A Transport, Inc.] authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

The following actions constitute a "refusal to test" in accordance with 49 CFR Part 40, as amended:

- (1) Failure to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT A & A Transport, Inc. regulations, after being directed to do so by the employer (pre-employment testing not applicable).
- (2) Failure to remain at the testing site until the testing process is completed (after the process has been started)
- (3) Failure to provide a urine specimen for any drug test required by this part or DOT A & A Transport, Inc. regulations
- (4) In the case of a directly observed or monitored collection in a drug test, fail to permit the observation or monitoring of your provision of a specimen
- (5) Failure to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (6) Failure or decline to take an additional drug test the employer or collector has directed you to take
- (7) Failure to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by [A & A Transport, Inc.]
- (8) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).
- (9) For an observed collection, failure to follow the observer's instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (10) Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- (11) Admitting to the collector or MRO that you adulterated or substituted the specimen.
- (12) When the MRO verifies your drug test result as adulterated or substituted.

Refusals to test will result in employee's immediate removal from safety sensitive duties and a referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O.

15. Observed Urine Drug Collections

During an observed collection, the employee who is being observed will be required to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show the collector, by turning around, that they do not have a prosthetic device. The collector/observer must witness the employee's urine leave the body and enter the collection cup. The collector/observer must be the same gender as the employee being observed.

Observed collections are required in the following circumstances:

**Address: FIRST LAB 1364 Welsh Rd., Ste. C-2
North Wales, PA 19454**

Phone Number: 215-540-1651

Fax Number: 215-371-5974

The role of the MRO is to review and interpret confirmed positive test results obtained through the employer's testing program. In carrying out this responsibility, the MRO shall examine alternate medical explanations for any positive test result. This action may include conducting a medical interview and review of the individual's medical history, or review of any other relevant biomedical factors. The MRO shall review all medical records made available by the tested individual when a confirmed positive test could have resulted from legally prescribed medication. The MRO shall not, however, consider the results of urine samples that are not obtained or processed in accordance with DOT regulations.

Additionally, the MRO cannot accept an assertion of consumption of a hemp food product as a basis for verifying a confirmed marijuana (THC) test result as a negative. Consumption of a hemp food product is not to be considered a legitimate medical explanation for a prohibited substance or metabolite in an individual's specimen.

An employee shall be notified by the MRO of a laboratory confirmed positive test and a verification interview will be conducted with the employee, by the MRO in accordance with 49 CFR Parts 40.131, through 40.141

19. Verified Positive Results

MRO verified positive urine drug tests will result in immediate removal from safety sensitive duties and a referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O, will be provided to employee.

Per [A & A Transport, Inc.] authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

20. Cancelled/Invalid Test Results

A drug test that has been declared cancelled by the Medical Review Officer, because the specimen was invalid or for other reasons, shall be considered neither positive nor negative. Additionally, a specimen that has been rejected for testing by the laboratory is reported by the MRO as a cancelled test.

When a negative urine drug test result is required (as is the case with pre-employment, return to duty and follow up test types) the employer must conduct another drug test on the individual. For some categories of cancelled drug tests, the MRO will indicate that a re-collection of a specimen using direct observation specimen collection procedures is required, regardless of test type. Direct observation collection procedures will be in accordance with 49 CFR Part 40.67 as amended. The MRO may also direct an employee to undergo a medical evaluation to determine whether or not clinical evidence of drug use exists when there are documented medical explanations for an individual producing invalid specimens and a negative result is needed for a pre-employment, return to duty or follow-up test. For alcohol testing, a test that is deemed to be invalid per 49 CFR Part 40.267, shall be cancelled and therefore considered neither positive nor negative.

21. Split Specimen Testing

Split specimen collection procedures will be followed in obtaining specimens. An employee is entitled to request, within 72 hours of learning of a verified positive test result, that the split specimen be tested at a different DHHS certified laboratory than that which conducted the test of the primary specimen. If the test result of the split specimen fails to reconfirm the presence of the drug or drug metabolite, the test result shall be ruled "Canceled". The procedures for canceled tests, as outlined in 49 CFR Part 40.187, will be followed. If the test result of the split specimen is positive, the test results shall be deemed positive. If the laboratory's test of the primary specimen is positive, adulterated or substituted and the split specimen is unavailable for testing, a recollection under direct observation is required. Direct observation collection procedures will be in accordance with 49 CFR Part 40 as amended.

Split Specimen Testing is not authorized for test results reported by the MRO as "Invalid".

Payment of Split Specimen Testing:

When an employee has made a request to the MRO for a test of the split specimen, [A & A Transport, Inc.] is required to ensure that the cost for the split specimen testing is covered, in order for a timely analysis of the sample. *[A & A Transport, Inc.] will seek reimbursement from the employee for the cost of the completed test, if the results reconfirm the original positive finding.*

22. Alcohol

For the purposes of this policy, alcohol is defined as the intoxicating agent in beverage alcohol, ethyl alcohol or other low molecular weight alcohols including methyl or isopropyl alcohol. Alcohol use means the consumption of any beverage, mixture, or preparation, including any medication containing alcohol. 49 CFR Part 655 authorizes alcohol testing and requires [A & A Transport, Inc.] to take action on the findings, regardless of whether it was ingested as a beverage alcohol or in a medicinal or other preparation.

23. Alcohol Use and Breath Alcohol Testing

No safety-sensitive employee shall report for duty or remain on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater. If there is actual knowledge that an employee may be under the influence of alcohol while performing safety sensitive functions, the employee shall not be permitted to perform or continue to perform safety-sensitive functions, pending a reasonable suspicion interview, conducted per Section 12. No safety-sensitive employee shall use alcohol while performing safety-sensitive functions, within (4) four hours prior to performing a safety sensitive function, or during the hours that they are on call or standby for duty. No safety-sensitive employee shall use alcohol within eight (8) hours following an accident or until the employee undergoes a post-accident test, whichever occurs first.

A Breath Alcohol Technician (BAT) qualified to conduct DOT breath alcohol testing shall conduct all DOT required alcohol screening tests.

In accordance with the provisions of 49 CFR Part 40, as amended, the results of both the screening and confirmation of breath alcohol tests, as applicable, shall be displayed to the individual being tested immediately following the test(s).

The results of breath alcohol testing will be transmitted by the breath alcohol technician to [A & A Transport, Inc.] in a confidential manner, in writing, in person, by telephone or electronic means in accordance with 49 CFR Part 40, as amended. All testing will be conducted consistent with the

procedures put forth in 49 CFR Part 40, as amended.

[A & A Transport, Inc.] affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. Handling of tests and confidentiality shall be in conformance with 49 CFR Part 40, and as described below:

If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. A safety-sensitive employee who has a confirmed alcohol concentration of greater than 0.02 but less than 0.04 will result in removal from his/her position for (8) eight hours unless a retest results in a concentration measure of less an 0.02.

An alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. An employee testing positive for alcohol will be immediately removed from safety sensitive duty and will be provided with a referral to a DOT qualified Substance Abuse Professional, in accordance with 49 CFR Part 40, as amended.

Per [A & A Transport, Inc.] authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

24. Refusal to Submit to Alcohol Testing

The following actions constitute a refusal to submit to Alcohol Testing:

- (1) Fail to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT A & A Transport, Inc. regulations, after being directed to do so by the employer.
- (2) Fail to remain at the testing site until the testing process is complete
- (3) Fail to provide an adequate amount of saliva or breath for any alcohol test required by this part or DOT A & A Transport, Inc. regulations
- (4) Fail to provide a sufficient breath specimen, and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (5) Fail to undergo a medical examination or evaluation, as directed by the [A & A Transport, Inc.]
- (6) Fail to sign the certification at Step 2 of the ATF
- (7) Fail to cooperate with any part of the testing process.

A referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O will be provided. *Per [A & A Transport, Inc.] authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

25. System Contacts

Drug and Alcohol Program Manager or Designated Employer Representative

Name: Curtis E. Allen, President
Address: A & A Transport, Inc. 55 N. Lake Ave. Lake Butler, FL 32054-1733
Phone: 386-496-2056
E-mail: ceallen1954@yahoo.com

Alternate

Name:
Address:

Phone:

E-mail:

Substance Abuse Professional

Name: Meridian Behavioral Healthcare

Address: 395 W. Main St. Lake Butler, FL 32054

Phone: 386-496-2347

National Hot-Line Numbers and Help Lines:

1-800-COCAINE

The American Council on Alcoholism Help Line

1-800-527-5344

The National Institute on Drug Abuse Hot Line

1-800-662 HELP

Alcoholics Anonymous 212-686-1100

A copy of the referenced regulations (49 CFR Parts 40 and Part 655); are available on the CUTR Substance Abuse Management Resource Website: sam.cutr.usf.edu

Please sign the Acknowledgement of Receipt of this Policy (attached) and return to your supervisor or Designated Employer Representative.

**Employee Acknowledgement of Receipt
Of [A & A Transport, Inc.'s] Substance Abuse Policy**

I have received a legible copy of [A & A Transport, Inc.'s] Substance Abuse Policy. I understand that my employment with [A & A Transport, Inc.] is conditioned upon full adherence to this policy.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____

G. REFERENCES (Attachment 7)

- 1) The FL Commission for the Transportation Disadvantaged**
605 Suwannee Street MS-49
Tallahassee, FL 32399-0450

Contact: Ms. Terry Goodwin
Area 3 Project Manager
terry.goodwin@dot.state.fl.us
1-850-410-5704

- 2) Florida Department of Transportation**
District Two
1109 South Marion Avenue
Lake City, FL 32025

Contact: Ms. Sandra Collins
sandra.collins@dot.state.fl.us
1-386-961-7870

- 3) Union County School Board**
55 S.W. 6th Street
Lake Butler, FL 32054

Contact: Ms. Debi Dukes, Director
Exceptional Education and Student Services
1-386-496-2045 ext. 231

Preliminary Information Worksheet

CTC Name: A & A Transport, Inc.
County (Service Area): Union
Contact Person: Curtis E. Allen
Phone # 386-496-2056

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☒ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: A & A Transport, Inc.
County: Union County

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

	Prior Year's ACTUALS from July 1st of 2010 to June 30th of 2011	Current Year's APPROVED Budget, as amended from July 1st of 2011 to June 30th of 2012	Upcoming Year's PROPOSED Budget from July 1st of 2012 to June 30th of 2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTD Operates ONLY - Do NOT include coordination contracts)

Local Revenue

Farebox	\$ 880	\$ 2,315	\$ 2,451	163.1%	5.9%	Partial year in farebox column 2 Less money borrowed in column 4 of "Other"
Medicaid Co-Pay Received	\$ 1,411	\$ 4,296	\$ 4,549	204.5%	5.9%	
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$18,685	\$ 17,471	\$ 15,000	-8.5%	-14.1%	
Bus Pass Program Revenue						

Local Government

District School Board	\$ 48,197	\$ 40,237	\$ 24,220	-16.5%	-39.8%	Less clients in columns 3 and 4 of District School Board Significant decrease in TD Grant TDTF allotment from column 2 to 3. Insignificant amount in absolute terms in "Other Cash"
Compl. ADA Services						
County Cash	\$ 11,971	\$ 8,424	\$ 9,200	-29.6%	9.2%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 1	\$ -	\$ -	-100.0%		
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 72,562	\$ 75,812	\$ 82,080	4.5%	8.3%	Did not apply for Rural Capital assistance in columns 2 & 4
Non-Spons. Capital Equipment		\$ 69,883			-100.0%	
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307		\$ 33,164	\$ 50,000		80.9%	Significant drop in annual allotment of 5311 from column 2 to 3 Applied for 2 vehicles in column 4 of
49 USC 5310						
49 USC 5311 (Operating)	\$ 115,662	\$ 94,972	\$ 97,000	-17.9%	2.1%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 83,914	\$ 84,884	\$ 90,000	1.2%	6.0%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: A & A Transport, Inc.
County: Union County

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

	Prior Year's ACTUALS from July 1st of 2010 to June 30th of 2011	Current Year's APPROVED Budget, as amended from July 1st of 2011 to June 30th of 2012	Upcoming Year's PROPOSED Budget from July 1st of 2012 to June 30th of 2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination Developmental Services						In APD category, significant drop in both clientele and funding beginning in column 3.
Other APD (specify in explanation)	\$ 70,431	\$ 46,482	\$ 40,000	-34.0%	-13.9%	
Bus Pass Program Revenue						

DDU

(specify in explanation)					
Bus Pass Program Revenue					

Other Fed or State

S.R.E.C. meal site trips	\$ 4,685	\$ 5,285	\$ 7,000	12.8%	32.6%	For "Meal Site" increased allotment each succeeding year
U.S. Treasury 941 refund	\$ 130			-100.0%		Amount of 941 refund minor in column 2
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings					
xxxx					
Bus Pass Program Revenue					

Balancing Revenue to Prevent Deficit

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

Balancing Revenue Is Short By =		None	None		
Total Revenues =	\$428,529	\$483,205	\$431,500	12.8%	-10.7%

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

Operating Expenditures

Labor	\$ 147,681	\$ 131,929	\$ 120,000	-10.7%	-9.0%	Drivers putting in less hours due to cutbacks in Medicaid and TD Grant funding
Fringe Benefits	\$ 7,987	\$ 16,635	\$ 13,000	108.3%	-21.9%	FICA included in columns 3 & 4 of Fringe Benefits Use of different
Services	\$ 27,081	\$ 25,201	\$ 22,000	-6.9%	-12.7%	services provider in column 4 From column 2 to 3 an increase in fuel prices
Materials and Supplies	\$ 51,612	\$ 63,800	\$ 52,000	23.6%	-18.5%	is responsible for increase In column 4 more significant grouping responsible
Utilities	\$ 6,891	\$ 7,336	\$ 6,000	6.6%	-18.2%	for less fuel purchased, Concerted effort to decrease utilities responsible for
Casualty and Liability	\$ 16,371	\$ 15,147	\$ 16,000	-7.5%	5.6%	to 4. FICA included in column 2 of taxes Less miscellaneous items to deal
Taxes	\$ 61,194	\$ 40,825	\$ 35,000	-33.3%	-14.3%	with or purchase after column 2 Moved into different location and had no more
Purchased Transportation:						leases after column 3
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other	\$ 49,304	\$ 41,443	\$ 40,000	-15.9%	-3.5%	
Miscellaneous	\$ 40,850	\$ 43,831	\$ 44,000	7.3%	0.4%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 9,558	\$ 9,558	\$ -	0.0%	-100.0%	
Contrib. to Capital Equip. Replacement Fund	\$ 10,000			-100.0%		
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect		\$ 22,500	\$ 23,500		4.4%	

Capital Expenditures

Equip. Purchases with Grant Funds		\$ 65,000	\$ 60,000		-7.7%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

Total Expenditures =	\$428,829	\$483,205	\$431,500	12.8%	-10.7%
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Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: A & A Transport, Inc.

County: Union County

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

Upcoming Year's BUDGETED Revenues	
from	
July 1st of	
2012	
to	
June 30th of	
2013	
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet? OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	2,451
Medicaid Co-Pay Received	\$	4,549
Donations/Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	15,000
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	24,220
Compl. ADA Services	\$	-
County Cash	\$	9,200
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

CTD

Non-Spons. Trip Program	\$	82,080
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	80,000
49 USC 5311 (Operating)	\$	97,000
49 USC 5311 (Capital)	\$	-
Book Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	90,000
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis. Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

\$	2,451	
\$	4,549	
\$	-	
\$	-	
\$	15,000	
\$	-	

\$	82,080	\$	-	\$	9,120
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

\$	-	\$	-	\$	-
\$	-	\$	80,000	\$	80,000
\$	-	\$	97,000	\$	97,000
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

\$	90,000	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

\$	-	\$	-	\$	-
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\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: A & A Transport, Inc.
County: Union County

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?		What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
from July 1st of 2012 to June 30th of 2013		Budgeted Rate Subsidy Revenue Excluded from the Rate Base			
1	2	3	4	5	6
APD					
Office of Disability Determination	\$ -	\$ -	\$ -		
Developmental Services	\$ -	\$ -	\$ 40,000		
Other APD	\$ 40,000	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
DJJ					
DJJ	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Other Fed or State					
S.R.E.C. meal site trips	\$ 7,000	\$ -	\$ 7,000		
U.S. Treasury 941 refund	\$ -	\$ -	\$ -		
xxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Other Revenues					
Interest Earnings	\$ -	\$ -	\$ -		
xxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -		
Total Revenues =		\$ 431,500	\$ 172,080	\$ 259,420	\$ 60,000

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures		
Labor	\$	120,000
Fringe Benefits	\$	13,000
Services	\$	22,000
Materials and Supplies	\$	52,000
Utilities	\$	6,000
Casualty and Liability	\$	16,000
Taxes	\$	35,000
Purchased Transportation		
Purchased Bus Pass Expenses	\$	-
School Bus Utilization Expenses	\$	-
Contracted Transportation Services	\$	-
Other	\$	40,000
Miscellaneous	\$	44,000
Operating Debt Service - Principal & Interest	\$	-
Leases and Rentals	\$	-
Contrib. to Capital Equip. Replacement Fund	\$	-
In-Kind, Contributed Services	\$	-
Allocated Indirect	\$	23,500
Capital Expenditures		
Equip. Purchases with Grant Funds	\$	60,000
Equip. Purchases with Local Revenue	\$	-
Equip. Purchases with Rate Generated Rev.	\$	-
Capital Debt Service - Principal & Interest	\$	-
	\$	-
Total Expenditures =	\$	431,500
minus: EXCLUDED Subsidy Revenue =	\$	259,420
Budgeted Total Expenditures INCLUDED in Rate Base =	\$	172,080
Rate Base Adjustment ¹ =		
Adjusted Expenditures Included in Rate Base =	\$	172,080

\$ 199,420

Amount of Budgeted Operating Rate Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenue for Fiscal Year: 2010 - 2011

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: A & A Transport, In Version 1.4
County: Union County

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 100,000

Rate Per Passenger Mile = \$ 1.72

Total Projected Passenger Trips = 13,000

Rate Per Passenger Trip = \$ 13.24

Fiscal Year

2012 - 2013

Avg. Passenger Trip Length = 7.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 4.32

Rate Per Passenger Trip = \$ 33.19

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: A & A Transport Version 1.4
County: Union County

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 3 for Stretcher Service	Do Not Complete Section II for Group Service

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

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

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

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

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

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

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

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

Worksheet for Multiple Service Rates

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

CTC: A & A Transport Version 1.4
County: Union County

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?

☐ Yes
☒ No
Skip #3 - 4 and
Section IV and
Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR

per passenger mile?

☒ Pass Trip
☐ Pass Mile

Leave Blank

3. If you answered Yes to #1 and completed #2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

Leave Blank

4. How much will you charge each escort?

Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank)

Do NOT
Complete
Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate
0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

- * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
- * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 100,000

Rate per Passenger Mile =

RATES FOR FY: 2012 - 2012				
Ambul	Wheel Chair	Stretcher	Group	
92,804	7,178	20	Leave Blank	
			0	
\$1.64	\$2.80	\$5.84	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 13,000

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
12,080	830	10	Leave Blank	
\$12.57	\$21.55	\$44.89	\$0.00	\$0.00
			per passenger	per group

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

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	
\$1.64	\$2.80	\$5.84	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

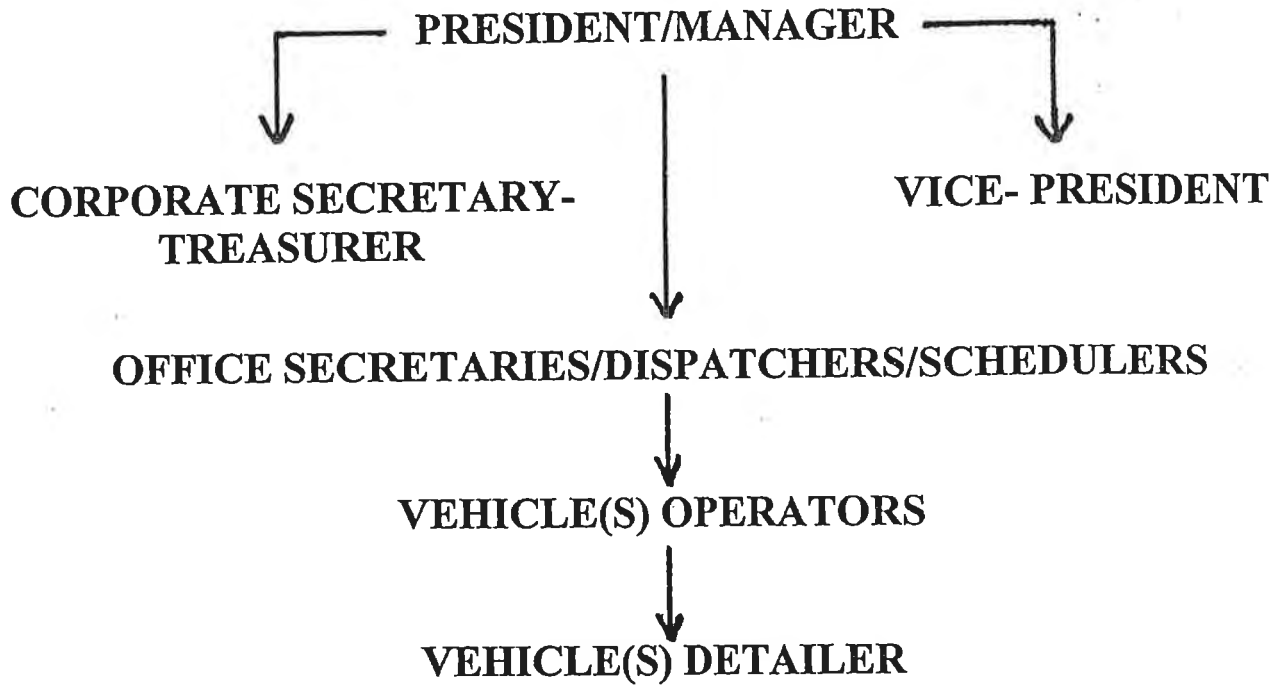
Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$4.10	\$7.03	\$14.65	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$31.52	\$54.03	\$112.57	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

SECTION III

PROPOSAL CONTENTS

A. MANAGEMENT RESOURCES

1.



A. MANAGEMENT RESOURCES:

2. RESIDENT MANAGER (WHO IS ALSO PRESIDENT)

NAME: Curtis E. Allen

Age: 58 yrs.

Home address: 320 S.E. 4th Street Lake Butler, Fl. 32054 -2612 (has resided in the present address over 26 years and in Lake Butler since 1964)

Education: 1972 graduate of Union County High School in Lake Butler.

Earned an Associate of Applied Science in Funeral Service from Jefferson State Junior College in Birmingham, Alabama with 4.0 GPA (took the required NATIONAL BOARDS for funeral service students and made an overall 94.6 with no score less than 90 on any one subject area of which there were 13 subject areas).

Also attended Miami-Dade Junior College (4.0 GPA) and Lake City Community College (approx. 3.5 GPA).

Completed home correspondence course through the University of Florida in Gainesville in life/health insurance.

Work experience: Have worked at Archer Funeral Home in Lake Butler since 1974; Florida licensed embalmer since 1983; Florida licensed funeral director since 1984; sold pre-need funeral life insurance for Archer Funeral Home since 1987; was appointed "Funeral Director in Charge" of Archer Funeral Home 8 years ago (mandated by Florida Law for funeral homes).

Have been the general manager of A & A Transport since 1980 (before there was any differentiation between "CTC" and "transportation provider") with the inception/appointment of A & A Transport as the provider for Union County and have held that position since, while being installed as "President" on May 31, 2007.

Responsible for (but definitely not limited to):

1. Writing (when necessary), reviewing, approving and signing all grants (CTD TD Grant, WAGES grant, 5310, 5311, 5316, etc.), contracts (M.O.A., coordination contract, Agency for Persons with Disabilities, etc.), all billing, formal documents, etc..
2. All/any other correspondence/negotiations with the C.T.D., F.D.O.T., North Central Florida Regional Planning Council, Medicaid, A.P.D, Union County School Board, WellFlorida or any other agencies/interested parties.
3. In complete charge of drug & alcohol abuse program including: determining which employees are to be listed in the Florida Pool for testing (which ones are safety-sensitive) and correspondence with FirstLab, making sure employees get tested as assigned and determining when employees or potential employees need testing (DRUG and/or ALCOHOL), helping compose A & A's Drug and Alcohol Substance Abuse Program, reviewing the "Program" at least annually and updating/changing when necessary.
4. In charge of OSHA compliance.
5. All driver training/record-keeping and any municipal, state or federal government/other vested agency requirements compliance.
6. Overseeing all van care (including maintenance inspections, cleanliness, and repair).
7. Rectifying any situation which might arise when or if needed.

SECTION III

PROPOSAL CONTENTS

A. MANAGEMENT RESOURCES:

3. KEY OFFICE PERSONNEL

NAME: Richard D. Allen

AGE: 23

Home address: 320 S.E. 4th Street Lake Butler, FL 32054-2612 (has resided at this residence all his life.

Education: 2007 high honor graduate of Union County High School in Lake Butler.

Earned an Associate of Arts degree in Liberal Arts from Florida Gateway College in Lake City, FL. He currently is attending same school part-time for future Bachelor's degree in yet-to-be determined major.

Work experience: Has worked at A & A Transport for approximately 2 years in differing facets of the business. He has been the Dispatcher/Scheduler/Secretary for about one year.

NAME: Brigette D. Slocumb

AGE: 46

Home address: 7294 S.E. 163rd Lane Lake Butler, FL 32054 (approximately 3 miles or 7 minutes from A & A Transport).

Education: Earned her G.E.D. in 2004 in Adult Education classes from Union County High School in Lake Butler.

Work experience: Ms. Slocumb was the Cafeteria Manager for Union County High School for 2 years; She was an Assistant Manager for Dollar General for 2 years; she was a file clerk for an insurance company in Orlando for 3 years. She began employment with A & A Transport in February of 2012 as a driver and within 6 months was helping part-time as assistant Dispatcher/Scheduler/Secretary where she performs well in all areas of work.

The number and positions needed to operate and coordinate are as follows:

- 1) One full-time administrative/managerial position.
- 2) Two part-time Secretary/Dispatcher/Scheduler/Computer operator positions.
- 3) Four part-time drivers; one each for the areas of Lake Butler, Starke, Lake City and Gainesville.

SECTION III
PROPOSAL CONTENTS

B. Proposer Experience

1. A & A Transport, Inc. has been the CTC continuously for Union County since 1990. Before CTC's were chosen (prior to 1990) A & A was granted a Certificate of Authority to provide trips by the Union County Board of County Commissioners (technically serving as CTC and Provider). We feel very fortunate and appreciative to say that no other entity has been appointed the CTC or awarded a Certificate of Authority. A & A has served continuously since 1980 with the authority of a Certificate of Authority (U.C. Board of Co. Comm.), provider and CTC (appointed by the C.T.D.) since 1990.

I, Curtis E. Allen, have worked with Ms. Lynn Godfrey of the North Central Florida Regional Planning Council for years in gathering/providing Service Plan data contained in quarterly Operating Reports, service rates and methodology, CTC designation date and history, organization chart of A & A, major trip generators/attractors, inventory of available transportation services, ideas for barriers to coordination, worked on all service plan operations categories and cost/revenue allocation and rate structure justification.

A & A has been contracting with agencies such as AHCA (Medicaid), the Commission for the Transportation Disadvantaged, the Union County School Board, the Agency for Persons with Disabilities, the Union County Board of Commissioners, the Division of Blind Services, etc. for over 30 years. Both have always understood each other's part as parties to the contract and had good working relationships.

2. In keeping with A & A's past policy of compliance with Equal Employment Opportunity, we will continue to hire employees based on merit and without regard to race, creed, color, sex, etc. At this point in time A & A has four part-time drivers, one a white male and three are white females. We've had several black female and male drivers in the past and they have all left on good terms and at their own discretion. My youngest son, who was designated 504 in grade school, currently works with A & A. He works slower than others but is meticulous in his tasks. We hired a young lady who had spina bifida but her mother made her leave employment due to her fear of her daughter losing entitlement funds. We are total compliance with the A.D.A., Fed. 655, drug and alcohol testing, Rule Chapter 14-90, F.A.C. and intend to remain in compliance with all of the above, recognizing the significance in each.

SECTION III

PROPOSAL CONTENTS

C. Financial Capacity to Undertake Project

- 1. In the past 30+ years A & A (Curtis Allen) has successfully contracted with the county (to provide the 10% match on the C.T.D. TDTF Grant), and applied for multi-year grants such as 5310 and 5311 (both federal), Medicaid and CTD Grants (both state), Workforce grant, local public school contracts with both Union and Alachua County (for Union Co. disadvantaged school students but administered by Alachua County), coordination contract with provider, subprovider contract, Division of Blind Services agreement, and most recently a Federal Special Projects Grant in the amount of 500K and fully federal funded for a new transportation disadvantaged building (2400 sq. ft. heated space) and 2000 sq. ft. 8-vehicle carport for vehicle storage and cleaning. Over 32 years other grants have also been successfully applied for and used for the people of Union County (such as Suwannee River Economic Council grant for the transportation of the elderly to/from a mealsite.**
- 2. Seven of A & A's current eight vehicles were purchased using federal and/or state grant funds. Grant financial information is also shown in the most recent audit included in this RFP.**
- 3. Each year and as soon as the projected C.T.D. Grant funding for the upcoming fiscal year is relayed to A & A, I ask (by letter) the local Union County Board of Commissioners to finance the required 10% match, which they have been gracious to accommodate (most years) the 10% in full.**
- 4. Most of the A & A's funding allotment comes from state contractors, more specifically the Commission for the Transportation Disadvantaged and AHCA (Medicaid). Their funding is based on the CTD's "Rate Modal Model". In this formula it is determined how much the rate should be in order to cover operating and capital expenses. A & A attempts to show accurate figures which are capable to completely cover those operational and capital expenses accrued to A & A over any particular fiscal year. A & A is currently contracting with a provider, which lowers overall trips costs while providing A & A a moderate portion of funds for expenses. We are also looking at contracting with the local hospital as a trip provider.**

SECTION III

PROPOSAL CONTENTS

D. Demonstration of Transportation Coordination Ability

- 1. Union County has only one other transportation provider (Industrial Complex of Raiford) and the ICR only transports their own clients, for nursery help and cleaning inside their buildings and outside also. A & A has either coordination contracted or subprovider-contracted with the ICR for 15-20 years and maintains a good relationship with them.**
- 2. A & A is grouping rides (especially outside Union County) which is good for fuel costs, vehicle wear and tear, lowering driver hours, etc. We have almost a one-to-one relationship with one-way trips to contracted one-way trips.**
- 3. When a potential rider calls to make an appointment for transportation, the dispatcher answers and gets enough personal data on the prospect to determine: rider eligibility, mode of transportation needed, time and date of appointment, any special requirements by the rider, location and address of rider, location and address of appointment, telephone number. Driver logs are composed near the end of the work day for the drivers to pick up for the following days trips. Each driver gets a separate log showing them who they are responsible for and the driver is responsible for contacting their clients no later than the early evening of that day to inform them of the time to be ready the following day for pickup for their trip. Drivers have rider logs which records odometer readings and times for pickup (residence, appt. place) to and from (place of appt. and home, if round trip). The dispatcher/scheduler/secretary can then determine the mileage to charge the purchasing agency (Medicaid, for instance). Completed trip information is then entered into the computer for verification and forwarding to the CTD for payment.**
- 4. We only have one subcontractor or provider besides A & A so it is a moot point.**
- 5. The Commission for the Transportation Disadvantaged and Dept. of Transportation informs A & A what the requirements are for subcontractors and we in turn inform the subcontractor what is required of them to be in compliance with state and federal law. Quality assurance is examined by the CTC at least once every two years to assure the subcontractor is in compliance.**

6. **Employees or potential employees are fingerprinted and the documented card is sent to an agency which is responsible for checking the potential employee/employee's background for actions unlawful and/or disallowed by the state and/or state transportation system. Local background checks are processed through Union County's Sheriff's Department.**
7. **There are signs in each of A & A's vehicles showing customers where to call in case of a complaint or commendation; Drivers are other sources of monitoring by telling and recording of any complaint or commendation and letting office personnel know. If the complaint can be remedied to all parties' satisfaction no further action is necessary. If the complaint cannot be satisfied through normal communication it may be written up and brought before the Union County Coordinating Board or even the CTD. No-shows are reported and recorded (on driver sheets) for further investigation as are cancellations. True trip denials are only recorded if the trip cannot be rescheduled. The president usually will examine the specific situation.**
8. **The same forms used for Medicaid-eligibility is used for the T.D. Grant clients. If they are not eligible for Medicaid, other questions may be asked of them. Those questions may relate to: the client's ability to pay for services; client's ability to drive and do they own a car; are there others who might transport them; physical or mental disabilities among other questions.**
9. **A & A's call intake employees are trained in what is a viable concern by users and will tell the user what can be expected or either apologize and rectify the situation or let the president know so that he might contact the user. Also, signs in the vans are put there to encourage the users to report any action or activity they feel is unwarranted.**

SECTION III

PROPOSAL CONTENTS

E. Demonstration of Transportation Operational Ability (continued)

- 7. Complaints and commendations are reported to drivers, dispatchers and occasionally the president. If they cannot be resolved they are first written up and the president may call the complainant or make a decision without calling. If the complaint is not resolved still then it can be taken up with the Union County Transportation Board may hear the complaint and make suggestions.**

No shows are recorded on driver sheets and dealt with by posting a no-show tag on the recipient's door knob. The second warning is a letter warning of suspension if it happens again within 30 days. If the recipient still no shows then a longer suspension may be necessary.

If cancellations are multiple the president will take it up with the recipient.

Trip denials are not negotiable but an attempt will be made to help the recipient if possible.

- 8. TDTF-potential riders are screened with the same application as used for potential Medicaid riders. Eligibility may be granted for low income, the physically or mentally handicapped, someone who is not able to obtain a ride otherwise.**
- 9. Users of A & A have been vocal with complaints or commendations when riding the system. This means our drivers will usually hear the above or recommendations first. The drivers are then required to report on paper and give to office management if the driver cannot resolve or if a recommendation is made. Office personnel will attempt to rectify any non-feasible action or practice before turning it over to the president if not resolved.**

SECTION III

PROPOSAL CONTENTS

E. Demonstration of Transportation Operational Ability

- 1. A & A is a very small operation and therefore, I feel there is no need for guidelines or an elaborate plan in the event of a change-over. Verbal communication should be enough for a smooth transaction if that is necessary.**
- 2. I have felt as have others (a higher up and well-respected person in the F.D.O.T.) that it is much more economical, better communication, less time-consuming, smoother and for other reasons just better for the CTC and provider to be one and the same, especially for a small, rural company. There are multiple reasons why. Capital, supplies and other expenses are shared (so to speak), CTC and provider are more knowledgeable about the purposes and obligations of each one. There is less chance for disagreement, therefore smoother operating. CTC/provider is in the same location and employees may share duties. Communication and response time is also much quicker. Employees have the opportunity to communicate person-to-person, etc.**
- 3. A & A Transport normally has nearly one thousand wheelchair trips a year and about 20 stretcher trips a year in these days. This parallels distant years, percentage-wise. So the experience is there as is the training on wheelchair and stretcher clients for drivers.**
- 4. A & A Transport is in total compliance with Section 341.061, Florida Statutes. The F.D.O.T., District II office in Jacksonville has biennial inspections of A & A Transport, Inc. to assure that A & A is in total compliance with Section 341.061, Florida Statutes.**
- 5. A & A Transport has had one minor chargeable incident (accident) in the past 2 years. There was a pedestrian who received a slightly bruised shoulder, only. This terminology is not to minimize the fact that we had an accident but it is meant to accurately describe the degree. We at A & A are proud and thankful to be able to say that we have had no more than 3 to 4 chargeable (all minor in degree) accidents in over 30 years of operation.**
- 6. All of A & A's vehicles have a minimum liability insurance of one hundred thousand dollars (\$100,000) per person and three hundred thousand dollars (\$300,000) per incident. Proof of coverage is included in this packet.**

SECTION III

PROPOSAL CONTENTS

F. Vehicle Acquisition

1. **A & A Transport, Inc. has 8 vehicles and we feel each is necessary to provide safe and timely transportation for the transportation disadvantaged of Union County. They are as follows:**

Van A - MINIVAN W/RAMP ADA accessible 1 W/C and 4 ambulatory riders.

Van B - MINIVAN W/RAMP ADA accessible 1 W/C and 4 ambulatory riders.

Van C - MINIVAN 7 ambulatory riders

Van D - FORD E450 22' TURTLE TOP VAN ADA accessible 2 W/C and 10 ambulatory riders.

Van E - FORD E250 VAN 10 ambulatory passengers

Van F - FORD E150 VAN 8 ambulatory passengers

Van G - DODGE 3500 VAN ADA accessible 1 stretcher, 1 W/C and 1 ambulatory riders.

Van I - CHEVROLET EXPRESS Turtle Top VAN ADA accessible 3 W/C and 4 amb. riders.

2. ***Vehicle Inventory follows***
3. **Each year the Commission for the Transportation Disadvantaged offers a grant (Rural Capital Assistance Grant) which is available to CTC's and/or providers (through the CTC) which can be applied for. Once the application is mailed to the CTD a decision is made as to whether the CTC/provider request is granted. If the award is granted the CTC a contract is mailed and the CTC will purchase their awarded vehicle(s) from a state-contracted dealership. The same process is offered by the Florida Department of Transportation who administers the Federal Section 5310 grant locally, also on an annual basis.**
4. **Normal time for receiving the vehicle(s) and putting into service is approximately 4-6 months from the time the CTC applies to the time the vehicle(s) is(are) received by the dealership.**

as the same day we receive your payment, and you will not receive your check back from your financial institution.

VEHICLE INFORMATION

Review your policy information carefully. If anything is incorrect, or if there are any changes, please let us know right away.

Vehicle Description	Vehicle Identification Number (VIN)	Who principally drives this vehicle?	How is this vehicle normally used? National average: 12,000 miles driven annually per vehicle
2011 FORD E250	1FDXE4FL5BDA29977	Contact your agent for a full review of drivers.	
Vehicle Body Type: Sport/Passenger Van, Vehicle Use: Service/Contractors, Business Description: Not Otherwise Classified - All Other, Radius of Operation: 25 miles, Annual Distance Driven: 10000 miles, Other Factors Affecting Rate:, Manufacturer's Suggested Retail Price			

Premium Adjustment

Each year, we review our medical payments and personal injury protection coverages claim experience to determine the vehicle safety discount that is applied to each make and model. In addition, we review the comprehensive, collision, bodily injury and property damage claim experience

annually to determine which makes and models have earned decreases or increases from State Farm's standard rates. If any changes result from our reviews, adjustments are reflected in the rates shown on this renewal notice.

COVERAGE AND LIMITS See your policy for an explanation of these coverages.

A	Liability	
	Bodily Injury 100,000/300,000	
	Property Damage 100,000	\$192.01
P10	No Fault	\$16.23
C	Medical Payments	
	Emergency Medical 5,000	
	Not Emergency Medical 1,250	\$6.35
D	250 Deductible Comprehensive	\$109.78
G	500 Deductible Collision	\$117.49
U3	Uninsured Motor Vehicle	
	Bodily Injury 100,000/300,000	\$63.86
		\$505.72
	Plus Florida Hurricane Catastrophe Fund (FHCF) Assessment	\$6.57
Total Premium:		\$512.29

If any coverage you carry is changed to give broader protection with no additional premium charge, we will give you the broader protection without issuing a new policy, starting on the date we adopt the broader protection.

IMPORTANT INFORMATION ABOUT UNINSURED MOTOR VEHICLE COVERAGE

Now is a good time to consider either adding Uninsured Motor Vehicle Coverage, or increasing your limits for this coverage. This coverage protects you, your resident family members and your passengers in the event of bodily injury sustained in an accident for which an unidentified, uninsured, or underinsured driver is legally liable.

(continued on next page)

CURRENT (2012) VEHICLE INVENTORY

Model Yr.	Make/Size/Type	VIN #	Ramp or Lift	Seats/WC positions	Average mi/year	Current mileage	expected retirement date	Funding Source	VAN LETTER	Tag-Regis. Number
2008	Chevrolet Uplander ramp-equipped van white w/black stripe	1GBDV13W88D209097	Ramp	1 wheelchair & 5 Amb.	35-40 K	125,097	2014	ARRA	A	X2331B
2009	Dodge Caravan white w/blue stripe	1D8HN44339B520679	Ramp	1 wheelchair & 5 Amb.	30-35 K	94425	2014-2015	FDOT	B	X4517B
2007	Honda Odyssey minivan	5FNRL38657B110546	*none*	7 Ambulatory	40 K	156040	2013	CTD	C	219 ICE
2012	Ford E450 Turtle Top 22' White	1FDXE4FL5BDA29977	Lift	2 wheelchair & 10 Amb.	25K	478	2018-2019	CTD	D	ATW8548 *Temp.*
2012	Ford Econoline E250 White van	1FTNE2EL2CDA32368	*none*	10 Amb.	18-20K	3832	2018-2019	FDOT	E	X0412C
2010	Ford Econoline E150 Burgundy van	1FMNE1BW8ADA00526	*none*	8 Amb.	14-15K	49990	2016-2017	FDOT	F	X52321
1999	Dodge 3500 van	2B5WB35Z3XK545060	Lift	1 stretcher & 1 wheelchair & 1 amb.	500 miles	83904	2015-2016	Private funds	G	N70 0GL
2009	Chevrolet Express Turtle Top cutaway white w/brown stripe	1GBJG31K691107325	Lift	3 wheelchair & 4 Amb.	22-23K	61257	2016	ARRA	I	X04788

I. MANDATORY ITEMS

The following items must be included in the submitted proposal. Any proposal with a "no" response on any of the following questions will be rejected without further consideration.

- A. Was a Letter of Transmittal of Proposal identifying the agency/firm submitting the proposal including a statement that the agency/firm has reviewed and understands Chapter 427, Florida Statutes and Rule 41-2 of the Florida Administrative Code included in the proposal?

☐ YES

☐ NO

- B. Was an Identification and Qualification Information Form included in the proposal?

☐ YES

☐ NO

- C. Was the Proposer's Standard Assurances included in the proposal?

☐ YES

☐ NO

- D. Was a Certification regarding debarment, suspension and other responsibility matters included in the proposal?

☐ YES

☐ NO

- E. Did the proposer provide a current financial statement prepared by a licensed certified public accountant that clearly shows that the proposer is financially capable of successfully performing the contract?

☐ YES

☐ NO

F. Did the proposer provide a copy of proposer's Substance Abuse Policy prepared in accordance with the Federal Transit Administration Substance Abuse Regulations?

___ YES

___ NO

G. Did the proposer provide a list of up to three (3) service programs (purchasing agencies) that can verify the proposer's experience including contact names, addresses and phone numbers?

___ YES

___ NO

H. Did the proposer provide completed worksheets of the Florida Commission for the Transportation Disadvantaged Standardized Rate Calculation Model to estimate the rates and rate structure for service delivery?

___ YES

___ NO

3:00 pm 

UNION COUNTY
TABLE OF CONTENTS

**NORTH CENTRAL FLORIDA
RECEIVED**

FEB 15 2013

PROPOSAL CONTENTS - MANDATORY ITEMS

REGIONAL PLANNING COUNCIL

Attachment 1 - Exhibit A – Letter of Transmittal of Proposals	3
Attachment 2 - Exhibit B – Proposers Identification and Qualification Information	5
Attachment 3 - Exhibit C – Standard Assurances	8
Attachment 4 - Exhibit D – Certification of Transportation Coordinator	10
Attachment 5 - Exhibit E – Financial Statement.....	13
Attachment 6 - Exhibit F – Substance Abuse Policy	44
Attachment 7 - Exhibit G – References	59
Attachment 8 - Exhibit H – Rate Calculation Model.....	61

PROPOSAL CONTENTS

A – Management Resources	73
B – Proposer Experience	76
C – Financial Capacity to Undertake Project.....	79
D – Demonstration of Transportation Coordination Ability	82
E – Demonstration of Transportation Operational Ability	88
F – Vehicle Acquisition	92
Attachment 9 – Organizational Chart	94
Attachment 10 – SREC Board of Directors	96
Attachment 11 – Resumes	100
Attachment 12 – Letters of Support.....	107
Attachment 13 – System Safety Program Plan	112
Attachment 14 – Insurance	269
Attachment 15 – Monitoring Reports	271
Attachment 16 – Survey Results.....	282
Attachment 17 – Vehicle Inventory	284

SECTION II

MANDATORY ITEMS

Attachment 1

Exhibit A

LETTER OF TRANSMITTAL
OF PROPOSAL



Suwannee River Economic Council, Inc.
Post Office Box 70
Live Oak, Florida 32064

ADMINISTRATIVE OFFICE - PHONE (386) 362-4115

FAX (386) 362-4078

E-Mail: francesterry@suwanneecouncil.net

EXHIBIT A

LETTER OF TRANSMITTAL

February 8, 2013

Mr. Scott R. Koons, AICP, Executive Director
North Central Florida Regional Planning Council
2009 N.W. 67 Place, Suite A
Gainesville, FL 32653-1603

RE: Proposal for Community Transportation Coordinator for
Union County

Dear Mr. Koons:

Enclosed are five (5) copies of a completed and signed Proposal for Suwannee River Economic Council, Inc. to be designated Community Transportation Coordinator for Union County. One of these copies is a clean, single side original you can use to make additional copies. Suwannee River Economic Council, Inc. understands the responsibilities and requirements of Chapter 427, Florida Statutes, Rule 41-2 of the Florida Administrative Code and shall comply with all appropriate federal, state and local regulations in this matter.

We look forward to servicing the needs of transportation disadvantaged citizens of Union County. Thank you for your consideration of this proposal.

Sincerely,

SUWANNEE RIVER ECONOMIC COUNCIL, INC.

Frances L. Terry
Executive Director

Enclosures

c: Matt Pearson, Director of Transportation
SREC Reading File

SERVING

BRADFORD - COLUMBIA - DIXIE - GILCHRIST - HAMILTON - LAFAYETTE - LEVY - MADISON - PUTNAM - SUWANNEE - TAYLOR - UNION

AN EQUAL OPPORTUNITY EMPLOYER

Attachment 2

Exhibit B

PROPOSERS IDENTIFICATION
AND
QUALIFICATION INFORMATION
FORM

EXHIBIT B

PROPOSERS IDENTIFICATION AND QUALIFICATION INFORMATION

1. Identification of Respondent: Frances Terry

Name of Organization: Suwannee River Economic Council, Inc.

Business Address: P.O. Box 70
Live Oak, Florida 32064

Telephone Number: (386) 362-4115

Years in Business at this Location: 48
2. Name and Title of Individual to Contact for Further Information: Frances Terry, Executive Director
3. Legal Status of Organization: (check one)

☐ For-Profit Corporation or Joint Venture Corporation
☐ For-Profit Partnership or Sole Proprietorship
☒ Non-Profit Corporation
☐ Public Agency
☐ Other (Explain):
4. State the Proposer's proposed method of transportation service provision:

☐ Community Transportation Coordinator only - agency/firm acts as a total brokerage system that does not operate vehicles

☒ Community Transportation Coordinator/Transportation Operator - agency/firm provides all or part of the needed transportation services by operating vehicles

5. Has Respondent or any Officer or Partner of Respondent failed to complete a contract?

(circle one) YES

☒ NO

If yes, explain

6. Location of central office that will provide overall administration and management of the project:

Suwannee River Economic Council, Inc.
1171 Nobles Ferry Road Bldg #2
Live Oak, Florida 32064

7. Disadvantaged Business Enterprise Status.

"Disadvantaged" Business is defined as a business having at least 51 percent owned, operated and controlled by "disadvantaged" group members. Disadvantaged group members are defined as Blacks, Hispanics, Asian Americans, American Indians, Alaskan Natives or women regardless of race or nationality."

Is the individual respondent agency/firm a certified disadvantaged or minority business enterprise?

(circle one) YES

☒ NO

Attach current certification documents to substantiate claim.

8. Is any litigation pending against respondent or any officer or partner of respondent?

(circle one) YES

☒ NO

If yes, explain.

Attachment 3

Exhibit C

STANDARD ASSURANCES

EXHIBIT C

STANDARD ASSURANCES

Name of Proposer: Suwannee River Economic Council, Inc.

At this time, we understand all requirements and state that as a serious proposer we will comply with all the stipulations included in the proposal package.

The above-named Proposer affirms and declares:

1. That the Proposer is of lawful age and that no other person, agency, firm or corporation has any interest in this Proposal or in the Contract that may result from this Proposal; other than as described in Exhibit B.
2. That this Proposal is made without any understanding, agreement or connection with any other person, agency, firm or corporation making a Proposal for the same project and is in all respects fair and without collusion or fraud.
3. That the Proposer has carefully examined the site of the work and that from his/her investigations has been satisfied as to the nature and location of the work, the kind and extent of the equipment and other facilities needed for the performance of the work, the general and local conditions, all difficulties to be encountered and all other items which in any way affect the work or its performance.
4. That the Proposer is in full compliance with all federal, state and local laws and regulations and intends to fully comply with same during the entire term of the contract.

In witness whereof, this Proposal is hereby signed by the duly authorized representative of the Proposer and sealed as of the date indicated.

ATTEST:




Witness

2/8/13

Date

PROPOSER:

(Seal)

By: 
Signature

Frances Terry, Executive Director
Typed Name and Title

Attachment 4

Exhibit D

**CERTIFICATION OF
TRANSPORTATION COMMUNITY
TRANSPORTATION COORDINATOR
REGARDING
DEBARMENT, SUSPENSION
AND
OTHER RESPONSIBILITY MATTERS**

EXHIBIT D

CERTIFICATION OF PROPOSER

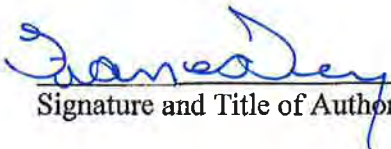
REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The Proposer Suwannee River Economic Council, Inc. certifies to the best of its knowledge and belief that it and its principals:

1. Are not generally debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal or state department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application or proposal had one or more public transactions (federal, state or local) terminated for cause or default.

(If the Proposer for Coordinator is unable to certify to any of the statements in this certification, the agency/firm shall attach an explanation to this certification.)


THE PROPOSER, SUWANNEE RIVER ECONOMIC COUNCIL, INC., CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENT'S SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISION OF 31 U.S.C. SECTIONS 3801 ET. SEQ. ARE APPLICABLE HERETO.

 James A. Taylor, Executive Director
Signature and Title of Authorized Official

SUWANNEE RIVER ECONOMIC COUNCIL, INC.

EXHIBIT D - CONTINUED

The undersigned chief legal counsel for Suwannee River Economic Council, Inc. hereby certifies that Suwannee River Economic Council, Inc. has authority under state and local law to comply with the subject assurances and that the certification above has been legally made.



Signature of Agency/Firm Attorney



Date

Attachment 5

Exhibit E

FINANCIAL STATEMENT

EXHIBIT E

SUWANNEE RIVER ECONOMIC COUNCIL, INC.

FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

**SUWANNEE RIVER ECONOMIC COUNCIL, INC.
TABLE OF CONTENTS
SEPTEMBER 30, 2011**

	<u>Page(s)</u>
Independent Auditors' Report	1 – 2
Financial Statements	
Statement of Financial Position	3
Statement of Activities	4
Statement of Functional Expenses	5 – 6
Statement of Cash Flows	7
Notes to Financial Statements	8 – 12
 Schedule of Expenses of Federal Awards and State Financial Assistance	 13 – 21
 Note to Schedule of Expenses of Federal Awards and State Financial Assistance	 22
 Independent Auditors' Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed In Accordance with <i>Government Auditing Standards</i>	 23 – 24
 Independent Auditors' Report on Compliance with Requirements That Could Have a Direct and Material Effect on Each Major Federal Program and State Project and on Internal Control over Compliance in Accordance with OMB Circular A-133 and Chapter 10.650, Rules of the State of Florida, Office of the Auditor General	 25 – 26
 Schedule of Findings and Questioned Costs	 27 – 28

JAMES MOORE & CO., P.L.
CERTIFIED PUBLIC ACCOUNTANTS

INDEPENDENT AUDITORS' REPORT

To the Board of Directors,
Suwannee River Economic Council, Inc.:

We have audited the accompanying statement of financial position of Suwannee River Economic Council, Inc. as of September 30, 2011, and the related statements of activities, functional expenses and cash flows for the year then ended. These financial statements are the responsibility of the Organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and the significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Suwannee River Economic Council, Inc. as of September 30, 2011, and the changes in its net assets and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our report dated January 30, 2012, on our consideration of Suwannee River Economic Council, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and should be considered in assessing the results of our audit.

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying Schedule of Expenses of Federal Awards and State Financial Assistance is presented for purposes of additional analysis as required by U.S. Office of Management and Budget Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations* and Chapter 10.650, Rules of the State of Florida Office of the Auditor General and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the financial statements taken as a whole.

James Moore & Co., P.L.

Tallahassee, Florida
January 30, 2012

**SUWANNEE RIVER ECONOMIC COUNCIL, INC.
STATEMENT OF FINANCIAL POSITION
SEPTEMBER 30, 2011**

ASSETS

Current assets

Cash and cash equivalents	\$ 4,294,260
Grants and contracts receivable	1,524,568
Unconditional promise to give	20,502
Prepaid expenses	38,179
Inventory	54,035
Total current assets	<u>5,931,544</u>

Property and equipment , net of accumulated depreciation	2,470,206
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Total Assets	<u><u>\$ 8,401,750</u></u>
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LIABILITIES AND NET ASSETS

Current liabilities

Accounts payable and accrued expenses	\$ 1,315,334
Refundable advance	448,399
Deferred revenue	47,972
Total current liabilities	<u>1,811,705</u>

Net assets

Unrestricted	
Operations	4,099,337
Property and equipment	2,470,206
Total unrestricted net assets	<u>6,569,543</u>
Temporarily restricted	20,502
Total net assets	<u>6,590,045</u>

Total Liabilities and Net Assets	<u><u>\$ 8,401,750</u></u>
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The accompanying notes to financial statements
are an integral part of this statement.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED SEPTEMBER 30, 2011

	Unrestricted	Temporarily Restricted	Total
Support and revenues			
Support			
Grants and contracts	\$ 15,695,576	\$ -	\$ 15,695,576
Contributions	98,424	20,502	118,926
In-kind contributions	50,124	-	50,124
Total support	15,844,124	20,502	15,864,626
Revenues			
Interest earned	13,527	-	13,527
Total support and revenues	15,857,651	20,502	15,878,153
Expenses			
Program services			
Special Programs for the Aging	1,596,034	-	1,596,034
Low-Income Home Energy Assistance	2,869,111	-	2,869,111
Transportation Disadvantaged	998,486	-	998,486
State Housing Initiatives Partnership	407,802	-	407,802
Community Care for the Elderly	888,653	-	888,653
Community Services Block Grant	280,290	-	280,290
Medicaid Waiver	844,297	-	844,297
Weatherization	5,480,240	-	5,480,240
Emergency Home Energy Assistance	266,210	-	266,210
Emergency Food and Shelter	14,590	-	14,590
Home Care for the Elderly	35,905	-	35,905
Alzheimer's Disease Initiative	211,506	-	211,506
Total program services	13,893,124	-	13,893,124
Administrative services	1,359,185	-	1,359,185
Total expenses	15,252,309	-	15,252,309
Increase in net assets	605,342	20,502	625,844
Net assets, beginning of year	5,964,201	-	5,964,201
Net assets, end of year	\$ 6,569,543	\$ 20,502	\$ 6,590,045

The accompanying notes to financial statements
are an integral part of this statement.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED SEPTEMBER 30, 2011

	Special Programs for the Aging	Low-Income Home Energy Assistance	Transportation Disadvantaged	State Housing Initiatives Partnership	Community Care for the Elderly	Community Services Block Grant	Medicaid Waiver
Program services							
Personnel	\$ 662,500	\$ 283,226	\$ 493,758	\$ 41,602	\$ 447,941	\$ 187,715	\$ 678,126
Travel	80,144	1,983	904	1,861	56,447	1,997	94,717
Building space	9,420	4,126	6,775	163	8,041	3,006	8,570
Communication and utilities	32,104	13,356	37,015	286	18,068	10,053	25,579
Printing and supplies	30,697	12,564	11,668	223	11,091	7,408	12,188
Materials and subcontracts	530,150	-	-	363,431	88,204	-	6,951
Service contracts	163,040	-	-	-	198,256	-	-
Noncapitalizable equipment	-	-	-	-	-	-	-
Other	59,116	2,553,856	272,151	236	17,738	70,111	18,166
In-kind	7,257	-	-	-	42,867	-	-
Total program services before depreciation	1,574,428	2,869,111	822,271	407,802	888,653	280,290	844,297
Depreciation	21,606	-	176,215	-	-	-	-
Total program services	1,596,034	2,869,111	998,486	407,802	888,653	280,290	844,297
Allocation of administrative expenses	208,387	76,988	144,776	4,898	160,461	49,574	215,739
Total expenses	\$ 1,804,421	\$ 2,946,099	\$ 1,143,262	\$ 412,700	\$ 1,049,114	\$ 329,864	\$ 1,060,036

The accompanying notes to financial statements
are an integral part of this statement.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

	Weatherization	Emergency Home Energy Assistance	Emergency Food and Shelter	Home Care for the Elderly	Alzheimer's Disease Initiative	Administrative	Total
Program services							
Personnel	\$ 449,749	\$ -	\$ -	\$ 32,257	\$ 172,505	833,609	\$ 4,282,988
Travel	40,842	-	-	1,974	15,027	231	296,127
Building space	5,569	-	-	392	2,020	33,126	81,208
Communication and utilities	24,266	-	-	508	8,511	38,578	208,324
Printing and supplies	16,982	-	-	259	5,408	47,370	155,858
Materials and subcontracts	-	-	-	-	-	41,720	1,030,456
Service contracts	4,917,324	-	-	-	-	110,643	5,389,263
Noncapitalizable equipment	-	-	-	-	-	2,534	2,534
Other	25,508	266,210	14,590	515	8,035	205,457	3,511,689
In-kind	-	-	-	-	-	-	50,124
Total program services before depreciation	5,480,240	266,210	14,590	35,905	211,506	1,313,268	15,008,571
Depreciation	-	-	-	-	-	45,917	243,738
Total program services	5,480,240	266,210	14,590	35,905	211,506	1,359,185	15,252,309
Allocation of administrative expenses	129,996	-	-	5,388	64,039	(1,060,246)	-
Total expenses	<u>\$ 5,610,236</u>	<u>\$ 266,210</u>	<u>\$ 14,590</u>	<u>\$ 41,293</u>	<u>\$ 275,545</u>	<u>\$ 298,939</u>	<u>\$ 15,252,309</u>

The accompanying notes to financial statements
are an integral part of this statement.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED SEPTEMBER 30, 2011
Increase (Decrease) in Cash and Cash Equivalents

Cash flows from operating activities	
Cash received from grantors, contractors and programs	15,939,297
Cash paid to employees and vendors	(15,032,569)
Cash received from others	47,972
Interest received	13,527
Local cash contributions	118,926
Net cash provided by operating activities	<u>1,087,153</u>
Cash flows from investing activities	
Purchases of property and equipment	(167,182)
Net increase in cash and cash equivalents	<u>919,971</u>
Cash and cash equivalents, beginning of year	3,374,289
Cash and cash equivalents, end of year	<u><u>\$ 4,294,260</u></u>
Reconciliation of increase in net assets to net cash provided by operating activities	
Increase in net assets	<u>\$ 625,844</u>
Adjustments to reconcile increase in net assets to net cash provided by operating activities:	
Depreciation	243,738
Donated equipment	(57,314)
Changes in assets and liabilities:	
Decrease in grants and contracts receivable	213,857
Increase in unconditional promise to give	(20,502)
Decrease in prepaid expenses	2,216
Increase in inventory	(25,411)
Decrease in accounts payable and accrued expenses	(50,927)
Increase in refundable advance	448,399
Increase in deferred revenue	47,972
Decrease in deferred revenue	(340,719)
Total adjustments	<u>461,309</u>
Net cash provided by operating activities	<u><u>\$ 1,087,153</u></u>

The accompanying notes to financial statements
are an integral part of this statement.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
SEPTEMBER 30, 2011

(1) **Summary of Significant Accounting Policies:**

The following is a summary of the more significant accounting policies and practices of Suwannee River Economic Council, Inc. (the "Organization"), which affect significant elements of the accompanying financial statements:

(a) **Organization and Purpose**—The Organization is a not-for-profit corporation formed to cooperate with and assist governmental and private agencies in accomplishing the purposes described in the Community Services Act of 1974 and amendments thereto. Its principal activities consist of carrying out community action programs under Federal, state and private agency grants requiring compliance with specific grant conditions and other special requirements.

(b) **Revenue Recognition**—The Organization receives substantially all of its grant and contract revenue from Federal, State and local agencies. The Organization recognizes contract revenue (up to the contract ceiling) from its contracts over a period which represents the service period for certain contracts, or to the extent of expenses. Revenue recognition depends on the contract. Any of the funding sources may, at their discretion, request reimbursement for expenses or return of funds, or both, as a result of non-compliance with the terms of the grants/contracts.

(c) **Property and Equipment**—Property and equipment acquired by the Organization are considered to be owned by the Organization. However, funding sources may maintain an equitable interest in the property purchased with grant monies as well as the right to determine the use of any proceeds from the sale of these assets. The State of Florida has a reversionary interest in those assets purchased with its funds which have a cost of \$1,000 or more and an estimated useful life of at least one year. The Federal Government has a reversionary interest in those assets purchased with its funds which have a cost of \$5,000 or more and an estimated useful life of at least one year.

Property and equipment with a value greater than \$5,000 and an estimated useful life of at least one year are recorded at cost when purchased or at estimated fair market value when contributed. Depreciation is computed using the straight-line method over the estimated useful life of the assets, ranging from 3 to 39 years.

(d) **Contributed Facilities, Services and Other Support**—The Organization receives contributed materials and supplies which are reported as in-kind contributions and in-kind expense at their estimated fair market value in the period in which they are donated.

Contributed property and equipment is recorded at fair value at the date of donation. In the absence of donor-imposed stipulations regarding how long the contributed assets must be used, the Organization has adopted a policy of not implying a time restriction on contributions of such assets; consequently, all contributions of property and equipment, and of the assets contributed to acquire property and equipment, are recorded as unrestricted support or contributions.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
SEPTEMBER 30, 2011

(1) **Summary of Significant Accounting Policies:** (Continued)

(d) **Contributed Facilities, Services and Other Support—**(Continued)

The value of donated professional services is included as in-kind contributions and in-kind expense in the financial statements. In addition, donated services with an estimated value of \$277,802 were not recognized in the financial statements because they did not meet the criteria for revenue recognition.

(e) **Basis of Accounting—**The financial statements have been prepared on the accrual basis of accounting, and accordingly, reflect significant receivables, payables, and other liabilities.

(f) **Functional Allocation of Expenses—**The costs of providing the various programs and other activities have been summarized on a functional basis in the Statement of Activities. Accordingly, certain costs have been allocated among the programs and supporting services benefited.

(g) **Income Taxes—**The Organization is generally exempt from income taxes under Section 501(c)(3) of the Internal Revenue Code. Therefore, no provision for income taxes has been made in the accompanying financial statements.

The Organization files income tax returns in the U.S. Federal jurisdiction. The Organization's income tax returns for the past three years are subject to examination by tax authorities and may change upon examination.

The Organization has reviewed and evaluated the relevant technical merits of each of its tax positions in accordance with accounting principles generally accepted in the United States of America for accounting for uncertainty in income taxes, and determined that there are no uncertain tax positions that would have a material impact on the financial statements.

(h) **Cash and Cash Equivalents—**For the purpose of reporting cash flows, cash and cash equivalents includes cash on hand, amounts in demand deposits and short-term investments with an original maturity date of ninety days or less.

(i) **Use of Estimates—**The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

(j) **Basis of Presentation—**The Organization is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
SEPTEMBER 30, 2011

(1) **Summary of Significant Accounting Policies:** (Continued)

(k) **Contributions**—All contributions are considered to be available for unrestricted use unless specifically restricted by the donor. Amounts received that are designated for future periods or restricted by the donor for specific purposes are reported as temporarily restricted or permanently restricted support that increases these net asset classes. However, if a restriction is fulfilled in the same time period in which the contribution is received, the entity reports the support as unrestricted.

Unconditional promises to give that are expected to be collected within one year are recorded at net realizable value. Unconditional promises to give that are expected to be collected in future years are recorded at the present value of their estimated future cash flows. The discounts on those amounts are computed using risk-free interest rates applicable to the years in which the promises are received. Amortization of the discounts is included in contribution revenue. It is the Organization's policy to use the direct write-off method for unconditional promises to give deemed to be uncollectible. This method yields substantially the same results as the allowance method. Conditional promises to give are not included as support until the conditions are substantially met.

(l) **Grants and Contracts Receivable**—Grants and contracts receivable are stated at the amount management expects to collect from balances outstanding at year-end. Based on management's assessment of the credit history with grantors and contractors having outstanding balances and current relationships with them, it has concluded that realization losses on balances outstanding at year-end will be immaterial.

(m) **Advertising**—The Organization expenses advertising costs in the period in which they are incurred.

(n) **Inventory**—Inventory consists of frozen meals for distribution to program participants. Inventory is recorded at the lower of cost or market. Cost is determined using the first-in, first-out method.

(o) **Refundable Advance**—The Organization records grant/contract receipts as refundable advances until they are expended for the purpose of the grant/contract, at which time they are recognized as revenue. The balance in refundable advances represents amounts received under cost reimbursable and unit rate contracts that will be expended in the next fiscal year in accordance with the grant/contract period.

(p) **Accrued Leave**—The Organization compensates its employees for unused vacation and sick leave upon termination of employment. The amount of change in accrued vacation and sick leave for all employees from one year to the next is recorded in personnel expense during the current year.

(2) **Matching Requirements:**

The Organization receives a portion of its support through grants and contracts. Certain grants and contracts require the Organization to provide specified amounts of matching revenue. For each grant/contract, where applicable, the Organization has met all matching requirements. Also, for each grant/contract that ended on or before September 30, 2011, no obligation remains outstanding to the funding source.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
SEPTEMBER 30, 2011

(3) **Pension Plan:**

The Organization sponsors a 401(k) plan. The plan covers all eligible employees of the Organization. Employees are considered to be eligible when they are 21 years of age and have one year of service as defined by the plan document. Employees are fully vested following three years of service. The Organization normally makes a contribution of 10% of each eligible employees' gross salary. The level of future funding could affect the Organization's ability to continue the normal contribution. The amount of plan expense for the year ended September 30, 2011 was \$246,337.

(4) **Property and Equipment:**

Property and equipment consists of the following at September 30, 2011:

Land	\$ 154,107
Equipment	1,343,719
Buildings	<u>2,745,533</u>
	4,243,359
Less: accumulated depreciation	<u>1,773,153</u>
Total	<u>\$ 2,470,206</u>

(5) **Concentrations of Credit Risk:**

The more significant concentrations of credit risk are as follows:

(a) **Demand Deposits**—The Organization maintains demand deposits with one financial institution. The Organization has a policy requiring collateral or other security to support its deposits in excess of FDIC coverage.

(b) **Grants and Contracts Receivable**—The Organization's receivables are for amounts due under contracts with the Federal, State, and local agencies under cost-reimbursement and service contracts related to health and welfare activities. The Organization has no policy requiring collateral or other security to support its receivables.

(c) **Unconditional Promise To Give**—Financial instruments that potentially subject the Organization to concentrations of credit risk include an unconditional promise to give. The unconditional promise to give is from a donor in the northern Florida area.

(6) **Significant Funding Source:**

The Organization receives a substantial amount of its funding from the U.S. Department of Energy passed through the State of Florida Department of Community Affairs, the U.S. Department of Health and Human Services passed through the State of Florida Department of Community Affairs, the U.S. Department of Health and Human Services passed through Mid-Florida Area Agency on Aging, Inc., the U.S. Department of Transportation passed through the State of Florida Department of Transportation, the State of Florida Department of Elder Affairs passed through Mid-Florida Area Agency on Aging, Inc. and the State of Florida, Department of Transportation. A significant reduction in the level of this funding, if this were to occur, could have an adverse effect on the Organization's programs and activities.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
SEPTEMBER 30, 2011

(7) Unconditional Promise To Give:

The balance in unconditional promise to give, deemed collectible in one year, is comprised of the following at September 30, 2011:

United Way of Suwannee Valley, Inc.	\$ <u>20,502</u>
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(8) Temporarily Restricted Net Assets:

At September 30, 2011, temporarily restricted net assets include \$20,502 of receivables for unconditional promises to give from an United Way agency.

(9) Subsequent Event:

The Organization has evaluated events and transactions for potential recognition or disclosure in the financial statements through January 30, 2012, the date which the financial statements were available to be issued. No subsequent events have been recognized or disclosed.

(10) Related Party Transactions:

A certain board member provides construction services either directly or indirectly to the Suwannee River Economic Council, Inc. Each of the construction services provided by the board member is only performed after following the Suwannee River Economic Council, Inc.'s formal competitive bid process. The board member does not vote on the award of any project whereby a competitive bid response was submitted. The amount paid and payable for the construction services to the board member for the year ended September 30, 2011 is as follows:

Description of Service	Amount Paid	Amount Payable
Construction service contracts	\$ <u>211,584</u>	\$ <u>-</u>

(11) Contingent Liabilities:

Amounts received or receivable from grant agencies are subject to audit and adjustment by grantor agencies, principally Federal and state governments. Any disallowed claims, including amounts already collected, may constitute a liability of the applicable funds. The amount, if any, of expenditures which may be disallowed by grantors cannot be determined at this time although the Organization expects such amounts, if any, to be immaterial.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
FEDERAL AWARDS				
U. S. Department of Agriculture				
Passed through Florida Department of Elder Affairs				
Senior Farmers Market Nutrition Program	10.576	--	XQ234	\$ 17,800
U.S. Department of Transportation				
Passed through Florida Department of Transportation				
Formula Grants for Other than Urbanized Areas - Bradford	20.509	--	AP937	134,051
Formula Grants for Other than Urbanized Areas - Dixie	20.509	--	AP941	71,514
Formula Grants for Other than Urbanized Areas - Gilchrist	20.509	--	AP939	71,492
Formula Grants for Other than Urbanized Areas - Lafayette	20.509	--	AP935	57,478
				<u>334,535</u>
Capital Assistance Program for Elderly Persons and Persons with Disabilities	20.513	--	-	<u>57,314</u>
U. S. Department of Energy				
Passed through Florida Department of Community Affairs				
ARRA - Weatherization Assistance for Low-Income Persons	ARRA - 81.042	--	10WX-7X-12-00-17-732	5,593,392
Weatherization Assistance for Low-Income Persons	81.042	--	09WX-7W-12-00-17-032	575
				<u>5,593,967</u>

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
FEDERAL AWARDS (Continued)				
U.S. Department of Health and Human Services				
Passed through Florida Department of Elder Affairs				
Passed through Mid-Florida Area Agency on Aging, Inc.				
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Putnam	93.044	--	LEG-10-PUT	\$ 276
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Putnam	93.044	--	LEG-11-PUT	1,364
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Bradford	93.044	--	OAA-10-BRAD	14,292
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Bradford	93.044	--	OAA-11-BRAD	34,010
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Lafayette	93.044	--	OAA-10-LAF	6,570
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Lafayette	93.044	--	OAA-11-LAF	25,291
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Putnam	93.044	--	OAA-10-PUT	22,318
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Putnam	93.044	--	OAA-11-PUT	80,652
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Suwannee	93.044	--	OAA-10-SUW	12,985
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Suwannee	93.044	--	OAA-11-SUW	35,819
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Union	93.044	--	OAA-10-UNI	9,391
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Union	93.044	--	OAA-11-UNI	33,797
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Dixie	93.044	--	OAA-10-DIX	8,730
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Dixie	93.044	--	OAA-11-DIX	26,048
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Gilchrist	93.044	--	OAA-10-GIL	12,921
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Gilchrist	93.044	--	OAA-11-GIL	34,172
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Levy	93.044	--	OAA-10-LEV	21,856
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Levy	93.044	--	OAA-11-LEV	51,942
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Hamilton	93.044	--	OAA-10-HAM	7,726
Special Programs for the Aging, Grants for Supportive Services and Senior Centers, Title III-B-Hamilton	93.044	--	OAA-11-HAM	34,391
Special Programs for the Aging, Nutrition Services, Title III-C1-Bradford	93.045	--	OAA-10-BRAD	11,947
Special Programs for the Aging, Nutrition Services, Title III-C2-Bradford	93.045	--	OAA-10-BRAD	10,648
Special Programs for the Aging, Nutrition Services, Title III-C1-Dixie	93.045	--	OAA-10-DIX	10,672
Special Programs for the Aging, Nutrition Services, Title III-C2-Dixie	93.045	--	OAA-10-DIX	7,521
Special Programs for the Aging, Nutrition Services, Title III-C1-Gilchrist	93.045	--	OAA-10-GIL	12,491
Special Programs for the Aging, Nutrition Services, Title III-C2-Gilchrist	93.045	--	OAA-10-GIL	5,508

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
FEDERAL AWARDS (Continued)				
U.S. Department of Health and Human Services (Continued)				
Passed through Florida Department of Elder Affairs				
Passed through Mid-Florida Area Agency on Aging, Inc.				
Special Programs for the Aging, Nutrition Services, Title III-C1-Lafayette	93.045	--	OAA-10-LAF	\$ 6,664
Special Programs for the Aging, Nutrition Services, Title III-C2-Lafayette	93.045	--	OAA-10-LAF	4,102
Special Programs for the Aging, Nutrition Services, Title III-C1-Levy	93.045	--	OAA-10-LEV	15,717
Special Programs for the Aging, Nutrition Services, Title III-C2-Levy	93.045	--	OAA-10-LEV	15,996
Special Programs for the Aging, Nutrition Services, Title III-C1-Putnam	93.045	--	OAA-10-PUT	35,288
Special Programs for the Aging, Nutrition Services, Title III-C2-Putnam	93.045	--	OAA-10-PUT	27,997
Special Programs for the Aging, Nutrition Services, Title III-C1-Suwannee	93.045	--	OAA-10-SUW	17,208
Special Programs for the Aging, Nutrition Services, Title III-C2-Suwannee	93.045	--	OAA-10-SUW	12,748
Special Programs for the Aging, Nutrition Services, Title III-C1-Union	93.045	--	OAA-10-UNI	8,880
Special Programs for the Aging, Nutrition Services, Title III-C2-Union	93.045	--	OAA-10-UNI	3,948
Special Programs for the Aging, Nutrition Services, Title III-C1-Hamilton	93.045	--	OAA-10-HAM	14,521
Special Programs for the Aging, Nutrition Services, Title III-C2-Hamilton	93.045	--	OAA-10-HAM	5,273
Special Programs for the Aging, Nutrition Services, Title III-C1-Bradford	93.045	--	OAA-11-BRAD	33,394
Special Programs for the Aging, Nutrition Services, Title III-C2-Bradford	93.045	--	OAA-11-BRAD	27,048
Special Programs for the Aging, Nutrition Services, Title III-C1-Dixie	93.045	--	OAA-11-DIX	24,030
Special Programs for the Aging, Nutrition Services, Title III-C2-Dixie	93.045	--	OAA-11-DIX	23,154
Special Programs for the Aging, Nutrition Services, Title III-C1-Gilchrist	93.045	--	OAA-11-GIL	29,775
Special Programs for the Aging, Nutrition Services, Title III-C2-Gilchrist	93.045	--	OAA-11-GIL	19,605
Special Programs for the Aging, Nutrition Services, Title III-C1-Lafayette	93.045	--	OAA-11-LAF	21,139
Special Programs for the Aging, Nutrition Services, Title III-C2-Lafayette	93.045	--	OAA-11-LAF	17,491
Special Programs for the Aging, Nutrition Services, Title III-C1-Levy	93.045	--	OAA-11-LEV	32,742
Special Programs for the Aging, Nutrition Services, Title III-C2-Levy	93.045	--	OAA-11-LEV	38,757
Special Programs for the Aging, Nutrition Services, Title III-C1-Putnam	93.045	--	OAA-11-PUT	58,230
Special Programs for the Aging, Nutrition Services, Title III-C2-Putnam	93.045	--	OAA-11-PUT	106,191
Special Programs for the Aging, Nutrition Services, Title III-C1-Suwannee	93.045	--	OAA-11-SUW	52,450
Special Programs for the Aging, Nutrition Services, Title III-C2-Suwannee	93.045	--	OAA-11-SUW	30,606
Special Programs for the Aging, Nutrition Services, Title III-C1-Union	93.045	--	OAA-11-UNI	28,189
Special Programs for the Aging, Nutrition Services, Title III-C2-Union	93.045	--	OAA-11-UNI	10,914
Special Programs for the Aging, Nutrition Services, Title III-C1-Hamilton	93.045	--	OAA-11-HAM	31,154
Special Programs for the Aging, Nutrition Services, Title III-C2-Hamilton	93.045	--	OAA-11-HAM	22,086

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
FEDERAL AWARDS (Continued)				
U.S. Department of Health and Human Services (Continued)				
Passed through Florida Department of Elder Affairs				
Passed through Mid-Florida Area Agency on Aging, Inc.				
Nutrition Services Incentive Program - Bradford	93.053	--	NSIP-10-BRAD	\$ 12,016
Nutrition Services Incentive Program - Lafayette	93.053	--	NSIP-10-LAF	7,062
Nutrition Services Incentive Program - Levy	93.053	--	NSIP-10-LEV	16,640
Nutrition Services Incentive Program - Putnam	93.053	--	NSIP-10-PUT	27,932
Nutrition Services Incentive Program - Suwannee	93.053	--	NSIP-10-SUW	19,239
Nutrition Services Incentive Program - Union	93.053	--	NSIP-10-UNI	7,319
Nutrition Services Incentive Program - Dixie	93.053	--	NSIP-10-DIX	10,388
Nutrition Services Incentive Program - Gilchrist	93.053	--	NSIP-10-GIL	7,906
Nutrition Services Incentive Program - Hamilton	93.053	--	NSIP-10-HAM	8,225
				1,425,362

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
FEDERAL AWARDS (Continued)				
U.S. Department of Health and Human Services (Continued)				
Passed through Florida Department of Elder Affairs				
Passed through Mid-Florida Area Agency on Aging, Inc.				
National Family Caregiver Support, Title III-E-Bradford	93.052	--	III-E-10-BRAD	\$ 4,607
National Family Caregiver Support, Title III-E-Bradford	93.052	--	III-E-11-BRAD	12,880
National Family Caregiver Support, Title III-E-Lafayette	93.052	--	III-E-10-LAF	5,058
National Family Caregiver Support, Title III-E-Lafayette	93.052	--	III-E-11-LAF	13,644
National Family Caregiver Support, Title III-E-Putnam	93.052	--	III-E-10-PUT	24,329
National Family Caregiver Support, Title III-E-Putnam	93.052	--	III-E-11-PUT	31,322
National Family Caregiver Support, Title III-E-Suwannee	93.052	--	III-E-10-SUW	14,644
National Family Caregiver Support, Title III-E-Suwannee	93.052	--	III-E-11-SUW	12,654
National Family Caregiver Support, Title III-E-Union	93.052	--	III-E-10-UNI	2,347
National Family Caregiver Support, Title III-E-Union	93.052	--	III-E-11-UNI	8,623
National Family Caregiver Support, Title III-E-Dixie	93.052	--	III-E-10-DIX	6,635
National Family Caregiver Support, Title III-E-Dixie	93.052	--	III-E-11-DIX	10,876
National Family Caregiver Support, Title III-E-Gilchrist	93.052	--	III-E-10-GIL	2,646
National Family Caregiver Support, Title III-E-Gilchrist	93.052	--	III-E-11-GIL	7,615
National Family Caregiver Support, Title III-E-Levy	93.052	--	III-E-10-LEV	12,137
National Family Caregiver Support, Title III-E-Levy	93.052	--	III-E-11-LEV	18,302
National Family Caregiver Support, Title III-E-Hamilton	93.052	--	III-E-10-HAM	3,604
National Family Caregiver Support, Title III-E-Hamilton	93.052	--	III-E-11-HAM	16,009
				<u>207,932</u>

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
FEDERAL AWARDS (Continued)				
U.S. Department of Health and Human Services (Continued)				
Passed through Florida Department of Community Affairs				
Low-Income Home Energy Assistance	93.568	--	10EA-8F-12-00-04-029	\$ 1,668,902
Low-Income Home Energy Assistance	93.568	--	11EA-8U-12-00-04-029	1,263,472
Low-Income Home Energy Assistance	93.568	--	12LH-9Z-12-00-17-032	5,220
Passed through Florida Department of Elder Affairs				
Passed through Mid-Florida Area Agency on Aging, Inc.				
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Bradford	93.568	--	EA-10-BRAD	45,386
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Bradford	93.568	--	EA-11-BRAD	4,206
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Lafayette	93.568	--	EA-10-LAF	12,736
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Putnam	93.568	--	EA-10-PUT	24,593
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Putnam	93.568	--	EA-11-PUT	1,153
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Suwannee	93.568	--	EA-10-SUW	46,883
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Suwannee	93.568	--	EA-11-SUW	2,326
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Union	93.568	--	EA-10-UNI	14,838
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Dixie	93.568	--	EA-10-DIX	31,566
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Dixie	93.568	--	EA-11-DIX	2,955
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Gilchrist	93.568	--	EA-10-GIL	27,155
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Gilchrist	93.568	--	EA-11-GIL	818
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Levy	93.568	--	EA-10-LEV	33,128
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Levy	93.568	--	EA-11-LEV	2,673
Low-Income Home Energy Assistance - Emergency Home Assistance Program - Hamilton	93.568	--	EA-10-HAM	34,809
				<u>3,222,819</u>

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
FEDERAL AWARDS (Continued)				
U.S. Department of Health and Human Services (Continued)				
Passed through Florida Department of Community Affairs				
Community Services Block Grant	93.569	—	11SB-8G-12-00-04-026	\$ 331,693
U.S. Department of Homeland Security				
Passed through United Way of America, Inc.				
Emergency Food and Shelter National Board Program-Bradford	97.024	--	28-156400-003E1	3,524
Emergency Food and Shelter National Board Program-Bradford	97.024	--	29-156400-003E1	4,200
Emergency Food and Shelter National Board Program-Columbia	97.024	--	29-159200-002E1	400
Emergency Food and Shelter National Board Program - Hamilton	97.024	--	28-162800-002E9	1,035
Emergency Food and Shelter National Board Program - Lafayette	97.024	--	28-165000-005C1	5,006
Emergency Food and Shelter National Board Program - Union	97.024	--	28-172600-003E9	425
				<u>14,590</u>
Total Federal Awards				<u>11,206,012</u>
STATE FINANCIAL ASSISTANCE				
Florida Department of Transportation				
Commission for the Transportation Disadvantaged (CTD) Trip and Equipment Grant Program - Bradford	--	55.001	AQ104	64,082
Commission for the Transportation Disadvantaged (CTD) Trip and Equipment Grant Program - Bradford	--	55.001	AQB91	22,293
Commission for the Transportation Disadvantaged (CTD) Trip and Equipment Grant Program - Dixie	--	55.001	AQB72	36,834
Commission for the Transportation Disadvantaged (CTD) Trip and Equipment Grant Program - Dixie	--	55.001	AQ106	106,061
Commission for the Transportation Disadvantaged (CTD) Trip and Equipment Grant Program - Lafayette	--	55.001	AQB74	106,957
Commission for the Transportation Disadvantaged (CTD) Trip and Equipment Grant Program - Lafayette	--	55.001	AQ108	246
Commission for the Transportation Disadvantaged (CTD) Trip and Equipment Grant Program - Gilchrist	--	55.001	AQB95	82,730
				<u>419,203</u>

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
STATE FINANCIAL ASSISTANCE (Continued)				
Florida Department of Elder Affairs				
Passed through Mid-Florida Area Agency on Aging, Inc.				
Home Care for the Elderly - Lafayette	--	65.001	HCE-10-LAF	\$ 217
Home Care for the Elderly - Lafayette	--	65.001	HCE-11-LAF	-
Home Care for the Elderly - Bradford	--	65.001	HCE-10-BRAD	438
Home Care for the Elderly - Bradford	--	65.001	HCE-11-BRAD	397
Home Care for the Elderly - Putnam	--	65.001	HCE-10-PUT	5,917
Home Care for the Elderly - Putnam	--	65.001	HCE-11-PUT	920
Home Care for the Elderly - Suwannee	--	65.001	HCE-10-SUW	3,451
Home Care for the Elderly - Suwannee	--	65.001	HCE-11-SUW	613
Home Care for the Elderly - Union	--	65.001	HCE-10-UNI	403
Home Care for the Elderly - Union	--	65.001	HCE-11-UNI	163
Home Care for the Elderly - Gilchrist	--	65.001	HCE-10-GIL	382
Home Care for the Elderly - Gilchrist	--	65.001	HCE-11-GIL	153
Home Care for the Elderly - Dixie	--	65.001	HCE-10-DIX	755
Home Care for the Elderly - Dixie	--	65.001	HCE-11-DIX	16
Home Care for the Elderly - Levy	--	65.001	HCE-10-LEV	3,932
Home Care for the Elderly - Levy	--	65.001	HCE-11-LEV	562
Home Care for the Elderly - Hamilton	--	65.001	HCE-10-HAM	2,282
Home Care for the Elderly - Hamilton	--	65.001	HCE-11-HAM	1,001
				<u>21,602</u>
Passed through Mid-Florida Area Agency on Aging, Inc.				
Alzheimer's Respite Services - Bradford	--	65.004	ADI-10-BRAD-RESP	19,618
Alzheimer's Respite Services - Bradford	--	65.004	ADI-11-BRAD	6,809
Alzheimer's Respite Services - Lafayette	--	65.004	ADI-10-LAF-RESP	19,654
Alzheimer's Respite Services - Lafayette	--	65.004	ADI-11-LAF	9,244
Alzheimer's Respite Services - Putnam	--	65.004	ADI-10-PUT-RESP	26,446
Alzheimer's Respite Services - Putnam	--	65.004	ADI-11-PUT	8,084
Alzheimer's Respite Services - Suwannee	--	65.004	ADI-10-SUW-RESP	24,672
Alzheimer's Respite Services - Suwannee	--	65.004	ADI-11-SUW	7,190
Alzheimer's Respite Services - Union	--	65.004	ADI-10-UNI-RESP	14,656
Alzheimer's Respite Services - Union	--	65.004	ADI-11-UNI	5,763
Alzheimer's Respite Services - Dixie	--	65.004	ADI-10-DIX-RESP	18,756
Alzheimer's Respite Services - Dixie	--	65.004	ADI-11-DIX	6,841
Alzheimer's Respite Services - Gilchrist	--	65.004	ADI-10-GIL-RESP	15,375
Alzheimer's Respite Services - Gilchrist	--	65.004	ADI-11-GIL	6,745
Alzheimer's Respite Services - Levy	--	65.004	ADI-10-LEV-RESP	20,129
Alzheimer's Respite Services - Levy	--	65.004	ADI-11-LEV	8,139
Alzheimer's Respite Services - Hamilton	--	65.004	ADI-10-HAM-RESP	12,495
Alzheimer's Respite Services - Hamilton	--	65.004	ADI-11-HAM	6,469
				<u>237,083</u>

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF EXPENSES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

Federal Grantor/Pass-Through Grantor/ State Grantor/Program Title	Federal CFDA Number	State CFSA Number	Contract Number	Expenses
STATE FINANCIAL ASSISTANCE (Continued)				
Florida Department of Elder Affairs (Continued)				
Passed through Mid-Florida Area Agency on Aging, Inc.				
Community Care for the Elderly (CCE) - Bradford	--	65.010	CCE-10-BRAD	\$ 54,095
Community Care for the Elderly (CCE) - Bradford	--	65.010	CCE-11-BRAD	20,877
Community Care for the Elderly (CCE) - Dixie	--	65.010	CCE-10-DIX	51,376
Community Care for the Elderly (CCE) - Dixie	--	65.010	CCE-11-DIX	20,704
Community Care for the Elderly (CCE) - Gilchrist	--	65.010	CCE-10-GIL	38,068
Community Care for the Elderly (CCE) - Gilchrist	--	65.010	CCE-11-GIL	24,953
Community Care for the Elderly (CCE) - Lafayette	--	65.010	CCE-10-LAF	52,700
Community Care for the Elderly (CCE) - Lafayette	--	65.010	CCE-11-LAF	19,383
Community Care for the Elderly (CCE) - Levy	--	65.010	CCE-10-LEV	85,189
Community Care for the Elderly (CCE) - Levy	--	65.010	CCE-11-LEV	35,003
Community Care for the Elderly (CCE) - Putnam	--	65.010	CCE-10-PUT	199,747
Community Care for the Elderly (CCE) - Putnam	--	65.010	CCE-11-PUT	79,034
Community Care for the Elderly (CCE) - Suwannee	--	65.010	CCE-10-SUW	71,053
Community Care for the Elderly (CCE) - Suwannee	--	65.010	CCE-11-SUW	31,951
Community Care for the Elderly (CCE) - Union	--	65.010	CCE-10-UNI	53,016
Community Care for the Elderly (CCE) - Union	--	65.010	CCE-11-UNI	18,042
Community Care for the Elderly (CCE) - Hamilton	--	65.010	CCE-10-HAM	37,543
Community Care for the Elderly (CCE) - Hamilton	--	65.010	CCE-11-HAM	20,118
				<u>912,852</u>
Total State Financial Assistance				<u>1,590,742</u>
Total Federal Awards and State Financial Assistance				<u>\$ 12,796,754</u>

See Accompanying Note to Schedule of Expenses of Federal Awards and State Financial Assistance.

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
NOTE TO SCHEDULE OF EXPENSES OF FEDERAL AWARDS
AND STATE FINANCIAL ASSISTANCE
FOR THE YEAR ENDED SEPTEMBER 30, 2011

Note 1. Basis of Presentation

The accompanying schedule of expenses of Federal awards and state financial assistance includes the Federal and state grant and contract activity of Suwannee River Economic Council, Inc. and is presented on the accrual basis of accounting. The information in the schedule is presented in accordance with the requirements of OMB Circular A-133 *Audits of States, Local Governments, and Non-Profit Organizations* and Chapter 10.650, Rules of the State of Florida, Office of the Auditor General. Therefore, some amounts presented in this schedule may differ from amounts presented in, or used in, the preparation of the financial statements.

JAMES MOORE & CO., P.L.
CERTIFIED PUBLIC ACCOUNTANTS

**INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL
REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF
FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH *GOVERNMENT
AUDITING STANDARDS***

To the Board of Directors,
Suwannee River Economic Council, Inc.:

We have audited the financial statements of Suwannee River Economic Council, Inc. as of and for the year ended September 30, 2011, and have issued our report thereon dated January 30, 2012. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States.

Internal Control Over Financial Reporting

In planning and performing our audit, we considered Suwannee River Economic Council, Inc.'s internal control over financial reporting as a basis for designing our auditing procedures for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Suwannee River Economic Council, Inc.'s internal control over financial reporting. Accordingly, we do not express an opinion on the effectiveness of the Organization's internal control over financial reporting.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis.

Our consideration of internal control over financial reporting was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over financial reporting that might be deficiencies, significant deficiencies, or material weaknesses. We did not identify any deficiencies in internal control over financial reporting that we consider to be material weaknesses, as defined above.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether Suwannee River Economic Council, Inc.'s financial statements are free of material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

This report is intended solely for the information and use of management, the governing board, others within the entity, Federal and State awarding agencies and pass-through entities and is not intended to be and should not be used by anyone other than these specified parties.

James Moore & Co., P.L.C.

Tallahassee, Florida
January 30, 2012

JAMES MOORE & CO., P.L.
CERTIFIED PUBLIC ACCOUNTANTS

**INDEPENDENT AUDITORS' REPORT ON COMPLIANCE WITH REQUIREMENTS THAT
COULD HAVE A DIRECT AND MATERIAL EFFECT ON EACH MAJOR FEDERAL
PROGRAM AND STATE PROJECT AND ON INTERNAL CONTROL OVER COMPLIANCE
IN ACCORDANCE WITH OMB CIRCULAR A-133 AND CHAPTER 10.650, RULES OF STATE
OF FLORIDA, OFFICE OF THE AUDITOR GENERAL**

To the Board of Directors,
Suwannee River Economic Council, Inc.:

Compliance

We have audited Suwannee River Economic Council, Inc.'s compliance with the types of compliance requirements described in the *OMB Circular A-133 Compliance Supplement*, and the requirements described in the State of Florida, Department of Financial Services, State Projects Compliance Supplement, that could have a direct and material effect on each of Suwannee River Economic Council, Inc.'s major Federal programs and major State projects for the year ended September 30, 2011. Suwannee River Economic Council, Inc.'s major Federal programs and major State projects are identified in the summary of auditors' results section of the accompanying Schedule of Findings and Questioned Costs. Compliance with the requirements of laws, regulations, contracts, and grants applicable to each of its major Federal programs and State projects is the responsibility of Suwannee River Economic Council, Inc.'s management. Our responsibility is to express an opinion on Suwannee River Economic Council, Inc.'s compliance based on our audit.

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; OMB Circular A-133, *Audits of States, Local Governments and Non-Profit Organizations*; and Chapter 10.650, Rules of the State of Florida, Office of the Auditor General. Those standards, OMB Circular A-133, and Chapter 10.650, Rules of the State of Florida, Office of the Auditor General, require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major Federal program or state project occurred. An audit includes examining, on a test basis, evidence about Suwannee River Economic Council, Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances. We believe that our audit provides a reasonable basis for our opinion. Our audit does not provide a legal determination of Suwannee River Economic Council, Inc.'s compliance with those requirements.

In our opinion, Suwannee River Economic Council, Inc. complied, in all material respects, with the compliance requirements referred to above that could have a direct and material effect on each of its major Federal programs and State projects for the year ended September 30, 2011.

Internal Control Over Compliance

Management of Suwannee River Economic Council, Inc. is responsible for establishing and maintaining effective internal control over compliance with the requirements of laws, regulations, contracts, and grants applicable to Federal programs and State projects. In planning and performing our audit, we considered Suwannee River Economic Council, Inc.'s internal control over compliance with the requirements that could have a direct and material effect on a major Federal program or State project to determine the auditing procedures for the purpose of expressing our opinion on compliance and to test and report on internal control over compliance in accordance with OMB Circular A-133 and Chapter 10.650, Rules of the State of Florida, Office of the Auditor General, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Suwannee River Economic Council, Inc.'s internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a Federal program or State project on a timely basis. A material weakness in internal control over compliance is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a Federal program or State project will not be prevented, or detected and corrected, on a timely basis.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be deficiencies, significant deficiencies, or material weaknesses. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above.

This report is intended solely for the information and use of management, the governing board, others within the entity, Federal and State awarding agencies and pass-through entities and is not intended to be and should not be used by anyone other than these specified parties.

James Moore & Co., P.L.

Tallahassee, Florida
January 30, 2012

**SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FOR THE YEAR ENDED SEPTEMBER 30, 2011**

I. Summary of Auditors' Results:

Financial Statements

Type of audit report issued on the financial statements:

Unqualified

Internal control over financial reporting:

- Material weakness(es) identified? ☐ yes ☒ no
- Significant deficiency(ies) identified? ☐ yes ☒ none reported

Noncompliance material to financial statements noted?

☐ yes ☒ no

Federal Awards

Internal control over major Federal programs:

- Material weakness(es) identified? ☐ yes ☒ no
- Significant deficiency(ies)? ☐ yes ☒ none reported

Type of auditor's report issued on compliance for major Federal programs:

Unqualified

Any audit findings that are required to be reported in accordance with section 510(a) of OMB Circular A-133?

☐ yes ☒ no

Identification of major Federal programs:

Federal Program	Federal CFDA Number
Low-Income Home Energy Assistance	93.568
Weatherization Assistance for Low-Income Persons	81.042*
ARRA - Weatherization Assistance for Low-Income Persons	ARRA - 81.042*
*Cluster of Programs as defined by OMB Circular A-133	
Dollar threshold used to distinguish between type A and type B Federal programs:	\$335,289
Auditee qualified as low-risk auditee?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FOR THE YEAR ENDED SEPTEMBER 30, 2011
(Continued)

I. Summary of Auditors' Results: (Continued)

State Projects

Internal control over major state projects:

- Material weakness(es) identified? _____ yes X no
- Significant deficiency(ies) identified? _____ yes X none reported

Types of auditor's report issued on compliance for major State projects: *Unqualified*

Any audit findings that are required to be reported in accordance with Chapter 10.650, Rules of the State of Florida, Office of the Auditor General?

_____ yes X no

Identification of major state projects:

<u>State Project</u>	<u>State CSFA Number</u>
Community Care for the Elderly (CCE)	65.010
Commission for the Transportation Disadvantaged (CTD) Trip and Equipment Grant Program	55.001
Dollar threshold used to distinguish between type A and type B State projects:	\$300,000

II. Financial Statement Findings:

None.

III. Federal Award Findings and Questioned Costs:

None.

IV. State Financial Assistance Findings and Questioned Costs:

None.

V. Independent Auditors' Management letter required by Chapter 10.650, Rules of the State of Florida, Office of the Auditor General:

Nothing to report.

VI. Federal Award Summary Schedule of Prior Year Findings:

There were no audit findings for the year ended September 30, 2010.

VII. State Financial Assistance Summary Schedule of Prior Year Findings:

There were no audit findings for the year ended September 30, 2010.

Attachment 6

Exhibit F

SUBSTANCE ABUSE POLICY

EXHIBIT F
Florida DOT
Substance Abuse Policy
{Zero Tolerance}

Executive Director/General Manager Statement

Suwannee River Economic Council, Inc. is dedicated to providing safe, dependable, and economical transportation services to its patrons. Suwannee River Economic Council, Inc.'s employees are a valuable resource and it is also our goal to provide a safe, healthy and satisfying working environment for our employees. In meeting these goals, it is our policy to:

- Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse;
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances;
- Encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties.

This Substance Abuse Policy implements a drug and alcohol testing program for all safety-sensitive employees. Each employee shall be provided a signed copy of the adopted policy. *Policy items implemented under the authority of Suwannee River Economic Council, Inc. are italicized throughout this policy.* All other policy items are implemented under the authority of the US DOT and/or the Federal Transit Administration.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

This policy is approved by Suwannee River Economic Council, Inc.'s Board of Directors and is effective on November 7, 2011.

Name: Frances L. Terry

Title: Executive Director

Signature:



Date: 11/7/2011

Table of Contents

1. Background
2. Purpose
3. Covered Employees
4. Prohibited Substances
5. Prescription and Over the Counter Medications
6. Employee Protections
7. Employee Responsibility to Notify Suwannee River Economic Council, Inc. of Criminal Drug Conviction
8. Employee Training
9. Pre-employment Drug and Alcohol Background Checks
10. Pre-employment Testing
11. Random Testing
12. Reasonable Suspicion Testing
13. Post Accident Testing
14. Refusal to Submit to DOT Required Drug Testing
15. Observed Collections
16. Specimen Analysis
17. Dilute Results
18. Medical Review Officer's Role and Responsibilities
19. Verified Positive Results
20. Cancelled/Invalid Tests
21. Split Specimen Testing
22. Alcohol
23. Alcohol Use and Breath Alcohol Testing Process
24. Refusal to Submit to DOT Required Alcohol Testing
25. System Contacts and Substance Abuse Assistance Resources

1. Background

Pursuant to the Omnibus Transportation Employee Testing Act of 1991, the Federal Transit Administration (FTA) published regulations prohibiting drug use and alcohol misuse by transit employees and required transit agencies to test for prohibited drug use and alcohol misuse.

49 Code of Federal Regulations Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations" mandates urine drug testing and breath alcohol testing for all employees in safety-sensitive positions. These regulations prohibit the performance of safety-sensitive functions when there is a positive drug or positive alcohol test result or an employee refuses to submit to DOT required drug or alcohol testing.

In addition, the U.S. Department of Transportation (DOT) has issued 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs" to provide uniform procedures and standards for conducting drug and alcohol testing programs. The drug and alcohol testing program of Suwannee River Economic Council, Inc. will be conducted in accordance with 49 CFR Parts 40 and 655, as amended. Employees may request copies of the applicable regulations by contacting Suwannee River Economic Council, Inc.'s designated employer representative listed in Section 25 of this policy.

2. Purpose

This policy is established to comply with FTA drug and alcohol testing requirements to ensure employee fitness for duty, and to protect our employees, passengers, and the general public from the risks posed by the use of alcohol and prohibited drugs. This policy is also intended to comply with and incorporate 49 CFR Part 32, The Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA, including the reporting of employees convicted of criminal drug offenses that occur in the workplace.

3. Covered Employees

This policy applies to all safety-sensitive transit system employees as identified and described herein. Paid part-time employees and contractors, when performing safety-sensitive duties, are also covered by this policy when performing any Suwannee River Economic Council, Inc. related business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Additionally, this policy applies to volunteers who perform safety sensitive duties who are required to hold a Commercial Driver's License, or who receive remuneration in excess of his or her actual expenses incurred while engaging in the volunteer activity. This written policy shall be distributed to all employees and applicable volunteers in safety-sensitive positions. Adherence to this policy and its provisions are a condition of employment in a safety sensitive position; per 49 CFR Part 655.

Safety-Sensitive Employees and Applicants for Safety-Sensitive Positions covered by this Policy include those who:

1. Operate a revenue service vehicle, including when not in revenue service
2. Operate a non-revenue service vehicle when such is required to be operated by a holder of a commercial driver's license
3. Control the movement/dispatch of a revenue service vehicle
4. Perform maintenance on a revenue service vehicle or equipment used in revenue service
5. Carry a firearm for security purposes
6. May perform any of the above safety sensitive functions in a supervisory or training role.

This policy is applicable to the following positions within Suwannee River Economic Council, Inc.

➤ *Drivers*

- Dispatchers
- Transportation Managers
- Director of Transportation

4. Prohibited Substances

In accordance with US DOT 49 CFR Parts 655 and 40, the following are prohibited substances:

- Cocaine
- Opiates (e.g., heroin, codeine)
- Phencyclidine (PCP)
- Cannabinoids (Marijuana)
- Amphetamines (includes methamphetamine and MDMA- Ecstasy)
- Alcohol Misuse as defined in Section 23, below.

5. Prescription and Over the Counter Medications

The appropriate use of legally prescribed drugs and non-prescription medications are not prohibited. A legally prescribed drug means a prescription or other written approval from a physician for the use of a drug by an individual in the course of medical treatment. However, the use of any substance which carries a warning label that indicates mental functioning, motor skills, or judgment may be adversely affected must be reported to supervisory personnel and medical advice must be sought, before performing safety sensitive duties.

The misuse or abuse of legally prescribed drugs is prohibited; this includes the use of medication that is prescribed to another individual as well as illegally obtained prescription drugs.

Suwannee River Economic Council, Inc. strongly encourages employees to inform their prescribing physician of the safety-sensitive job functions that they perform, in order to ensure that appropriate medications are prescribed.

6. Employee Protections

The procedures that will be used to test for the presence of prohibited substances or misuse of alcohol shall be such that they protect the employee's privacy, the validity of the testing process and the confidentiality of the test results.

All urine drug testing and breath alcohol testing will be conducted in accordance with applicable with 49 CFR Part 40, as amended. All urine specimen collections, analysis and reporting of results shall to be in accordance with 49 CFR Part 40, as amended.

Drug and alcohol testing shall be conducted in a manner that will ensure the highest degree of accuracy and reliability using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Services (HHS).

Alcohol initial screening tests will be conducted using a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing Device (EBT) or non-evidential alcohol screening device that has been approved by NHTSA. Confirmatory tests for alcohol concentration will be conducted utilizing a NHTSA approved EBT.

1. Except as required by law or expressly authorized in this section, Suwannee River Economic Council, Inc. shall not release employee information that is contained in records maintained per 49

2. An employee may, upon written request, obtain copies of any records pertaining to the employee's use of alcohol or controlled substances, including any records pertaining to his or her alcohol or controlled substances tests.
3. Suwannee River Economic Council, Inc. shall release information regarding an employee's records as directed, by the specific written consent of the employee authorizing release of the information to an identified person. Release of such information is permitted only in accordance with the terms of the employee's consent.
4. Records pertaining to a Substance Abuse Professional's evaluation, treatment and follow up testing results shall be made available to a subsequent DOT employer upon receipt of written consent from an employee.

7. Employee Responsibility to Notify Suwannee River Economic Council, Inc. of Criminal Drug Conviction

It is a violation of this policy for any employee to fail to immediately notify Suwannee River Economic Council, Inc. of any criminal drug statute conviction, or a finding of guilt whether or not adjudication is withheld, or the entry into a diversionary program in lieu of prosecution. Violating employee shall be immediately removed from safety sensitive duties.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

8. Employee Training

Safety-sensitive employees will receive at least 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

Supervisors who make reasonable suspicion determinations shall receive at least 60 minutes of training on the physical, behavioral and performance indicators of probable drug use and 60 minutes on the physical, behavioral and performance indicators of probable alcohol use.

9. Pre-employment Drug and Alcohol Background Checks

In compliance with 49 CFR Part 40.25, Suwannee River Economic Council, Inc. must make a good faith effort to obtain drug and alcohol testing records from prior DOT covered employer(s) for the previous two years for all applicants seeking safety-sensitive positions and all current employees transferring into a safety-sensitive position. Suwannee River Economic Council, Inc. will require each applicant/transferee to a safety-sensitive position to complete a written consent that allows the release of drug and alcohol testing information from previous DOT covered employers to Suwannee River Economic Council, Inc.. An applicant/transferee who refuses to provide written consent will not be permitted to perform safety-sensitive functions for Suwannee River Economic Council, Inc.

All safety-sensitive applicants who have previously failed a DOT pre-employment test must provide proof that they have completed a Substance Abuse Professional's evaluation, treatment and return to duty process in addition to a pre-employment drug test with negative results, prior to their employment into a safety-sensitive job function. The credentials, training and education of the Substance Abuse Professional must meet the requirements of 49 CFR Part 40 Subpart O.

10. Pre-Employment Testing

All safety-sensitive position applicants shall undergo a urine drug test prior to placement in a safety sensitive position. Suwannee River Economic Council, Inc. must be in receipt of a negative urine drug test result prior to the applicant's performance of any safety sensitive function. A cancelled test result will require an applicant to undergo a subsequent pre-employment urine drug test, until a negative test result can be obtained.

*If an applicant's pre-employment urine drug test result is verified as **positive**, the applicant will be excluded from consideration for employment per Suwannee River Economic Council, Inc.] authority. Applicant will be provided a referral to a Substance Abuse Professional meeting the required qualifications per 49 CFR Part 40.281, as amended.*

An employee returning from an extended leave period of 90 consecutive days or more, and whose name was removed from the random testing selection pool, will be subject to a pre-employment urine drug test. Suwannee River Economic Council, Inc. must be in receipt of a negative drug test result prior to the employee being reinstated to safety sensitive duty.

11. Random Testing

Employees in safety-sensitive positions shall be subject to random, unannounced testing. The minimum annual percentage rate for random alcohol testing and the minimum annual percentage rate for random controlled substances testing shall be in accordance with 49 CFR Part 655, as amended. The percentages of testing shall be based on the average number of safety-sensitive employees per calendar year.

The administering of random testing shall be spread reasonably throughout the calendar year and throughout all times of day when safety-sensitive functions are performed. Each covered employee who is notified of selection for random alcohol or drug testing shall immediately proceed to the testing site.

Random alcohol testing shall be conducted on a safety sensitive employee during, just before or just after the performance of a safety-sensitive function.

Random urine drug testing may be conducted anytime while an employee is on duty or on call, or on standby duty.

The selection of employees for random alcohol and drug testing shall be made by a scientifically valid method. The selection process shall provide each covered employee an equal chance of being tested each time selections are made. A computer based random number generator that is fair and equitable for the covered employees shall derive the list.

12. Reasonable Suspicion Testing

All safety-sensitive employees are subject to reasonable suspicion urine drug testing and/or breath alcohol testing. Reasonable suspicion testing is required when one or more trained company officials can articulate and substantiate physical, behavioral and performance indicators of probable drug use or alcohol misuse by observing the appearance, behavior, speech or body odors of the employee. Reasonable suspicion testing for alcohol misuse can only be made when observations leading to that testing occur during, just preceding, or just after the period of the workday that the employee is required to be in compliance with FTA regulations. Reasonable suspicion testing for prohibited drugs

may be conducted anytime an employee is on duty.

13. Post-Accident Testing

Fatal Accident: A safety-sensitive employee shall be required to undergo urine drug and breath alcohol testing following an accident involving a revenue service vehicle that results in a fatality (regardless of whether or not the vehicle is in revenue service at the time of the event). Any other employee(s), i.e., maintenance personnel, dispatchers, controllers, whose performance could have contributed to the accident, shall also be tested. As soon as practical following an accident involving the loss of human life, surviving covered employees shall undergo drug and alcohol testing.

Non-Fatal Accident: A post-accident test shall be conducted if an accident results in injuries requiring immediate medical treatment away from the scene, *and/or* if one or more vehicles incurs disabling damage that requires towing from a site; unless Suwannee River Economic Council, Inc. determines, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any other safety sensitive employee whose performance could have contributed to the accident shall be tested. The decision regarding whether or not the employee's performance could have contributed to the accident will be the sole discretion of Suwannee River Economic Council, Inc. using the best information available at the time of the decision.

Following an accident, the employee must be "readily available" for testing. Post accident tests will be conducted as soon as possible, all reasonable efforts shall be made to test the safety sensitive employee(s) within (2) two hours of the accident, but not after eight (8) hours for alcohol testing and thirty two (32) hours for drug testing. If a drug or alcohol test required by this section is not administered within the required time period following the accident, Suwannee River Economic Council, Inc. shall prepare and maintain on file, a record stating the reasons the testing was not promptly administered and efforts to conduct testing shall cease.

Any safety-sensitive employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident or until the employee undergoes a post-accident alcohol test. Any safety-sensitive employee, who leaves the scene of the accident without a justifiable reason or explanation prior to submitting to drug and alcohol testing, shall be considered to have refused the test.

The post-accident testing requirements shall not delay necessary medical attention for injured persons, nor will they prohibit an employee who was performing a safety-sensitive function from leaving the scene of an accident to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

In the rare event that an employee is unable to submit to a post-accident test within the required time period (i.e., 8 hours for alcohol and 32 hours for drugs) due to circumstances beyond Suwannee River Economic Council Inc.'s control, the results of a blood, urine or breath alcohol test conducted by a federal, state or local official having independent authority for the test, will be considered to meet the requirements for a post-accident test. The test must conform to the applicable federal, state, or local testing requirements and the results must be obtained by Suwannee River Economic Council, Inc. (Per 49 CFR Part 655.44)

14. Refusal to Submit to Urine Drug Testing

All safety-sensitive employees will be subject to urine drug testing and breath alcohol testing as described in sections 10-13. An employee who fails to cooperate with the testing process or attempts to thwart the testing process will be considered to have “refused testing”. Refusal to submit to DOT required testing is a violation of this substance abuse policy.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

The following actions constitute a “refusal to test” in accordance with 49 CFR Part 40, as amended:

- (1) Failure to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer (pre-employment testing not applicable).
- (2) Failure to remain at the testing site until the testing process is completed (after the process has been started)
- (3) Failure to provide a urine specimen for any drug test required by this part or DOT agency regulations
- (4) In the case of a directly observed or monitored collection in a drug test, fail to permit the observation or monitoring of your provision of a specimen
- (5) Failure to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (6) Failure or decline to take an additional drug test the employer or collector has directed you to take
- (7) Failure to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by Suwannee River Economic Council, Inc.
- (8) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).
- (9) For an observed collection, failure to follow the observer’s instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (10) Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- (11) Admitting to the collector or MRO that you adulterated or substituted the specimen.
- (12) When the MRO verifies your drug test result as adulterated or substituted.

Refusals to test will result in employee’s immediate removal from safety sensitive duties and a referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O.

15. Observed Urine Drug Collections

During an observed collection, the employee who is being observed will be required to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show the collector, by turning around, that they do not have a prosthetic device. The collector/observer must witness the employee’s urine leave the body and enter the collection cup. The collector/observer must be the same gender as the employee being observed.

Observed collections are required in the following circumstances:

- Anytime the employee is directed to provide another specimen because the temperature on the original specimen was out of the accepted temperature range of 90°F - 100°F;
- Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with;
- Anytime a collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;
- Anytime the employee is directed to provide another specimen because the laboratory reported to the MRO that the original specimen was invalid and the MRO determined that there was not an adequate medical explanation for the result;
- Anytime the employee is directed to provide another specimen because the MRO determined that the original specimen was positive, adulterated or substituted, but had to be cancelled because the test of the split specimen could not be performed.
- Anytime a follow up or return to duty test is required (test types not applicable to Suwannee River Economic Council, Inc. policy)

16. Specimen Analysis

All specimens will be analyzed in accordance with the procedures set forth in 49 CFR Part 40, as amended. Specimen validity testing will be conducted on all urine specimens provided for testing under DOT authority. Specimen validity testing is the evaluation of the specimen to determine if it is consistent with normal human urine. The purpose of validity testing is to determine whether certain adulterants or foreign substances were added to the urine, if the urine was diluted, or if the specimen was substituted.

17. Dilute Test Results

Upon receipt of MRO verified **negative-dilute** drug test results with creatinine levels greater than 5 mg/dl and less than 20 mg/dl, Suwannee River Economic Council, Inc. will exercise the option to require that applicants/employees submit to a secondary urine collection as provided in 49 CFR Part 40.197. The collection of the second specimen will not be conducted under direct observation. The result of the second urine drug test will be accepted as the final result.

Suwannee River Economic Council, Inc. will exercise this option uniformly for all pre-employment and random tests that produce a negative-dilute test result with creatinine levels greater than 5mg/dl but less than 20mg/dl.

Upon receipt of a **positive-dilute** urine drug test result, Suwannee River Economic Council, Inc. will immediately remove the employee from safety sensitive duty and provide the employee with a referral to a DOT qualified Substance Abuse Professional. A positive dilute result is always deemed as a final positive result. *Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

18. Medical Review Officer's Role and Responsibilities

The designated Medical Review Officer (MRO) shall be a licensed physician (doctor of medicine or osteopathy) with knowledge of drug disorders. Suwannee River Economic Council, Inc. shall use the

following Medical Review Officer:

Name of MRO: First Lab

Address: 1364 Welsh Rd. Suite C2, North Wales, PA 19454

Phone Number: (800) 732-3784

Fax Number: (215) 641-4959

The role of the MRO is to review and interpret confirmed positive test results obtained through the employer's testing program. In carrying out this responsibility, the MRO shall examine alternate medical explanations for any positive test result. This action may include conducting a medical interview and review of the individual's medical history, or review of any other relevant biomedical factors. The MRO shall review all medical records made available by the tested individual when a confirmed positive test could have resulted from legally prescribed medication. The MRO shall not, however, consider the results of urine samples that are not obtained or processed in accordance with DOT regulations.

Additionally, the MRO cannot accept an assertion of consumption of a hemp food product as a basis for verifying a confirmed marijuana (THC) test result as a negative. Consumption of a hemp food product is not to be considered a legitimate medical explanation for a prohibited substance or metabolite in an individual's specimen.

An employee shall be notified by the MRO of a laboratory confirmed positive test and a verification interview will be conducted with the employee, by the MRO in accordance with 49 CFR Parts 40.131, through 40.141

19. Verified Positive Results

MRO verified positive urine drug tests will result in immediate removal from safety sensitive duties and a referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O, will be provided to employee.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

20. Cancelled/Invalid Test Results

A drug test that has been declared cancelled by the Medical Review Officer, because the specimen was invalid or for other reasons, shall be considered neither positive nor negative. Additionally, a specimen that has been rejected for testing by the laboratory is reported by the MRO as a cancelled test.

When a negative urine drug test result is required (as is the case with pre-employment, return to duty and follow up test types) the employer must conduct another drug test on the individual. For some categories of cancelled drug tests, the MRO will indicate that a re-collection of a specimen using direct observation specimen collection procedures is required, regardless of test type. Direct observation collection procedures will be in accordance with 49 CFR Part 40.67 as amended. The MRO may also direct an employee to undergo a medical evaluation to determine whether or not clinical evidence of drug use exists when there are documented medical explanations for an individual producing invalid specimens and a negative result is needed for a pre-employment, return to duty or follow-up test.

For alcohol testing, a test that is deemed to be invalid per 49 CFR Part 40.267, shall be cancelled and therefore considered neither positive nor negative.

21. Split Specimen Testing

Split specimen collection procedures will be followed in obtaining specimens. An employee is entitled to request, within 72 hours of learning of a verified positive test result, that the split specimen be tested at a different DHHS certified laboratory than that which conducted the test of the primary specimen. If the test result of the split specimen fails to reconfirm the presence of the drug or drug metabolite, the test result shall be ruled "Canceled". The procedures for canceled tests, as outlined in 49 CFR Part 40.187, will be followed. If the test result of the split specimen is positive, the test results shall be deemed positive. If the laboratory's test of the primary specimen is positive, adulterated or substituted and the split specimen is unavailable for testing, a recollection under direct observation is required. Direct observation collection procedures will be in accordance with 49 CFR Part 40 as amended.

Split Specimen Testing is not authorized for test results reported by the MRO as "Invalid".

Payment of Split Specimen Testing:

When an employee has made a request to the MRO for a test of the split specimen, Suwannee River Economic Council, Inc. is required to ensure that the cost for the split specimen testing is covered, in order for a timely analysis of the sample. *Suwannee River Economic Council, Inc. will seek reimbursement from the employee for the cost of the completed test, if the results reconfirm the original positive finding.*

22. Alcohol

For the purposes of this policy, alcohol is defined as the intoxicating agent in beverage alcohol, ethyl alcohol or other low molecular weight alcohols including methyl or isopropyl alcohol. Alcohol use means the consumption of any beverage, mixture, or preparation, including any medication containing alcohol. 49 CFR Part 655 authorizes alcohol testing and requires Suwannee River Economic Council, Inc. to take action on the findings, regardless of whether it was ingested as a beverage alcohol or in a medicinal or other preparation.

23. Alcohol Use and Breath Alcohol Testing

No safety-sensitive employee shall report for duty or remain on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater. If there is actual knowledge that an employee may be under the influence of alcohol while performing safety sensitive functions, the employee shall not be permitted to perform or continue to perform safety-sensitive functions, pending a reasonable suspicion interview, conducted per Section 12. No safety-sensitive employee shall use alcohol while performing safety-sensitive functions, within (4) four hours prior to performing a safety sensitive function, or during the hours that they are on call or standby for duty. No safety-sensitive employee shall use alcohol within eight (8) hours following an accident or until the employee undergoes a post-accident test, whichever occurs first.

A Breath Alcohol Technician (BAT) qualified to conduct DOT breath alcohol testing shall conduct all DOT required alcohol screening tests.

In accordance with the provisions of 49 CFR Part 40, as amended, the results of both the screening and confirmation of breath alcohol tests, as applicable, shall be displayed to the individual being tested

immediately following the test(s).

The results of breath alcohol testing will be transmitted by the breath alcohol technician to Suwannee River Economic Council, Inc. in a confidential manner, in writing, in person, by telephone or electronic means in accordance with 49 CFR Part 40, as amended. All testing will be conducted consistent with the procedures put forth in 49 CFR Part 40, as amended.

Suwannee River Economic Council, Inc. affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. Handling of tests and confidentiality shall be in conformance with 49 CFR Part 40, and as described below:

If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. A safety-sensitive employee who has a confirmed alcohol concentration of greater than 0.02 but less than 0.04 will result in removal from his/her position for (8) eight hours unless a retest results in a concentration measure of less an 0.02.

An alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. An employee testing positive for alcohol will be immediately removed from safety sensitive duty and will be provided with a referral to a DOT qualified Substance Abuse Professional, in accordance with 49 CFR Part 40, as amended.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

24. Refusal to Submit to Alcohol Testing

The following actions constitute a refusal to submit to Alcohol Testing:

- (1) Fail to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer.
- (2) Fail to remain at the testing site until the testing process is complete
- (3) Fail to provide an adequate amount of saliva or breath for any alcohol test required by this part or DOT agency regulations
- (4) Fail to provide a sufficient breath specimen, and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (5) Fail to undergo a medical examination or evaluation, as directed by the [Agency]
- (6) Fail to sign the certification at Step 2 of the ATF
- (7) Fail to cooperate with any part of the testing process.

A referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O will be provided. *Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

25. System Contacts

Drug and Alcohol Program Manager or Designated Employer Representative

Name: Matthew Pearson

Address: 1171 Nobles Ferry Rd. (P.O. Box 70) Live Oak, Florida 32064

Phone: (386) 362-4115 Extension 242

E-mail: mpearson@suwanneeec.net

Alternate

Name: Frances Terry

Address: 1171 Nobles Ferry Rd. (P.O. Box 70) Live Oak, Florida 32064

Phone: (386) 362-4115 Extension 222

E-mail: franceserry@suwanneeec.net

Substance Abuse Professional

Name: Meridian Behavioral Healthcare

Address: 920 Nobles Ferry Rd. Live Oak, Florida 32064

Phone: (386) 362-4218

National Hot-Line Numbers and Help Lines:

1-800-COCAINE

The American Council on Alcoholism Help Line

1-800-527-5344

The National Institute on Drug Abuse Hot Line

1-800-662 HELP

Alcoholics Anonymous 212-686-1100

A copy of the referenced regulations (49 CFR Parts 40 and Part 655); are available on the CUTR Substance Abuse Management Resource Website: sam.cutr.usf.edu

Please sign the Acknowledgement of Receipt of this Policy (attached) and return to your supervisor or Designated Employer Representative.

Employee Acknowledgement of Receipt
Of Suwannee River Economic Council, Inc.'s Substance Abuse Policy

I have received a legible copy of Suwannee River Economic Council, Inc.'s Substance Abuse Policy. I understand that my employment with Suwannee River Economic Council, Inc. is conditioned upon full adherence to this policy.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____

Attachment 7

Exhibit G

REFERENCES

EXHIBIT G

REFERENCES

1. Commission for the Transportation Disadvantaged Trust Fund

Robert Craig, Commission for Transportation Disadvantaged
605 Suwannee Street, MS49
Tallahassee, FL 32399-0450
(850) 410-5713
Robert.Craig@dot.state.fl.us

or

Terry Lynne Goodwin, Commission for Transportation Disadvantaged
605 Suwannee Street, MS49
Tallahassee, FL 32399-0450
(850) 410-5704
terry.goodwin@dot.state.fl.us

2. Agency for Health Care Administration

Alana McKay, Agency for Health Care Administration
1130 NE 16th Avenue
Gainesville, FL 32601
(386) 418-5350 Ext. 110
mckaya@ahca.myflorida.com

3. Elder Options

Kristen Longmore, Elder Options
5700 SW 34th Street, Suite 222
Gainesville, FL 32608
(352) 692-5222
longmorek@agingresources.org

Attachment 8

Exhibit H

RATE CALCULATION MODEL

EXHIBIT H

Preliminary Information Worksheet

Version 1.4

CTC Name: Suwannee River Economic Council. Inc.
County (Service Area): Union
Contact Person: Matt Pearson
Phone # 386-362-4115

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☒ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

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

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

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

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

Local Non-Govt

Farebox						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other			\$ 9,121			
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash			\$ 8,000			
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program			\$ 82,089			
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)			\$ 90,000			
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid			\$ 100,986			
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act			\$ 7,100			
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

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

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

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

APD

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

DJJ

(specify in explanation)
Bus Pass Program Revenue

Other Fed or State

xxx
xxx
xxx
Bus Pass Program Revenue

Other Revenues

Interest Earnings
xxxx
xxxx
Bus Pass Program Revenue

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve

Balancing Revenue is Short By =

None None

Total Revenues =

\$0 \$0 \$297,296

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

Operating Expenditures

Labor			\$ 118,320
Fringe Benefits			\$ 51,105
Services			\$ 18,000
Materials and Supplies			\$ 59,250
Utilities			\$ 10,200
Casualty and Liability			\$ 18,000
Taxes			\$ 300
Purchased Transportation:			
Purchased Bus Pass Expenses			
School Bus Utilization Expenses			
Contracted Transportation Services			\$ 2,500
Other			
Miscellaneous			\$ 500
Operating Debt Service - Principal & Interest			
Leases and Rentals			\$ 10,000
Contrib. to Capital Equip. Replacement Fund			
In-Kind, Contributed Services	\$ -	\$ -	\$ -
Allocated Indirect			\$ 9,121

Capital Expenditures

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

Total Expenditures =

\$0 \$0 \$297,296

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee River Economic Council, Inc.

County: Union

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

	Upcoming Year's BUDGETED Revenues from July 1st of 2013 to June 30th of 2014	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	1	2	3	4
APD				
Office of Disability Determination	\$ -			
Developmental Services	\$ -			
Other APD	\$ -			
Bus Pass Program Revenue	\$ -			
DJJ				
DJJ	\$ -			
Bus Pass Program Revenue	\$ -			
Other Fed or State				
xxx	\$ -			
xxx	\$ -			
xxx	\$ -			
Bus Pass Program Revenue	\$ -			
Other Revenues				
Interest Earnings	\$ -			
xxxx	\$ -			
xxxx	\$ -			
Bus Pass Program Revenue	\$ -			
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -			
Total Revenues =	\$ 297,298			

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 118,320
Fringe Benefits	\$ 51,105
Services	\$ 18,000
Materials and Supplies	\$ 59,250
Utilities	\$ 10,200
Casualty and Liability	\$ 18,000
Taxes	\$ 300
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 2,500
Other	\$ -
Miscellaneous	\$ 500
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 10,000
Contrib to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 9,121
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev	\$ -
Capital Debt Service - Principal & Interest	\$ -
Total Expenditures =	\$ 297,296
minus EXCLUDED Subsidy Revenue =	\$ 107,121
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 190,175
Rate Base Adjustment¹ =	
Adjusted Expenditures Included In Rate	
Base =	\$ 190,175

\$ 107,121

Amount of
Budgeted,
Operating Rate
Subsidy Revenue

¹Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹The Difference between Expenses and Revenues for Fiscal Year:

2011 - 2012

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Suwannee River Et Version 1.4
County: Union

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 140,000

Rate Per Passenger Mile = \$ 1.36

Total Projected Passenger Trips = 12,000

Rate Per Passenger Trip = \$ 15.85

Fiscal Year

2013 - 2014

Avg. Passenger Trip Length = 11.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.12

Rate Per Passenger Trip = \$ 24.77

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Suwannee River Version 1.4
County: Union

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

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

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

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

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

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

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

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

Worksheet for Multiple Service Rates

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

CTC: Suwannee River Version 1.4
County: Union

SECTION III: Escort Service

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

SECTION IV: Group Service Loading

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

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2013 - 2014			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	140,000	112,000	27,000	1,000	Leave Blank 0
Rate per Passenger Mile =		\$1.17	\$2.01	\$4.20	\$0.00
					per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	12,000	11,080	900	20	Leave Blank
Rate per Passenger Trip =		\$14.98	\$25.68	\$53.50	\$0.00
					per passenger per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
..INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					Leave Blank \$0.00
Rate per Passenger Mile for Balance =		\$1.17	\$2.01	\$4.20	\$0.00
					per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$1.84	\$3.15	\$6.56	\$0.00
					per passenger per group
Rate per Passenger Trip =		\$23.42	\$40.15	\$83.64	\$0.00
					per passenger per group
Program These Rates into Your Medicaid Encounter Data					

Worksheet for Multiple Service Rates

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

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Suwannee River Version 1.4
County: Union

Union Rate Calculation Model Summary

Suwannee River Economic Council, Inc. proposes to charge by the passenger mile. Listed below are the rates of service identified by service type and funding source.

Trip and Equipment Grant:

Ambulatory	\$1.17
------------	--------

Wheel Chair	\$2.01
-------------	--------

Stretcher	\$4.20
-----------	--------

Medicaid (no subsidy funds):

Ambulatory	\$1.84
------------	--------

Wheel Chair	\$3.15
-------------	--------

Stretcher	\$6.56
-----------	--------

SECTION III

PROPOSAL CONTENTS

A. MANAGEMENT RESOURCES

A. Management Resources

1. Describe agency/firm's organizational structure.

Suwannee River Economic Council, Inc. is a non-profit organization established in 1966. SREC, Inc. currently administers programs in twelve rural counties across North Florida. The organizational structure is as follows:

A voluntary Board of Directors governs Suwannee River Economic Council, Inc. The twenty-four member Board is comprised of eight individuals who represent Local County Governments, ten individuals who represent the poor and are voted on by the citizens from each County, and six at large members who represent entities that share the same vision as SREC, Inc.: to reduce poverty in need in North Florida. The Board of Directors sets policy for the Agency.

An Executive Director, Ms. Frances Terry, is employed by the Board of Directors. Ms. Terry has been Executive Director since 1970 and has normal CEO responsibilities with the Agency and the many different programs SREC, Inc. administers.

Three Directors report to the Executive Director: Director of Aging Services who has direct supervision over various programs to assist the elderly; Director of Finance who oversees all financial activities; and Director of Transportation who directly supervises all transportation activities.

The Director of Transportation is Matt Pearson, and all SREC, Inc. Transportation Programs are under his direct supervision. Matt Pearson has fourteen years of experience as the Director of Transportation.

The Transportation Coordinator (Operations Manager) is Norma Rhoden. She has 12 years of experience in Bradford County Transportation and is located in Starke, Florida in Bradford County. She will also be the Operations Manager in the Lake Butler area, as SREC, Inc. is proposing a combined service for the two Counties.

It is the desire of the SREC, Inc. Board of Directors and the Executive Director that the Program Directors have "hands on" involvement with the daily operations of the programs they are charged with overseeing. All issues are communicated daily with the Executive Director who also has complete knowledge of the daily tasks of the programs.

(See Organizational Chart, Attachment 9)

(See list of Board of Directors, Attachment 10)

2. Provide name of resident General Manager and Operations Manager (Include Resume).

Matt Pearson, Director of Transportation (General Manager)
Norma Rhoden (Operations Manager)

(See Resumes, Attachment 11)

3. State the number of persons and the general job descriptions needed to coordinate transportation disadvantaged services.

SREC, Inc. will continue to coordinate transportation disadvantaged services with four people. All expenses for these positions have a shared cost allocation with other counties and programs to help in the reduction of cost.

(a) Transportation Coordinator/Dispatcher (Operations Manager)

Receive and record daily trip requests, determine eligibility, confirm appointment and pick up times, record cancellations and no-shows, assign drivers to trips, prepare manifests for subcontractors, review all driver manifests for accuracy, input passenger information for billing.

(b) Transportation Director

Direct program supervision, liaison with purchasing agencies, contracted providers, Local Coordinating Board and Designated Planning Agency. Monitor provider contract compliance, direct all aspects of billing, verify provider payments, direct customer service, complaint resolution, apply for grants for continued transportation services, hiring of staff, monitor drug testing, safety and maintenance program for SREC, Inc.

(c) Executive Director

Normal CEO responsibilities, oversee all SREC, Inc. programs including transportation. (See Resume, Attachment 11)

(d) Finance Director

Oversees all accounting at SREC, Inc., including Transportation invoices to the Commission for Transportation Disadvantaged and other funding sources. Provides required financial information for rate models and audits of financial programs. (See Resume, Attachment 11)

B. PROPOSER EXPERIENCE

B. Proposer Experience

1. Describe experience coordinating and providing transportation services.

Suwannee River Economic Council, Inc. has over forty years of experience in Human Services. SREC, Inc. has over thirty years of experience coordinating transportation services for those who are transportation disadvantaged in North Florida. SREC, Inc. started the first rural transportation system in the state of Florida during the 1970's. The system involved four counties including Lafayette, Suwannee, Hamilton and Columbia. This system became known as the Suwannee Valley Transit Authority. The control of each of the Counties, except for Lafayette, was given to the County Commissioners of their respective counties. SREC, Inc. has been the sole provider in Lafayette County since 1980. The Agency became the Community Transportation Coordinator for Lafayette County with the inception of the coordinated system established by the TD Commission.

SREC, Inc. currently operates with eight vans in Bradford County providing all non-emergency transportation services within the County. Funding sources include Medicaid, Commission for the Transportation Disadvantaged and Aging Services.

SREC, Inc. became the Community Transportation Coordinator in Bradford County in 1992. Previously, SREC, Inc. coordinated transportation using the services of a subcontractor, J & G Medivan Services. However, changes have allowed for SREC, Inc. to become the sole provider of transportation services to the transportation disadvantaged of Bradford County. SREC, Inc. currently operates eight vans in Bradford County including a stretcher van. SREC, Inc. coordinates transportation for clients of many different Agencies including Medicaid, TD Trust Fund, and Title III-B (aging).

On June 12, 1997, SREC, Inc. became the Emergency Coordinator in Dixie and Gilchrist Counties, officially became Community Transportation Coordinator the following year. With the support and guidance of the Local Coordinating Board and Local Planning Agency, plans were made to make significant changes to lower trip cost for funding agencies by increasing coordination, while at the same time providing quality service in an area that was historically in turmoil. SREC, Inc. enforced rules set aside in the Service Plan for the areas and trained the riders on what their expectations should be, as well as what is expected of them as riders of the system. The plan was effective, and Dixie and Gilchrist County residents now have safe, dependable transportation available.

The experience in coordination of transportation has allowed SREC, Inc. to provide quality transportation at a reduced cost to the funding sources. This quality of service is evident by the fact that less than ten complaints were filed last year in the four counties SREC, Inc. serves, while coordinating nearly 35,000 trips. Also, SREC, Inc. has had no denied trips for prioritized purposes in any of

the four counties that it serves. This success is a direct result of coordination between SREC, Inc. and the Funding Agencies, as well as the Local Coordinating Boards of the four counties.

(See Letters of Support, Attachment 12)

2. **Describe how the agency/firm has and will continue to satisfy provisions of Equal Employment Opportunity Act, Section 504 Regulations, Americans with Disabilities Act, Title VI, 49 Code of Federal Regulations 655, drug and alcohol testing, Rule Chapter 14-90, Florida Administrative Code, safety and insurance requirements.**

SREC, Inc. adheres to a policy of making employment decisions without regard to race, color, sex, religion, national origin, handicap or marital status.

SREC, Inc. Inc. requires that all transportation services be provided in accordance with rules governing handicapped accessibility. All vehicles currently being used in Bradford County are ADA accessible.

Suwannee River Economic Council, Inc has a drug and alcohol testing policy in place to which all drivers, dispatchers and supervisors must adhere.

(See Substance Abuse Policy, Attachment 6- Exhibit F)

SREC, Inc. has a Florida Department of Transportation approved System Safety Service Plan in place to ensure safety guidelines are met. These rules are enforced to maintain the safety record of SREC, Inc. SREC, Inc. has had no major accidents during the past five years.

(See System Safety Program Plan (SSPP), Attachment 13)

SREC, Inc. meets and exceeds all insurance requirements and requires that Contracted Providers do the same.

(See SREC, Inc. Certificate of Insurance, Attachment 14)

C. FINANCIAL CAPACITY
TO
UNDERTAKE PROJECT

C. Financial Capacity to Undertake Project

1. Discuss agency/firm experience, if any, applying for transportation grants and contracts (local, state, federal or private).

SREC, Inc. has a successful record of applying for and receiving funds from grant sources such as the Federal and State Governments. SREC, Inc. has applied for and received FDOT Section 5311 funds every year it has been available. These funds can be used for operating and capital assistance. SREC, Inc. also has applied for and received FDOT Section 5310 annually to help with capital equipment purchases, primarily vehicles. Every year since the inception of the program, SREC, Inc. has received Commission for the Transportation Disadvantaged Transportation Disadvantaged Trust Funds (Trip/Equipment) Grants. SREC, Inc. has also applied for and received other grants such as Welfare to Work assistance grants and Shirley Conroy Rural Capital Assistance Grants offered by the Commission for the Transportation Disadvantaged. SREC, Inc. successfully applied for and received ARRA Stimulus funding and purchased four vehicles with these funds.

2. Show ability to efficiently manage grants and contracts.

SREC, Inc. has effectively operated grants for nearly 40 years in the area of Human Services by striving to excel in three areas: 1) Direct Client Service, delivering the contracted services to clients in need efficiently and effectively; 2) Financial Accountability, meeting the financial requirements of the grant agreement; 3) Grant Documentation, preparing and submitting required deliverables to Grantors on time, accurate and including required tracking reports.

Historically, SREC, Inc. has managed numerous grants and contracts including Aging Services, CSBG, Housing, and Transportation. Current grants and contracts directly funding the transportation programs include Medicaid, Transportation Disadvantaged Trust Fund and Medicaid Waiver. SREC, Inc. has consistently stayed within budget restrictions while fulfilling the terms of the contracts. Fulfilling the terms of the contract is proven by our monitoring reports from The Commission for Transportation Disadvantaged, Medicaid and Medicaid Waiver.

(See Monitoring Report, Attachment 15)

3. Discuss how the agency/firm will provide the local match for trips funded by the commission for the transportation disadvantaged trust fund.

SREC, Inc. will provide the local match from local SREC, Inc. funds.

4. Discuss what initiatives the proposer will implement to effectively manage current funding levels and secure additional funds to support the system.

SREC, Inc. will provide safe effective coordinated services to ensure that current funding levels are used to transport as many residents in Union County as possible. SREC, Inc. has historically provided more trips at a lower cost by sharing expenses of operation among numerous programs. Union County Transportation Disadvantaged will be no different. By combining Union County and Bradford County transportation services into one service, the total cost can be reduced.

SREC, Inc. believes that one Operations Manager can perform call intake and scheduling of the routes for both Counties. Communities bordering Bradford and Union Counties could easily ride the same van to Gainesville for medical appointments without adding any additional time to the routes.

Administrative cost can be shared by having only one Transportation Director for both Counties. SREC, Inc. Director of Transportation could easily prepare all possible grant applications, Local Coordinating Board Quarterly Reports, Annual Operating Reports, meet with Local Coordinating Boards, answer complaint calls if needed and perform all the necessary functions of a Community Transportation Coordinator.

Required financial services would be combined with the already existing SREC, Inc. Finance Department staff to submit invoices to the Commission for the Transportation Disadvantaged and to prepare for, and accurately complete, audits.

These are just some of the benefits of combining service areas. This initiative would cut expenses and allow services to continue without lowering the expected and deserved service of the transportation disadvantaged residents of Union County. SREC, Inc. uses this same combined service area model daily in Dixie and Gilchrist Counties without complaint.

As far as securing additional funds, SREC, Inc. will make it a priority to apply for any available grant funds that will increase service for Union County residents. This includes Federal DOT Section 5310 grants for vehicles, Transportation Disadvantaged Shirley Conroy Rural Assistance Grant funding, and any other grant sources that may become available. SREC, Inc. will also seek additional grant funds for new services in Union County and Operation Assistance funds for continued service.

D. DEMONSTRATION
OF
TRANSPORTATION
COORDINATION ABILITY

D. Demonstration of Transportation Coordination Ability

1. Describe experience coordinating multi-agency transportation services.

Contracting with purchasing Agencies:

SREC, Inc. has worked with many purchasing agencies to improve coordinated transportation. Currently, SREC, Inc. has a contractual agreement with the Commission for the Transportation Disadvantaged to provide Medicaid and TD trips in Bradford, Dixie, Gilchrist, and Lafayette County. SREC, Inc. contracts with Elder Options and has historically contracted with the Agency of Persons with Disabilities in each of our four service areas. In the past SREC, Inc. has contracted with other agencies such as Welfare to Work programs, Henry and Rilla White Foundation, Ryan White Foundation and Hospice of North Florida. These agreements help with coordination by allowing multi-loading of vehicles and sharing the cost among different Agencies.

Contracting with private sector operators:

SREC, Inc. has experience contracting with private sector operators. Previously SREC, Inc. had a private sector operator contract with J & G Medivan Services in Bradford County. For many years prior to that, SREC, Inc. had a contract with Jones Convalescent Services in Bradford County. SREC, Inc. currently contracts with Dixie County Emergency Medical Services in Dixie and Gilchrist Counties. These contracts have been in place for several years, while being reviewed and updated annually. SREC, Inc. fulfills the contract requirements by thoroughly reviewing the private sector operators annually, as required.

In relation to executing coordination contracts:

SREC, Inc. currently has a coordination contract with Bradford ARC/Sunshine Industries in Bradford County. BARC provides its own transportation to the clients they service. For many years SREC, Inc. had a coordination contract with Comprehensive Community Services in Dixie and Gilchrist County. SREC, Inc. reviews the Coordination Contracts annually, provides safety inspections and follows up, as required.

2. Discuss how the agency/firm will reduce costs through coordination (i.e. grouping rides, contracting with existing transportation operators, contracting with purchasing agencies).

SREC, Inc. will continue to reduce cost through coordination of all resources. SREC, Inc. currently has agreements with several funding sources and includes clients from multiple funding sources riding together on the same trips. This practice of grouping rides with clients who have different types of funding allows the cost per trip to be shared among numerous agencies. SREC, Inc. will continue to group rides in Union County and will increase the opportunity to group rides with Bradford County residents who reside near the Union County border.

Also, it is the belief of SREC, Inc. that limiting the number of subcontracted operators in an area allows for increased grouping and increased cost reduction.

Too many subcontracted operators can lead to numerous vans going to the same location with capacity not reached. This duplication makes coordination and reduced cost very hard to achieve.

SREC, Inc. will continue to limit the trips to out-of-county destinations such as Jacksonville and Lake City to specific days increasing the ridership on these trips. Riders will not be required to make their appointments on certain days, but educated and encouraged. Clients will be provided information on routes and days of service to enhance transportation knowledge

SREC, Inc. will continue to strive to make trips for stretcher transport the only single passenger trips performed.

3. **Describe the procedure used from the time a call requesting a trip is received through to tabulation and mailing a bill to the purchasing agency. This shall include, but not be limited to, handling of telephone call, establishing driver routing sheets, recording actual trips provided by agency and preparation of an agency invoice. Indicate the computer hardware and software that will be used to perform these tasks.**

SREC, Inc. uses CTS Software, Inc. for transportation duties. When a call is placed to the Operations Manager from a client requesting a trip using the service for the first time, all pertinent information is input into the CTS system. This preliminary information includes Date of Birth, Social Security Number, Phone Number and Address. If the client has ridden previously, their information is verified for accuracy and to ensure it is the same client and the system is updated.

After preliminary information is gathered the client's needs are addressed. Specific trip information including date, times, origin, destination, one-way or round trip is needed. Upon completion of the entry into the CTS system the Operations Manager tells the passenger what the earliest pick up time will be. It is also determined if the client has any special needs such as wheelchair or stretcher and any other needs are discussed. Finally, the Operations Manager determines who is responsible for payment by verifying address and program eligibility and places a code on the manifest and in the system.

For example, the code for SREC Union Medicaid would be MED 100 while subcontractor Medicaid trips would be classified as Med 200. SREC, Inc. non-sponsored trips would be classified as TE100, while subcontractors would be TE 200. These codes eliminate confusion as to who is responsible for payment since multiple funding sources are being billed. This process occurs with all new clients. If a client has ridden before, the call time length is shortened because only basic trip information is collected, as all other information was obtained during the client's initial call.

At 2:00 P.M. the Operations Manager starts compiling the list of the trips for the next day. The CTS computer system groups the rides in order of pick up time and destination. The Operations Manager determines which riders should be placed

on which driver manifest based on destination and appointment times. If it is a stretcher client the information is forwarded to the subcontracted provider.

At each stop the driver records pertinent data for each client including time and mileage of pickup and drop-off. After the trip, the logs are submitted to the SREC, Inc. Operations Manager who verifies all pick up and drop off times are accurate. The manifest trip information is then entered into the CTS system by inputting the pickup and drop off time and pick up and drop off mileage of the trip and if the client was wheelchair, ambulatory, or stretcher. The Director of Transportation then verifies the information submitted. The information is checked for accuracy and invoices are printed and forwarded by mail to the responsible Agency. Medicaid and Medicaid Waiver invoices are sent electronically.

4. Describe the process used to procure for subcontracted operators (if applicable).

Currently, there is minimal need for subcontracted operators in Union County. SREC, Inc. owns and operates a stretcher van that can be used in Union County. All wheelchair and ambulatory riders will ride on SREC, Inc. vans. Therefore, a subcontracted operator is not necessary.

However, if it was determined that subcontractor services were necessary, a request for qualifications would be advertised for any prospective contractors. SREC, Inc. would score the respondents on experience, seating capacity, vehicle inventory age/mileage and recommendations from other areas where the contractor has worked previously.

5. Describe the agency/firm's ability to monitor activities of subcontracted transportation operators.

The standards set for Suwannee River Economic Council in its System Safety Program Plan (SSPP) require the operations of subcontractors to be monitored at least annually. This monitoring includes vehicles, maintenance, inspections, driver records and files. An Internal Safety Audit Checklist form is required to be used to verify subcontractor compliance with Rule Chapter 14-90 which sets safety standards for Community Transportation Coordinators. SREC, Inc. is able to exceed these standards by having a good professional relationship with our subcontractor and coordination contractor. SREC, Inc. monitors the provider's daily driver logs at least weekly and all safety standards at least annually.

(See the Audit Checklist in Appendix G of the SSPP, Attachment 13)

6. Describe how the agency/firm conducts driver background screening.

SREC, Inc. requires an extensive Level II background check before employment can begin. Included in the search are Department of Elder Affairs and Florida Department of Law Enforcement criminal history checks. Also, all drivers are fingerprinted with results submitted to the Department of Children and Families and Department of Elder Affairs for screenings. SREC, Inc. also requires these background checks to be performed on all administrative personnel as well. Drivers and Administrative personnel background checks are redone every five years.

7. Describe how the following will be monitored and reported: complaints/commendations, no-shows, cancellations, and trip denials.

All complaints/commendations received by our staff will be forwarded to the Director of Transportation for review. A complaint form will be completed and resolution documented on the form. Any valid complaints against drivers will be recorded in their personnel file. The Director of Transportation will investigate all complaints and decide the appropriate response. Any complaints to the subcontractors should and will be forwarded as well. All complaint/commendations will be reported to the Local Coordinating Board. Also any person with an unresolved complaint is advised of the formal grievance procedures of the Local Coordinating Board. Each SREC, Inc. van carries the proper signage that informs the riders of phone numbers in Tallahassee that may be called as well as the local Operations Manager and Director of Transportation.

Any no-show without prior notice is reported to the director. After the no-show is recorded in the CTS transportation software system, the Operations Manager will contact the client to determine why the client did not make the trip. On a second no-show, a letter will be sent explaining that a third no-show could lead to a suspension of services. After a third no-show the client will be reviewed for suspension of services. All no-show suspensions will be reported to the Local Coordinating Board.

A client's ride is considered cancelled when an appointment is scheduled but the client calls ahead of time to cancel the appointment. These cancellations are recorded in the CTS system. Late notice cancellations on a regular basis will result in a call and/or letter from SREC, Inc. to the rider explaining proper cancellation procedures.

Trip denials occur when there is no more room on the route or trips or the client does not meet the priority list. All denials are tracked, monitored and reported to the Local Coordinating Board.

8. Describe how the agency/firm will conduct client eligibility screening for trips provided with transportation disadvantaged trust funds.

SREC, Inc. has put in place an eligibility screening process/client information intake form for clients that use the TD Trust Fund. All clients will be asked a set of questions during a reservation phone request to determine if the client meets the approved Transportation Disadvantaged Service Plan criteria. This screening of a client will occur before the rider's first trip and again annually for all riders. The process, and questions, is identical to the required Medicaid process and intake form. SREC, Inc. follows the priority guidelines established by the Local Coordinating Board to ensure that those people who most need the services will be served. SREC, Inc. denied no critical medical, non-critical medical or nutritional trips during the last year.

9. Describe how the proposer will obtain input from users of the system. Explain how the results will be reported.

SREC, Inc. has an open door policy with all its riders. Suggestions from riders, as well as drivers, are always welcome and are discussed. Good ideas are put into place. For example, a driver in Dixie County was complaining about the condition of a drive way to a rider's home. It was soft, sandy and overgrown and causing a major time delay in our schedule due to the time needed to enter and exit the property. The client did not have the money to fix the drive way. After open discussion with the client, it was determined that the neighbor was actually a family member and the rider worked it out so the SREC, Inc. van could use their driveway and cross over their land to the client's home for pick up. Without client input, the driver would have continued to be frustrated and repair cost on the van would have escalated. This is just one example of the many improvements that were made possible by obtaining input from users of the system.

Also, having an actual building in the local County allows for clients to come in for face to face interviews and meetings if desired by the clients. From time to time a client will need a private meeting to discuss an issue, this allows for such a meeting to occur.

Finally, SREC, Inc. performs client satisfaction surveys annually. The most recent survey was performed in December 2012. These confidential surveys allows for clients to share their thoughts and recommendations about our Transportation program.

(See Survey Results, Attachment 16)

E. DEMONSTRATION
OF
TRANSPORTATION
OPERATIONAL ABILITY

E. Demonstration of Transportation Operational Ability

1. Provide a transition plan describing the process needed to ensure a smooth change-over (if applicable).

SREC, Inc. has a deep understanding of the needs of the residents in Union County. As the Community Action Agency for Union County, SREC, Inc. has worked with many of the lower income residents. As the Aging Services lead agency, SREC, Inc. has worked with many of the elderly clients in Union County. SREC, Inc. has a presence with Union County as two of the SREC, Inc. Board of Directors members sit on the Union County Board of County Commission. A third member of the Board of Directors is the retired City Manager in Lake Butler. SREC, Inc. believes this detailed knowledge of Union County will help provide for a smoother transition, as compared to an outside Agency.

If selected as the Community Transportation Coordinator, Suwannee River Economic Council, Inc. would immediately begin the transition by building the database of Union County riders in its CTS software system. SREC, Inc. is already in talks with CTS support staff to ensure the data input is accurate and usable. This data will be verified via written letters and phone calls to riders. Accurate addresses and client needs data is essential to a smooth transition.

With permission from the current Community Transportation Coordinator, flyers will be placed in Union County vans and given to riders providing as much information as necessary to help riders understand the changes. The information on the flyers will contain phone numbers to call for questions. SREC, Inc. already has a Toll Free number in place (800-824-5308) in case the call is long distance. The flyers will also include dates the riders need to start calling SREC, Inc. with transport trip requests. To contain any rumors that might be spread, the information provided will also contain a statement that services will not be ending for the riders. These flyers will also be placed at medical facilities, Senior Center, Court House and City Hall. SREC, Inc. will also run an advertisement in the local paper to get the information out to riders and their families.

SREC, Inc. will condense a rider guide to be specific for the rules of the program and how to access services including phone numbers to call. SREC, Inc. will set up a information center at the SREC Senior Center in Lake Butler for riders to call or come by for questions or concerns in the weeks and months leading up to the change.

SREC, Inc. would work with the current CTC to transfer vehicles over to SREC, Inc. as of the service start date of July 1, 2013.

SREC, Inc. would like to hire all the drivers necessary to provide services who are working for the existing Community Transportation Coordinator, assuming all would pass the background checks. SREC, Inc. would make them full time

employees which would allow them to receive benefits such as insurance and paid leave time. Currently, that is not an option for the Union County van drivers. SREC, Inc. would verify that the drivers meet all safety standards.

Upon start of service, SREC, Inc. will take all the calls for Union and Bradford County in one location. One Operations Manager will assign clients to routes and select the drivers to perform the route. Each rider will speak to a local Operations Manager who can answer their questions. In some cases, riders from Union and Bradford County will ride together on trips depending on beginning and ending location.

Therefore, SREC, Inc. has a transition plan that covers the Union County leaders, the computer software to ensure smooth scheduling of trips, the information to clients via riders guide and information flyers, the scheduling of trips and questions prior to the service startup date, the concern over drivers losing their employment, the number of vehicles needed to provide the service.

Most importantly, SREC, Inc understands from working in rural North Florida disadvantaged transportation services for over 30 years, that sharing information with its riders/clients can help reduce confusion and complaints. SREC, Inc. will take every possible opportunity to share this information to ensure smooth transportation services beginning day one.

2. Discuss how the agency/firm's method of transportation service provision (as only Community Transportation Coordinator or as Community Transportation Coordinator/Transportation Operator) will insure the best possible service at the lowest possible cost.

SREC, Inc. will continue to maintain its current path as Community Transportation Coordinator/Transportation Operator. SREC, Inc. serves as Community Transportation Coordinator, a service provider, and subcontracts for services that do not duplicate those of SREC, Inc. SREC, Inc. believes that excessive cost comes from duplicating services such as multiple providers taking clients to an urban area for medical treatment. It is the belief of SREC, Inc. that it is more efficient to multi-load the van with multiple riders for transport. SREC, Inc. believes this approach will continue to provide the best service at the lowest possible cost.

This belief comes from experience in the transportation of individuals in rural counties. Also, with approximately as few as 10 calls per hour, one Operations Manager can handle call intake, eligibility screening and ride scheduling in one location, keeping staff and logistical expenses at a minimum. As a Community Transportation Coordinator/Transportation Operator, SREC, Inc. is also able to help residents who call for same-day transportation. This is important in cases of appointments that were rescheduled by medical offices for an earlier date without notice. Also, working "hands-on" as a transportation operator gives SREC, Inc. a greater knowledge of the needs of residents in Union County.

3. Demonstrate experience in the transportation of wheelchairs and non-emergency medical transfers that may involve stretcher transport.

SREC, Inc. has transported clients in wheelchairs over twenty (20) years. SREC, Inc. has ensured that everyone who needs these transportation services has received the service necessary for safe transport. SREC, Inc. trains all of the drivers in all service areas the proper way to secure wheelchairs for disabled riders and the proper way to maneuver a wheelchair client without injuring the client or driver. SREC, Inc. also trains drivers on passenger sensitivity to make everyone aware of the special needs of some individuals. SREC, Inc. also verifies that subcontractors' drivers receive the same training. SREC, Inc. has had a very good record of safety with minimal incidents occurring involving wheelchairs.

SREC, Inc. currently provides stretcher services in neighboring Bradford County. The drivers who provide this service will also work in Union County. SREC, Inc. is accident free in stretcher transport during its almost 3 years of providing the service. The drivers are well trained for this most sensitive type of transportation.

4. Demonstrate ability to comply with vehicle operational safety requirements of Section 341.061, Florida Statutes.

SREC, Inc. complies with all safety requirements section 341.061, Florida Statutes. S.R.E.C, Inc. has a newly approved System Safety Program Plan (SSPP) in place that has been approved by the Florida Department of Transportation. SREC, Inc. has been inspected by F.D.O.T. and consistently found in compliance. All contracts with subcontractors require that they also follow the standards set by the SSPP. SREC, Inc. was awarded the Safety Award by the Commission for the Transportation Disadvantaged in 2001, 2004 and 2005.

(See SSPP, Attachment 13)

5. If currently a transportation operator, provide the number of chargeable accidents in the last two (2) years.

SREC, Inc. has been an operator in four Counties in the last two (2) years. SREC, Inc. has had one chargeable accident. During this time period over 70,000 trips were performed.

6. In accordance with rule 41-2.006(1) of the Florida Administrative Code, provide proof of compliance with the minimum liability insurance requirement of one hundred thousand (\$100,000) per person and two hundred thousand (\$200,000) per incident.

SREC, Inc. insurance meets all standards that have been set.

(See SREC, Inc. Certificate of Insurance, Attachment 14)

F. VEHICLE ACQUISITION

F. Vehicle Acquisition

- 1. Provide a recommendation for the number and types of vehicles needed in the service area.**

SREC, Inc. estimates that fulfillment of transportation needs in Union County will require 100,000 total miles a year. To meet this demand it would require six (6) vehicles. It is the recommendation that all six vehicles be wheelchair equipped.

- 2. Provide an inventory of vehicles that will be available for immediate use in the service area. Include whether the vehicles are accessible according to the Americans with Disabilities Act, age of vehicles, mileage and seating capacity.**

(See Vehicle Inventory, Attachment 17)

- 3. Describe the process used to acquire vehicles used in the service area.**

The number of vehicles currently required to meet the estimated demand is already in place. In fact, SREC, Inc. has purchased two new wheelchair equipped vans in the past year. Therefore, with acquisition of the current stock of vans currently held by the current CTC, no vehicles would need to be acquired. In the case of expansion or replacement, SREC, Inc. would apply for Federal/State grants. Vehicles would be purchased through the F.D.O.T. vehicle procurement program. In emergency situations vans from surrounding counties would be brought in to meet any needs that may arise.

- 4. Estimate the amount of time required in order to acquire vehicles to be used in the service area.**

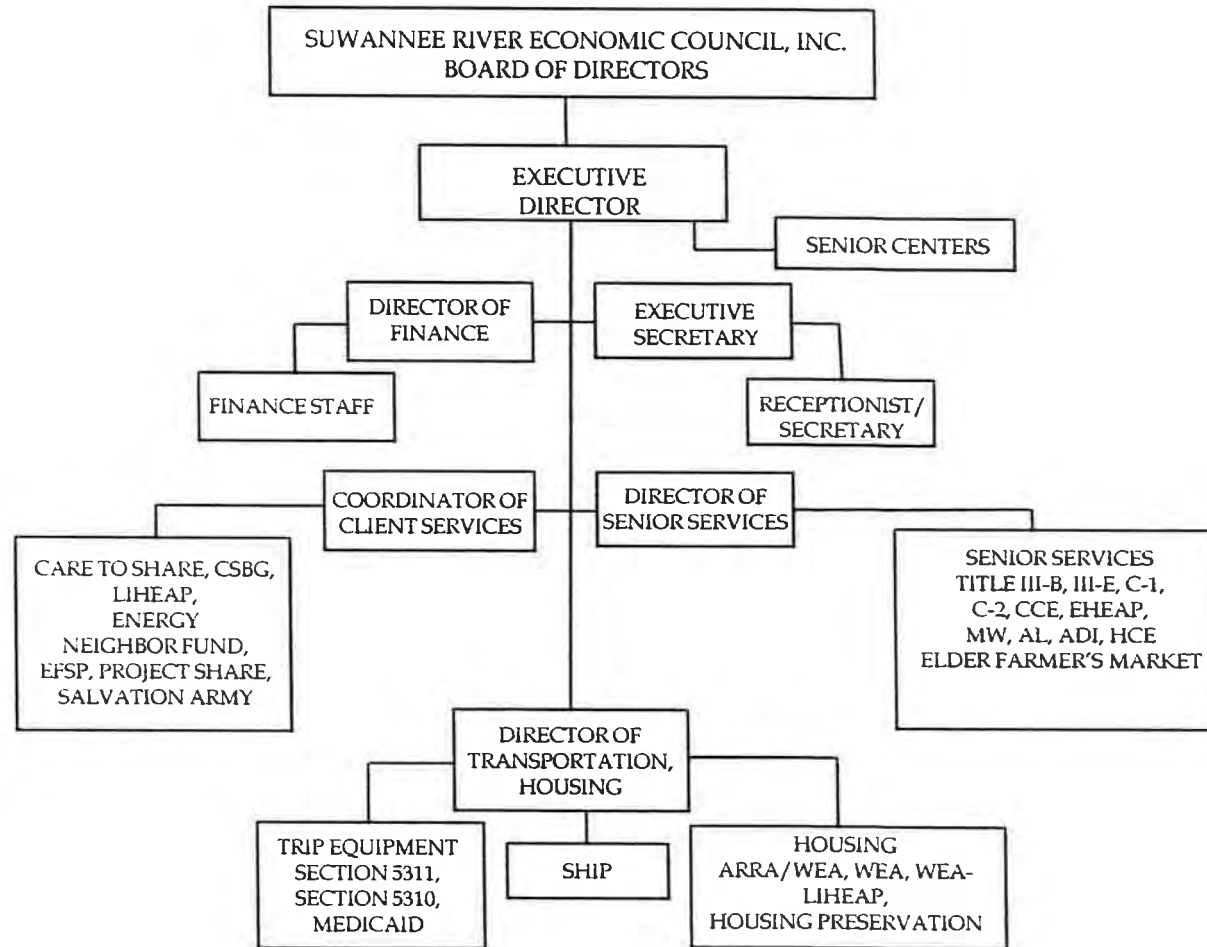
The amount of vehicles currently required is in place. There would be no time requirement necessary for acquisition. However, In the event a purchase was necessary, wheelchair equipped vans could be purchased within (30) days.

Proposal Contents

Attachment 9

Organizational Chart

**SUWANNEE RIVER ECONOMIC COUNCIL, INC.
PROGRAM CHART
ORGANIZATIONAL CHART**



Proposal Contents

Attachment 10

SREC Board of Directors

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
BOARD OF DIRECTORS
DATE OF LAST REVISION:
SEPTEMBER 2012

Public Sector							
Name	Entity Represented	Mailing Address and E-mail Addresses	Mailing Address w PO Boxes	Telephone Number(s) Office/Fax/Cell	Originally Seated on Board	Date Seated for Current Term	Ending Date of CurrentTerm
Robson, Jody	Dixie County Public / Board of County Commissioners	1667 SW Hwy 3551 Cross City, Florida 32628	Dixie County Public / Board of County Commissioners	(352) 578-4710 (C) (352) 356-0403 (W)	Dec-12	Dec-12	Nov-13
Hodges, Jr, Evan.W.	Bradford County Public / Board of County Commissioners	7853 SW CR 18 Hampton, Florida 32044 eyhodges@yahoo.com	7853 SW CR 18 Hampton, Florida 32044 eyhodges@yahoo.com	352-468-1869 (H) 904-966-1608 (C)	Jan-79	Jun-12	Apr-13
Johnson, Verneil G	Suwannee County Public / Board of County Commissioners	19520 168th Street Live Oak, Florida 32060	19520 168th Street Live Oak, Florida 32060	386-776-1301 (H) 386-362-8048 (C)	Apr-85	Jun-12	Apr-13
Lyons, Ricky	Lafayette County Public / Board of County Commissioners	120 W. Main Street County Courthouse Mayo, Florida 32066 rlyons@lafayetteclerk.com	P. O. Box 88 Mayo, Florida 32066	386-294-2205 (H) 386-294-1600 (W) 386-364-8187 (C) 386-294-4231 (F)	Aug-93	Jun-12	Apr-13
Page, Malcolm	Taylor County Public / Board of County Commissioners	3765 US Hwy 19N Perry, Florida 32347 malcolmp@gtcom.net	3765 US Hwy 19N Perry, Florida 32347 malcolmp@gtcom.net	850-584-9489 (H) 850-508-1511 (C)	Dec-11	Dec-12	Nov-13
Croft, Willie	Union County Public / Board of County Commissioners	10083 NW 160th Street Lulu, Florida 32054	10083 NW 160th Street Lulu, Florida 32054	(386) 496-4594 (H) (800) 203-9613 (W) (386) 674-6074 (C)	Dec-12	Dec-12	Nov-13
Vickers, Roy, Wayne	Madison County Public / Board of County Commissioners	212 Petunia Street Pinetta, Florida 32350 royvickers@centurylink.net	P.O. Box 74 Pinetta, Florida 32350	850-929-4555 (H) 850-973-9445 (W) 850-464-2999 (C)	Jan-07	Jun-12	Apr-13
Wright, Arthur	Columbia County Public / Board of County Commissioners	161 NW Melanie Way Lake City, Florida 32055	161 NW Melanie Way Lake City, Florida 32055	(386) 755-9601 (H) 904-259-2992 (W) 904-334-4618 (C)	Jun-10	Jun-12	Apr-13

SUWANNEE RIVER ECONOMIC COUNCIL, INC.
BOARD OF DIRECTORS
DATE OF LAST REVISION:
SEPTEMBER 2012

Low-Income Sector

Name	Entity Represented	Mailing Address (No P.O. Boxes)	Mailing Address w PO Boxes	Telephone No.	Originally Seated on Board	Date Seated for Current Term	Ending Date of CurrentTerm
Burke, Eula	Suwannee County Representative of the Poor	610 Martin Street, NE Live Oak, Florida 32060	610 Martin Street, NE Live Oak, Florida 32060	386-362-4194 (H) 386-792-1597 (W) 850-899-2518 (C) 386-362-4194 (F)	Jul-07	Jun-12	Jun-17
Corbin, Bonita	Dixie County Representative of the Poor	382 SW 311 Avenue Steinhatchee, Florida 32359	382 SW 311 Avenue Steinhatchee, Florida 32359	352-498-0499 (H)	Sep-12	Sep-12	Sep-17
Cossey, Karen	Union County Representative of the Poor	750 East Main Street Lake Butler, Florida 32054 kcossey@windstream.net	750 East Main Street Lake Butler, Florida 32054 kcossey@windstream.net	386-496-2058 (H) 352-745-6563 (C) 386-496-4810 (F)	Sep-01	Sep-11	Sep-16
Harris, Oleatha	Columbia County Representative of the Poor	360 NW Ella Allen CT Lake City, Florida 32055	360 NW Ella Allen CT Lake City, Florida 32055	386-752-5169 (H) 386-965-4383 (C)	Jan-07	Jun-12	Apr-16
Hewitt, Barbara Jo	Lafayette County Representative of the Poor	CR 405 S.E. Box 2506 Mayo, Florida 32066	Post Office Box 7 Mayo, Florida 32066	386-294-1240 (H) 386-209-4691 (C)	Jun-12	Jun-12	Jun-17
Johnson, Janice	Bradford County Representative of the Poor	1255 NE CR 225 Lawtey, Florida 32058 herman2005j@hotmail.com	Post Office Drawer E Lawtey, Florida 32058	904-982-1150 (H) 904-966-6034, e.6039 (W) 352-226-9602 (C)	Oct-11	Dec-11	Oct-16
Jones, Chenita (Lee)	Taylor County Representative of the Poor	1201 W.Ash Street Perry, Florida 32347	1201 W.Ash Street Perry, Florida 32347	850-584-5141 (H) 850-584-2721(W) x 110 850-843-5278 (c)	Jul-10	Jul-10	Jun-15
McDaniel, Jesse	Madison County Representative of the Poor	128 NE Mandian Ave Madison, Florida 32040	128 NE Mandian Ave Madison, Florida 32040	850-973-4474 (H) 850-973-4001 (W) x 221 850-673-1573 (C)	Aug-11	Sep-11	May-16
Udell, Lawrence	Hamilton County Representative of the Poor	1469 2nd Street White Springs, Florida 32096	1469 2nd Street White Springs, Florida 32096	386-397-1404 (H)	Aug-10	Aug-10	Aug-15
Weder, Rick	Gilchrist County Representative of the Poor	112 NE 1st Avenue Trenton, Florida 32693 topcop#ureach.com	P.O. Box 1093 Trenton., Florida 32693	352-410-8522 (H) 352-463-2710 (W) 352-316-3907 (C)	Apr-08	Apr-08	Apr-13

Private Sector

SUWANNEE RIVER ECONOMIC COUNCIL, INC
BOARD OF DIRECTORS
DATE OF LAST REVISION:
SEPTEMBER 2012

Name	Entity Represented	Mailing Address (No P.O. Boxes)	Mailing Address w PO Boxes	Telephone No.	Originally Seated on Board	Date Seated for Current Term	Ending Date of CurrentTerm
Blevins, George	At Large Salvation Army - Private / Welfare	881 SW Federal Rd Greenville, Florida 32331 george_blevins@uss.salvationarmy.org	881 SW Federal Rd Greenville, Florida 32331 george_blevins@uss.salvationarmy.org	850-232-4981 (H) 850-232-4981 (W) 850-464-9446 (C) 850-948-4387 (F)	Aug-11	Dec-11	N/A
Green, Louise	Lafayette County Penny Foundation - Private/Welfare	4941 NW CR 251 Mayo, Florida 32066 elouisegreen@yahoo.com	4941 NW CR 251 Mayo, Florida 32066 elouisegreen@yahoo.com	386-294-3141 (H) 850-948-2119 (C)	Sep-01	Sep-01	N/A
Newman, Mary Jane	Columbia County Christian Service Center of Columbia County, Inc.	20497 29th Lane Wellborn, Florida 32094 gmajaneo5@windstream.net	20497 29th Lane Wellborn, Florida 32094 gmajaneo5@windstream.net	386-963-2734 (H) 386-269-1595 ©	Jul-09	Jul-09	N/A
Rehberg, Sheryl	At Large Job Training / Education	N. Florida Workforce Dev. Bd. 705 East Base Street Madison, Florida 32340 rehbergs@nfwdb.org	N. Florida Workforce Dev. Bd. 705 East Base Street Madison, Florida 32340 rehbergs@nfwdb.org	850-973-2672(W) ext. 801 229-245-8865 (H) 850-673-7688 (C) 850-973-6497 (F)	Apr-08	Apr-08	N/A
Tillis, Richard	At Large Chamber of Commerce Private / Economic Development Industry	9265 SW 151st Court Lake Butler, Florida 32054 richardtillis@windstream.net	9265 SW 151st Court Lake Butler, Florida 32054 richardtillis@windstream.net	386-496-2374 (H) 386-496-1360 (W) 352-318-9832 (C) 386-496-1368 (F)	Mar-97	Mar-97	N/A
Williams, Frances	Dixie County First Baptist Church - Private/Welfare	385 NE 626 Avenue Old Town, Florida 32680 frankie44@gmx.us	385 NE 626 Avenue Old Town, Florida 32680 frankie44@gmx.us	352-542-0755(H) 352-578-4285 (C)	Jul-07	Sep-12	N/A

Current Officers		
Name	Position	Date Elected
E W. Hodges, Jr	President	June, 2001
Richard Tillis	Vice President	June, 2001
Verneil G. Johnson	Treasurer	December, 1987
Oleatha Harris	Secretary	December, 2008

Proposal Contents

Attachment 11

Resumes

NORMA JANE RHODEN

Route 5 Box 1039
Starke, FL 32091

(904) 964-4600

WORK HISTORY

Suwannee River Economic Council, Inc. *May 2004-Present*

Transportation Coordinator/Operations Manager

Receive and record daily requests, determine eligibility, confirm appointments and pick up times, record cancellations and no shows, assign drivers to trips, prepare manifests for subcontractors, review all driver manifests for accuracy, and input passenger billing data.

Suwannee River Economic Council, Inc. *September 2000-May 2004*

General office duties including handling incoming telephone calls, filing, and data entry.

H & R Block *January 2000-April 2000*

General office duties including setting appointments, handling incoming and outgoing telephone calls, filing, data entry and collection of receipts.

Friedman's Jewelers *November 1998-January 1999*

Sales, contracts, filing, data entry, bank deposits, managing cash drawer, handling telephone calls and managing mail.

Starke Uniform Manufacturing Company *August 1980-September 1998*

Operated automatic button and button hole, front hem, sleeve, labels, yolk, snap and tack machines.

EDUCATION

Secondary: Bradford High School, Starke, Florida

Vocational: Bradford Union Vocational Tech

SPECIAL CERTIFICATIONS AND SKILLS

Clerical Certificate and Secretary Certificate. Skills include typing, filing, computer, data entry and telephone. Skilled in the use of specialized software for transportation scheduling and reporting activities.

Matt Pearson
535 NW Lafayette Ave.
Mayo, Florida 32066

(386) 294-3748

(386) 208-5769

QUALIFICATIONS:

Successful team player
Strong leadership skills
Experience in working/ cooperating with people
Ability to concentrate on goals and objectives

EDUCATION:

University of Florida, Gainesville
Bachelor of Science, May 1996
College of Agriculture
Major: Food and Resource Economics/ Agri-Business

EXPERIENCE:

4/99-present

Director of Transportation and Housing, Suwannee River
Economic Council, Inc., Live Oak, FL 32064
Duties include oversight of Transportation and Housing
Programs, supervisory responsibility of 30 employees, oversight
of maintenance and safety plans on transport vans and
implementation of drug and alcohol testing on transport
employees. Also, Administration of Weatherization repair and
SHIP homeownership/repair programs.

1/98-4/99--

Closing Officer, Abstract and Title Services, Inc.
Lake City, Florida
Responsibilities include closing mortgages for lenders,
preparing HUD-1 settlement statements, performing title
searches and examinations of title to determining what
steps need to be taken in order to clear a title for closing.
Also, preparation of several types of real estate documents
for customers such as sales contracts and deeds in lieu of
foreclosure.

7/96-1/98

Assistant Manager, Transouth Financial Corp.
Perry, Florida

Duties include lending money as a loan officer through mortgages, car loans and personal loans, also working with others to achieve team oriented goals through up-selling loans and imaginative collection practices to maximize optimum production for the company.

1/96 - 5/96

Substitute Teacher, Lafayette High School
Substituted in several different classrooms while finishing Bachelor's Degree.

1991- 1996

University of Florida, Gainesville

Student-Athlete on full Football Scholarship
Goodwill Gator representing UF at various community events, speaking at schools and visiting hospitals.

1985-1991

Summer job in tobacco. Duties were numerous, including taking full charge of operation, over-seeing employees, and repairing equipment.

RESUME

Frances L. Terry
Post Office Box 951
Live Oak, FL 32064

CAREER OBJECTIVE

To effectively utilize over forty years of demonstrated career growth in management and administration in a position of responsibility in government and public service.

EXPERIENTIAL BACKGROUND

<u>From 1965 to Present</u>	SUWANNEE RIVER ECONOMIC COUNCIL, INC. P.O. Box 70 Live Oak, FL 32064
1970 to Present	<u>Executive Director</u> Chief Executive Officer to a 12 county community-based organization, with overall operational responsibility for an annual budget of \$10 million.
1968 to 1969	<u>Deputy Director</u> Acted as liaison between Executive Director and Project Directors; assisted in Administration of Human Service Grants.
1965 to 1967	<u>Secretary/Bookkeeper</u> Secretary to Executive Director Clerical duties. Established and maintained a bookkeeping system in accordance with Federal and State regulations.

EDUCATION

Attended (since 1978)	<u>Florida State University</u> , Tallahassee, Florida Major in Public Administration
Associate Arts Degree	<u>North Florida Junior College</u> , Madison, Florida Primary studies in Business Administration; Secondary studies in Accounting.
Graduated 1959	<u>Madison High School</u> , Madison, Florida

Barbara G. Hamric

5995 Old State Rd., Naylor, GA 31641; 229-257-0967 home 229-630-2321 cell
Email: calico10903@yahoo.com

EDUCATION

Bachelor of Business Administration, Accounting, Eastern New Mexico University, 3.7 GPA, cum laude, May 2001

Associate in Science, Business Administration, Graduated with Honors, Georgia Military College, December 1992

EXPERIENCE

Director of Finance, *Suwannee River Economic Council*, Live Oak, Florida

September 2007 to Present; Promoted to Director of Finance Feb. 2011

- Responsible for assuring that all transactions are properly recorded and verified by reference to supporting documents
- Ensure that generally accepted principles of accounting are applied in compliance with all statutory, regulatory and other financial requirements
- Ensure budgets comply with funding as stated in the contracts
- Supervise the activities of all employees in the finance department
- Provide information to the Executive Director on all matters affecting financial operations
- Develop and Prepare Budgets
- Maintain an efficient organizational structure for the financial unit

Human Resource Assistant, *TM Polyfilm*, Valdosta, Georgia

September 2005 to August 2007

- Advise over 200 employees on company benefits, maintain files, utilize Microsoft Word and Excel, review all new hire applications
- Utilize Infinium Payroll System and Time and Attendance computer program
- Conduct HR procedures to include processing I-9's, garnishment, child supports, and employee reporting to the state, insurance benefits, reconcile bills.

Co-Owner, *CiCi's Pizza*, Albany, Georgia

December 2003 to August 2005

- Responsible for all A/R, A/P, prepared payroll for 30 employees
- Utilize QuickBooks for all accounting aspects of the business
- Supervise 30 employees
- Prepare sales tax forms, 941, payroll deposits, FUTA, and SUTA forms

Professional Accountant, *Florida Department of Revenue*, Tallahassee, Florida

March 2003 to January 2004

- Prepared monthly fuel tax refund reconciliation in excess of \$6 million
- Transferred state fuel tax returns to Excel for use with fuel tax distribution
- Responsible for ensuring appropriate fund balance is maintained by reconciling

Budget Technician, Civil Service, *Dept. of the Army, Comptroller's Office*, Stuttgart, Germany
December 2001 to March 2003

- Ensured funds in excess of \$1,100,000 were spent within regulatory requirements
- Monitored spending limitations for 8 organizations to ensure compliance with the Anti-Deficiency Act

ADDITIONAL RELATED EXPERIENCE

Tax Preparer, (Seasonal, In addition to above) *H & R Block*, Valdosta, GA
January 2006 to April 2011

- Complete tax forms to include 1040, 1040A, 1040EZ, 2106, Schedules A, B, C, D, and EIC
- Research most beneficial tax options for clients using Publication 17 and other IRS regulations

ADDITIONAL CERTIFICATES

Certified Bookkeeper, The American Institute of Professional Bookkeepers

Proposal Contents

Attachment 12

Letters of Support



DIXIE COUNTY EMERGENCY SERVICES

17600 SE. Highway 19
P.O. BOX 2009
CROSS CITY, FLORIDA 32628
(352) 498-1240 FAX (352) 498-1244
www.dixieemergency.com



"One Team, One Mission"

Timothy W. Alexander, PMD, CMTE, FPEM, Director/Chief

December 29, 2011

To Whom It May Concern:

Please accept this letter as my recommendation for Suwannee River Economic Council, Inc. as Community Transportation Coordinator for Gilchrist County. As a resident of Dixie County and Director of the Dixie County Emergency Services, I know Suwannee River Economic Council, Inc. has provided years of safe, dependable and considerate service to our residents. As a member of the Transportation Local Coordinating Board I know that SREC, Inc. staff and drivers have strived to provide transportation services in a thoughtful, professional manner without complaint.

Therefore, I am happy to recommend Suwannee River Economic Council, Inc. as Community Transportation Coordinator for Gilchrist County. Please feel free to contact me if you have any questions.

Sincerely,

Timothy W. Alexander
Dixie County Emergency Services Director

**"Quality Service and Care
Begin Here"**



RICKY LYONS

**CLERK OF COURT
LAFAYETTE COUNTY, FLORIDA**

December 20, 2011

To Whom It May Concern:

Please accept this letter as a recommendation for Suwannee River Economic Council, Inc. as Community Transportation Coordinator. As a resident of Lafayette County I know that Suwannee River Economic Council, Inc. has been the CTC in Lafayette County for many years and has provided the residents of our County with many years of safe and dependable transportation. As a member of the Transportation Local Coordinating Board I know that SREC, Inc. staff and drivers have always gone the extra mile to make sure that all the riders are served in a manner that is professional and courteous. Finally as an elected official I know that SREC, Inc. has been able to fulfill these duties at a very low cost to the taxpayers and with no complaints of service. Therefore it is my pleasure to recommend Suwannee River Economic Council, Inc. as Community Transportation Coordinator. Please feel free to contact me if you have any questions.

Sincerely,

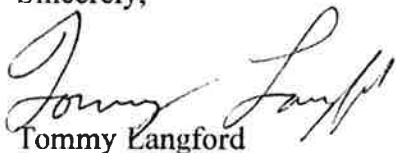
A handwritten signature in cursive script, appearing to read "Ricky Lyons".

Ricky Lyons
Clerk of Court
Lafayette County

To Whom It May Concern:

This letter is to serve as my recommendation for Suwannee River Economic Council, Inc. as Community Transportation Coordinator. SREC, Inc. has provided the residents of Gilchrist County years of economical, dependable transportation as the Community Transportation Coordinator. As Chairman of the Transportation Local Coordinating Board, I know SREC, Inc. staff and drivers have worked hard to provide professional courteous service to their riders. As a member of the Board of County Commissioners, I also know SREC, Inc. has provided this service at no cost to the county and without complaints regarding the service. It is my privilege to recommend Suwannee River Economic Council, Inc. as Community Transportation Coordinator. Please feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Tommy Langford".

Tommy Langford
Board of County Commissioners
Gilchrist County



BOARD OF COUNTY COMMISSIONERS
BRADFORD COUNTY, FLORIDA

Ross Chandler
Chairman
District I

December 28, 2011

To Whom It May Concern:

Doyle Thomas
Vice-Chair
District II

Please accept this letter as a recommendation for Suwannee River Economic Council, Inc. as Community Transportation Coordinator.

Lila Sellers
Commissioner
District III


As a resident of Bradford County and former Chairman of the Bradford Transportation Local Coordinating Board, I know that SREC, Inc. staff and drivers have always strived to serve their riders in a courteous, professional manner. As a member of the Bradford County Board of County Commissioners, I know that SREC, Inc. has fulfilled their duties at a very low cost to the taxpayers and with no service complaints.

Danny Riddick
Commissioner
District IV

Therefore, I am pleased to recommend Suwannee River Economic Council, Inc. as Community Transportation Coordinator. Should you have any questions, please feel free to contact me.

Eddie Lewis
Commissioner
District V

Sincerely,


Ross Chandler,
Chairman

PO Drawer B
Starke, Florida 32091
904-966-6327
Fax: 904-368-3903
hocc@bradfordcountyfl.gov

Proposal Contents

Attachment 13

System Safety Program Plan

**Agency Name: Suwannee River
Economic Council, Inc.**



BUS TRANSIT SYSTEM SAFETY PROGRAM PLAN (SSPP)

Last Adopted: September 27, 2010

SSPP Revision #1

The System Safety Program Plan was revised on November 7th, 2011 by the Suwannee River Board of Directors due to the addition of the updated Substance Abuse Policy attached as Appendix B. The newest version of the Substance Abuse Policy is enclosed in the SSPP.



Frances Terry, Executive Director 11/7/11

Table of Contents

1.0	MANAGEMENT SAFETY COMMITMENT AND POLICY STATEMENT.....	1-1
2.0	SYSTEM SAFETY GOALS AND SSPP	2-1
2.1	SSPP Control and Update Procedures	2-2
3.0	HAZARD AND SECURITY PLAN (HSP).....	3-1
4.0	SYSTEM DESCRIPTION.....	4-1
5.0	ORGANIZATION STRUCTURE AND SYSTEM SAFETY RESPONSIBILITIES	5-1
5.1	Suwannee River Economic Council, Inc. Organization Chart.....	5-1
5.2	Suwannee River Economic Council, Inc. System Safety Responsibilities by Position	5-2
5.3	System Safety Responsibilities of Contract Service Operator(s).....	5-4
6.0	QUALIFICATION AND SELECTION OF DRIVERS	6-1
7.0	DRIVER SAFETY TRAINING AND TESTING	7-1
7.1	Initial Driver Training and Testing.....	7-1
7.2	On-Going/Refresher Training and Testing	7-2
7.3	Remedial Training and Testing	Error! Bookmark not defined.
8.0	RECORDS MANAGEMENT.....	8-1
9.0	DRUG AND ALCOHOL PROGRAM.....	9-1
10.0	VEHICLE MAINTENANCE PROGRAM	10-1
10.1	Daily Vehicle Inspections (DVI)	10-2
10.2	Preventive Maintenance	10-2
10.3	Bus Safety Inspections	10-4
11.0	SAFETY DATA ACQUISITION & ANALYSIS	11-1
12.0	HAZARD IDENTIFICATION AND RESOLUTION	12-1
12.1	Hazard Identification	12-1
12.2	Hazard Categorization	12-1
12.3	Hazard Resolution	12-2
13.0	EVENT INVESTIGATION	13-1
14.0	MEDICAL EXAMS FOR BUS TRANSIT SYSTEM DRIVERS.....	14-1
15.0	OPERATING AND DRIVING REQUIREMENTS	15-1
15.1	Wireless Communication.....	15-3
16.0	VEHICLE EQUIPMENT STANDARDS & PROCUREMENT CRITERIA	16-1
17.0	INTERNAL AND EXTERNAL SAFETY AUDITS.....	17-1
18.0	CERTIFICATION	18-1
19.0	APPENDICES.....	19-1

Note: Refer to Appendix J for instructions on how to update the table of contents

Table of Contents (Continued)

Appendices -

- Appendix A: Rule Chapter 14-90, F.A.C.
- Appendix B: Substance Abuse Policy
- Appendix C: Maintenance Plan
- Appendix D: Preventative Maintenance Guidelines
- Appendix E: Medical Examination Form 725-030-011
- Appendix F: Radio Operating Procedures
- Appendix G: Internal Safety Audit Checklist
- Appendix H: Bus Transit System Annual Safety and Security Certification Form
- Appendix I: SSPP Addendums (placeholder for future updates)
- Appendix J: Text Formatting Palette

SSPP Template DVD Contents -

- SSPP Template & Appendices
- HSP/SPP Template
- Computer Based Training and Testing
- Reference Training and Testing Materials

Recommended Computer Configuration -

- Processor: 2 GHz or higher
- Memory: 2 GB or higher
- Hard Disk: 320 GB or higher
- Operating System: Windows 32-bit or 64-bit platform (Windows XP with SP3 or later operating system)
- Software: MS Office 2007 with latest SP2 and Windows Media Player 9 or later version
- Drive: CD-ROM and DVD readable drive
- Display: 1024x768 or higher resolution monitor (with compatible video card)
- Internet: IE7 or higher
- Accessories: Keyboard and mouse

Note: This configuration should work well for a stand alone computer dedicated for computer based training and testing. If the local agency wishes to load the training module DVD into an existing computer which is also using some high end software applications which consume substantial RAM and disk space, a different computer configuration may be needed. If in question, consultation with a computer specialist is suggested.

1.0 Management Safety Commitment and Policy Statement

14-90.004 (1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.

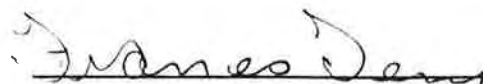
Suwannee River Economic Council, Inc. is committed to providing safe, secure, clean, reliable, and efficient transportation services to the patrons. This policy statement serves to express management's commitment to and involvement in providing and maintaining a safe and secure transit system.

Section 341.041, Florida Statutes (F.S.); Section 334.044(2), F.S.; and Section 341.061(2)(a), F.S., requires the establishment of minimum equipment and operational safety standards for all governmentally owned bus transit systems; privately owned or operated bus transit systems operating in this state which are financed wholly or partly by state funds; all bus transit systems created pursuant to Chapter 427, F.S.; and all privately owned or operated bus transit systems under contract with any of the aforementioned systems. Safety standards for bus transit systems are provided by Rule Chapter 14-90, Florida Administrative Code (F.A.C.), hereinafter referred to as Rule 14-90. Bus transit systems are required to develop, adopt, and comply with a System Safety Program Plan (SSPP), which meets or exceeds, the established safety standards set forth in Rule 14-90.

In the interest of safety and security, and in order to comply with the statutory requirements, Suwannee River Economic Council, Inc. has developed and adopted this System Safety Program Plan (SSPP) that complies with established safety standards set forth in Rule 14-90. The SSPP is intended to document all policies, functions, responsibilities, etc. of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations, maintenance, etc.

Suwannee River Economic Council, Inc. management (Executive Director and Director of Transportation) are responsible for maintaining a coordinated safety system in order to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management has have responsibility for maintaining and implementing the SSPP and complying with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators are charged with the responsibility of adhering to this SSPP. Any violation of safety and security practices is subject to appropriate administrative action. Management is ultimately responsible for enforcing the SSPP and maintaining a safe and secure system.

Signature



Frances Terry
Executive Director

Suwannee River Economic Council, Inc.

Date: 9/27/2010

System Safety Program Plan (SSPP)

2.0 System Safety Goals and SSPP

According to 14-90.002(19), "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage. 14-90.004(1)(a) specifies the safety elements and requirements that must be addressed by the SSPP.

Suwannee River Economic Council, Inc. has established the following goals for the system safety program:

- Achieve a high standard of system safety in all areas of the transportation system
- Develop and maintain a high level of safety awareness among all employees through pre-employment screening and systematic training and testing programs
- Establish safety standards for contract service operators and ensure compliance
- Ensure that system safety is integrated with daily operations through operational standards and procedures, vehicle maintenance, inspections, record keeping, audits, quality assurance and quality control
- Ensure that all vehicles and equipment operated by the agency meet established safety standards
- Maintain a formal process for event investigation, emergency preparedness and response, and handling security threats
- Ensure a drug free workplace
- Comply with all regulatory requirements.

The purpose of this SSPP document is to:

- Establish and document system safety policies and procedures in compliance with Rule 14-90
- Establish a coordinated and documented process to implement the SSPP during the operations of the system in order to achieve system safety goals
- Identify and delegate safety functions and responsibilities to units and personnel within the organization and contract service operators
- Facilitate internal and external safety audits to identify, track, and resolve safety program deficiencies.

In accordance with Rule 14-90 (included in Appendix A), the SSPP addresses the following safety elements and requirements:

- Safety policies and responsibilities
- Vehicle and equipment standards and procurement criteria
- Operational standards and procedures
- Bus driver and employee selection

System Safety Program Plan (SSPP)

- Driving requirements
- Bus driver and employee training
- Vehicle maintenance
- Investigations of events
- Hazard identification and resolution
- Equipment for transporting wheelchairs
- Safety data acquisition and analysis
- Wireless communication plan and procedure
- Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with Suwannee River Economic Council, Inc..

2.1 SSPP Control and Update Procedures

According to 14-90.010, each bus transit system shall annually submit a safety and security certification to the Department. One of the requirements that the certification shall attest is that the SSPP has been reviewed to ensure that the document is up to date.

Suwannee River Economic Council, Inc. management will review the SSPP annually, update the document as necessary, and implement the changes within a timeframe that will allow the agency to timely submit the annual self-certification of compliance to the Florida Department of Transportation (FDOT). The annual review of the SSPP will be conducted beginning November 1 of each calendar year and ending prior to the end of the same calendar year. Necessary updates outside the annual update window will be handled as SSPP addendums which will be incorporated in the body of the SSPP during subsequent annual update.

Any additional text for Chapter 2.0 must be inserted above this point for formatting/page numbering purposes.

3.0 Hazard and Security Plan (HSP)

14-90.004(2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.

In accordance with Rule 14-90, Suwannee River Economic Council, Inc. has adopted, and implemented a Hazard and Security Plan (HSP), often referred to as the Security Program Plan (SPP), which covers the hazard and security portion of the system safety program. The HSP contains information about prevention, mitigation, preparedness, response, recovery, and associated organizational responsibilities. The purpose of the HSP/SPP is to specify:

The HSP/SPP addresses the following hazard and security elements and requirements:

- Security policies, goals, and objectives
- Organization, roles, and responsibilities
- Emergency management processes and procedures for mitigation, preparedness, response, and recovery
- Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
- Procedures for the establishment of interfaces with emergency response organizations
- Procedures for interagency coordination with local law enforcement jurisdictions
- Employee security and threat awareness training programs
- Security data acquisition and analysis
- Emergency preparedness drills and exercises
- Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
- Procedures for SPP maintenance and distribution.

The HSP/SPP has been adopted separately from the SSPP. Bus transit systems are prohibited by Section 119.071(3)(2), Florida Statutes, from publicly disclosing the SPP, as applicable under any circumstance. The document is maintained in a secure location by the management and access to the document is restricted to select agency personnel and appropriate FDOT personnel exercising oversight in this area. On-site access to the HSP/SPP is granted to

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System Safety Program Plan (SSPP)

regulatory authorities (FDOT, FTA, etc.) on as-needed basis. Select portions of the HSP/SPP may be shared with employees depending on their job responsibilities.

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4.0 System Description

FDOT, (or its contractor), is required through its Bus Transit System Safety Program (Topic # 725-030-009-i) to document system description during safety and security inspections and reviews. By electing to include your system description in the SSPP, this information would then be readily accessible to FDOT to facilitate future reviews.

Jurisdiction:

Bradford, Dixie, Gilchrist and Lafayette

System Profile (As of September 27,2010):

Total Number of drivers 16

Full-time 8 PartTime 8 Volunteers 0

Number of operational buses: 23

Buses W/C accessible 21

Number of Type I buses (>22' length) 23 Type II buses (<22' length) 0

Dispatch Location(s): Cross City, Starke and Mayo

Maintenance Locations: Local service providers

Community Transportation Coordinator (CTC): Yes X No

Contract operator(s) has own adopted SSPP and SPP approved by transit system or CTC:

Yes No X Describe

Contract operator(s) adopts and implements the transit system's or CTC's SSPP:

Yes X No Describe

Additional Information:

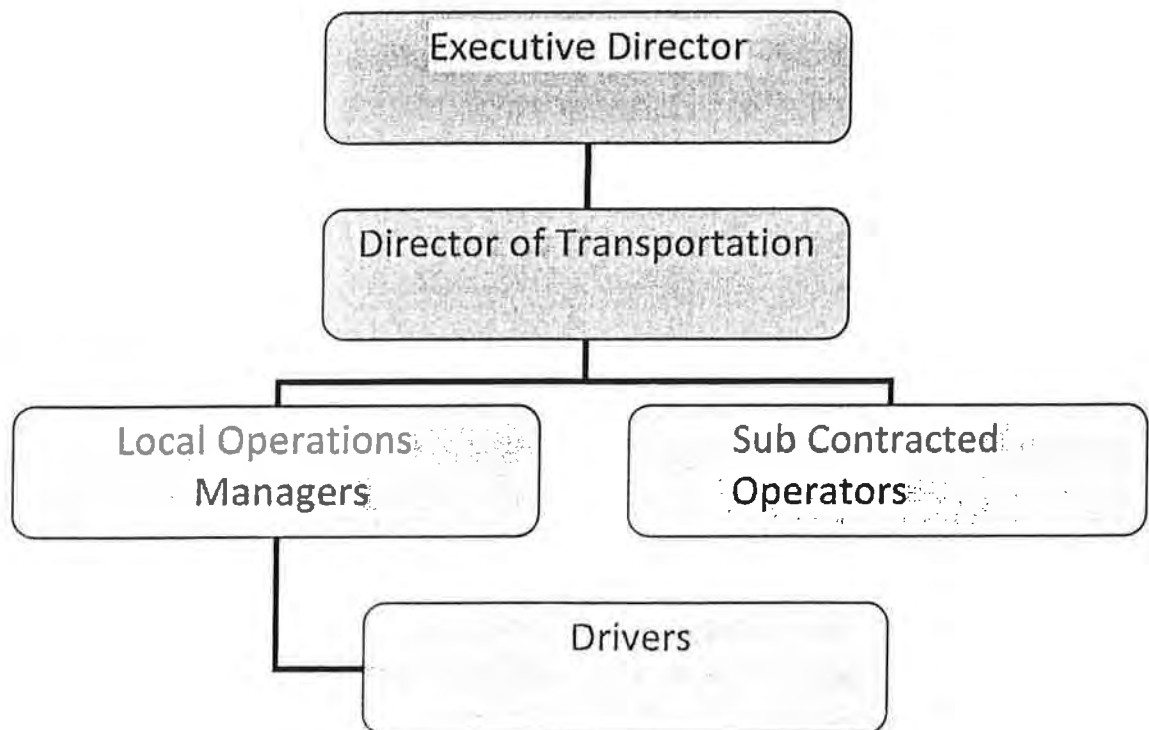
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5.0 Organization Structure and System Safety Responsibilities

According to 14-90.004, the SSPP must address safety system responsibilities as one of the safety elements.

The Executive Director and Director of Transportation has the overall responsibility of safe and secure operations of Suwannee River Economic Council, Inc. and contract service operators. Each employee is required to carry out specific system safety responsibilities, depending on his/her position, in compliance with the SSPP.

5.1 Suwannee River Economic Council, Inc. Transportation Safety Organization Chart



System Safety Program Plan (SSPP)

5.2 Suwannee River Economic Council, Inc. System Safety Responsibilities by Position

System Safety Task	Frequency	Management Responsibility by Position						Staff Responsibility by Position			
		Exec. Director	Director Trans	Oper. Manage	Drivers	Position 5	Position 6	Position 7	Position 8	Position 9	Position 10
Oversee and assure SSPP and HSP/SPP compliance	Daily	X	X								
SSPP and HSP/SPP review, maintenance, and distribution	Annual/ As needed		X								
Employee safety training and testing and record keeping	Initial hire/ As needed		X								
Drug free workplace (policy maintenance, employee training and testing, etc.)	Initial hire/ As Needed		X								
Driver license validity check and record maintenance	Initial hire/ Quarterly		X								
Safety and security data acquisition and analysis	On an ongoing basis		X								
Medical examination of drivers and record keeping	Initial hire/ biennium		X								
Vehicle and equipment procurement	As needed		X								
Pre-trip inspections and record keeping	Daily		X	X	X						
Vehicle maintenance and record keeping	Daily		X	X	X						
Annual safety inspections and record keeping	Annual		X	X	X						
Event investigation and record keeping	As needed		X								
Investigate safety complaints	As needed		X								
Pre-employment screening	Initial hire		X								
Employee time recording and maintenance	Daily		X								
Records maintenance, retention, and distribution	Daily/As needed		X								
Contractor safety and security compliance	Daily		X								

System Safety Program Plan (SSPP)

oversight											
Hazard identification and resolution	Daily		X								
Compliance with SSPP	Daily		X								
Self-certification of safety compliance	Annual		X								

System Safety Program Plan (SSPP)

5.3 System Safety Responsibilities of Contract Service Operator(s)

14-90.004 requires establishing safety and security requirements for private contract service providers that provide continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system. The Rule also requires monitoring and assurance that each private contract transit provider complies with established safety and security requirements during the term of the contract. In the event that transit service is contracted or subcontracted through private service operators, the local transit agency must respond to these requirements. Agencies not currently contracting with private providers may wish however to consider incorporating this section in their SSPP for future provisions.

Suwannee River Economic Council, Inc. requires all contract service operators to fully comply with the established safety standards set forth in Rule 14-90. Contract operators have the option to either adopt and implement the SSPP and HSP/SPP of Suwannee River Economic Council, Inc., or develop, adopt, and implement their own program plans, but must ensure compliance with Rule 14-90. If the contract service operator opts to develop their own SSPP and HSP/SPP, the program plans must be reviewed and approved by Suwannee River Economic Council, Inc. management prior to initiation of service. In addition, each contractor/subcontractor shall submit a safety and security certification to Suwannee River Economic Council, Inc. no later than January 15, annually for the prior calendar year period.

The certification shall attest to the following:

- The adoption of an SSPP and an HSP/SPP in accordance with established standards set forth in Rule 14-90.
- Compliance with its adopted SSPP and HSP/SPP.
- Performance of safety inspections on all buses operated by the system in accordance with Rule 14-90.
- Reviews of the SSPP and HSP/SPP have been conducted to ensure they are up to date.

The certification shall include:

- The name and address of the contractor/subcontractor, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the contractor/subcontractor.
- A statement signed by an officer or person directly responsible for management of the contractor/subcontractor attesting to compliance with Rule 14-90.

Contractors/subcontractors are subject to audits and inspections on an announced or unannounced basis at the discretion of Suwannee River Economic Council, Inc. management.

System Safety Program Plan (SSPP)

Suwannee River Economic Council, Inc., or its contractor, will conduct safety and security reviews of contract operators, at least once every three years, to ascertain compliance with the provisions of Rule 14-90. Suwannee River Economic Council, Inc. will prepare and submit a report of the audit to the affected contract operator within 30 business days of completion of the review containing the following:

- Identification of the findings, including a detailed description of any deficiency.
- Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.
- Any required suspension of bus transit system service should Suwannee River Economic Council, Inc. determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

If the contract operator fails to correct specific deficiency(ies) in accordance with Rule 14-90 and the established implementation schedule, Suwannee River Economic Council, Inc. will notify the FDOT District Office and initiate actions to dismiss the contract.

System Safety Program Plan (SSPP)

Any additional text for Chapter 5.0 must be inserted above this point for formatting/page numbering purposes.

6.0 Qualification and Selection of Drivers

14-90.004(3) requires bus transit systems establish criteria and procedures for the selection, qualification, and training of all drivers. The criteria shall include the following:

- (a) Driver qualifications and background checks meeting minimum hiring standards.*
- (b) Driving and criminal background checks for all new drivers.*
- (c) Verification and documentation of valid driver licenses for all employees who drive buses.*
- (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.*
- (e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised.*
- (f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.*
- (g) Bus transit systems shall maintain the following records for at least four years:*
 - 1. Records of bus driver background checks and qualifications.*
 - 2. Detailed descriptions of training administered and completed by each bus driver.*
 - 3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.*
- (h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.*
- (i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.*

Suwannee River Economic Council, Inc. management is responsible for ensuring that the following minimum standards are met when hiring new drivers.

- Must possess a valid Florida driving license of appropriate class.
- Criminal background check (with local law enforcement and the Florida Department of Law Enforcement) and driving records check including, but not limited to, the following items:
 - Driving records
- Successful completion of pre-employment physical including an eye examination and drug screening test.
- Signed acknowledgement of receipt and agreement to comply with drug-free workplace policy.
- Signed acknowledgment of receipt and agreement to comply with SSPP.
- Successful completion of required orientation, training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.

System Safety Program Plan (SSPP)

- Signed acknowledgment of receipt and compliance with the following written operational and safety procedures before driving on a street or highway unsupervised.
 - Communication and handling of unsafe conditions, security threats, and emergencies.
 - Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.
 - Application and compliance with all applicable federal and state laws, rules and regulations.

- Drivers are required to write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.

- Personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety are not bound to the following two provisions:
 - Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.
 - Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised.

Noncompliance with any regulatory or agency specific requirement may result in an employee administrative action up to and including suspension or termination of employment. It is the policy of Suwannee River Economic Council, Inc. to screen applicants to eliminate those that pose a safety or security threat to the agency or who would not be capable of carrying out agency safety and security policies.

Any additional text for Chapter 6.0 must be inserted above this point for formatting/page numbering purposes.

7.0 Driver Safety Training and Testing

14-90.004(3) establishes driver training and testing requirements to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.

This is an area of 14-90 which is less prescriptive, but the agency must establish how it is addressing this requirement. Addressing the requirement is *not* optional, so the agency must elaborate on how it will meet the requirement. Any green colored text indicates the language is serving as an *example* of how the agency could address the subject.

All employees and drivers of Suwannee River Economic Council, Inc. and all contract service providers are required to complete all training and testing requirements to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. The Director of Transportation is responsible for conducting and documenting all training and testing activities utilizing a certification process. Noncompliance with any regulatory or agency specific guideline or requirement may result in suspension or termination of employment. This section of the SSPP discusses the training and testing programs to be administered by the Director of Transportation.

7.1 Initial Driver Training and Testing

Upon hire and prior to being placed into road service, all drivers are required to complete training and testing in the following areas:

1. Bus transit system safety and operational policies and procedures.
2. Operational bus and equipment inspections.
3. Bus equipment familiarization.
4. Basic operations and maneuvering.
5. Boarding and alighting passengers.
6. Operation of wheelchair lift and other special equipment.
7. Defensive driving.
8. Passenger assistance and securement.
9. Handling of emergencies and security threats.
10. Security and threat awareness.
11. Driving conditions.

As part of the driver training program, specific procedures have been incorporated to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.

System Safety Program Plan (SSPP)

In addition, new drivers are required to successfully undergo a road test with an experienced driver. A new-hire check-off list must be completed to ensure the employee has received all required 14-90 training and information before being authorized for over-the-road service.

After successful completion of each training and testing module, the agency is required to document and record the satisfactory completion of the employee's training and submit to the Director of Transportation. Certificates of completion will be maintained in the driver files for a minimum of 4 years.

All training and testing activities will also be adequately documented by the Director of Transportation.

7.2 On-Going/Refresher Training and Testing

On-going/refresher training and testing sessions will be conducted as necessary to remain compliant with Rule 14-90. The drivers are required to attend training and testing in all areas specified by Rule 14-90 at least once every three years. All training and testing activities are to be recorded and retained in files for a minimum of four years.

Any additional text for Chapter 7.0 must be inserted above this point for formatting/page numbering purposes.

8.0 Records Management

14-90 requires that system safety documents be maintained and retained by the agency for at least four years. Records of daily bus inspections and any corrective action documentation must be retained by the agency for a minimum of two weeks.

The Director of Transportation is responsible for implementing a record management program that includes maintenance, retention, distribution, and safe disposal of all safety and security records of the agency in compliance with state and federal regulations.

All safety and security documents of the agency (SSPP, HSP/SPP, etc.) will be periodically revised, as needed, to ensure that they are up to date. Revisions and updates will be communicated with employees, contractors, and regulatory agencies as they occur or as deemed necessary by the management, depending on the nature of the revision or update. The HSP/SPP is considered a confidential document and will be retained in a secure location by management.

Suwannee River Economic Council, Inc. will maintain and retain the following records for at least four years:

- Records of bus driver background checks and qualifications
- Detailed descriptions of training administered and completed by each bus driver
- A record of each bus driver's duty status which will include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day
- Event investigation reports, corrective action plans, and related supporting documentation
- Records of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus
- Records of annual safety inspections and documentation of any required corrective actions
- Completed and signed medical examination reports for each bus driver

In addition, Suwannee River Economic Council, Inc. will retain records of daily bus inspections and any corrective action documentation for a minimum of two weeks.

Any additional text for Chapter 8.0 must be inserted above this point for formatting/page numbering purposes.

9.0 Drug and Alcohol Program

According to 14-90.004, each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009.

Suwannee River Economic Council, Inc. has established a Zero Tolerance Substance Abuse Policy Statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, a copy of which is included in Appendix B. The Substance Abuse Program Manager is responsible for ensuring the implementation of a drug and alcohol testing program for all safety-sensitive employees as identified and described within the subject policy.

The intent of the policy is to:

- Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse;
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances; and
- Encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties.

Violation of this substance abuse policy is subject to disciplinary actions.

System Safety Program Plan (SSPP)

Any additional text for Chapter 9.0 must be inserted above this point for formatting/page numbering purposes.

10.0 Vehicle Maintenance Program

14-90.004 (4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.

(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.

(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at least four years and, at a minimum, provide the following information:

- 1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.*
- 2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.*
- 3. If not owned by the bus transit system, the name of any person furnishing a bus.*
- 4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.*

The function of the maintenance plan is to provide a consistent systematic program to properly maintain and service vehicles to meet or exceed the manufacturer's recommended maintenance schedule. Suwannee River Economic Council, Inc. vehicle maintenance program will ensure that all buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements. The Director of Transportation is responsible for ensuring that a Maintenance Plan consistent with 14-90 has been developed and implemented by the agency and that all vehicles operated are regularly and systematically inspected, maintained, and lubricated according to the agency's Maintenance Plan and Preventative Maintenance Guidelines.

10.1 Daily Vehicle Inspections (DVI)

Drivers are required to perform daily vehicle inspections prior to operating the assigned vehicle, during routes, and after all route schedules are completed. The pre-trip inspection includes an inspection of the following parts and devices to ascertain that they are in safe condition and in good working order:

- Service brakes
- Parking brakes
- Tires and wheels
- Steering
- Horn
- Lighting devices
- Windshield wipers
- Rear vision mirrors
- Passenger doors
- Exhaust system
- Equipment for transporting wheelchairs
- Safety, security, and emergency equipment

The Director of Transportation will review the daily inspections and document the corrective actions taken as a result of any deficiencies identified by the operator. Daily inspection records will be retained for a minimum of two weeks.

10.2 Preventive Maintenance

A preventative maintenance schedule is implemented to inspect for safety hazards and to maintain vehicles in a manner conforming to safety regulations. Suwannee River Economic Council, Inc. will perform scheduled preventive maintenance on all vehicles at every 5,000-mile interval, according to the agency's maintenance plan. As preventative maintenance inspections are scheduled by projected mileage, the agency will allow ± 500 mile deviations in mileage interval, so long as the actual mileage interval meets the manufacturer's recommended maintenance schedule. Inspection "A" will be performed every 5,000 miles, inspection "B" will be performed Annually.

Each vehicle will have a written record documenting preventive maintenance, regular maintenance, inspections, lubrication and repairs performed. Such records will be maintained for at least four years and include, at a minimum, the following information:

- Identification of the bus, the make, model, and license number or other means of positive identification and ownership
- Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed
- If not owned by Suwannee River Economic Council, Inc., the name of any person furnishing a bus
- The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair

System Safety Program Plan (SSPP)

For tracking purposes, a maintenance log will be kept containing vehicle ID, make and type of vehicle, year, model, special equipment, inspections, maintenance and lubrication intervals, and date or mileage when services are due. The Director of Transportation shall be tasked with the responsibility to conduct quality checks of files on a monthly basis to insure that files are complete; signed, appropriately dated, and appropriately filed. All safety inspections will be faxed into the Director of Transportation monthly for review.

10.3 Bus Safety Inspections

Safety inspections are part of the maintenance inspections and are performed at least once every year on all buses operated by Suwannee River Economic Council, Inc. and contracted service providers. The Director of Transportation is responsible for ensuring that each individual performing a bus safety inspection is qualified as follows:

- Understands the requirements set forth in Rule 14-90 and can identify defective components.
- Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.
- Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment as referenced or specified by Rule 14-90. Specific operable equipment and devices as required by Rule 14-90 include the following as applicable to Type I and II buses:

- Horn
- Windshield wipers
- Mirrors
- Wiring and batteries
- Service and parking brakes
- Warning devices
- Directional signals
- Hazard warning signals
- Lighting systems and signaling devices
- Handrails and stanchions
- Standee line and warning
- Doors and brake interlock devices
- Step-wells and flooring
- Emergency exits
- Tires and wheels
- Suspension system
- Steering system
- Exhaust system
- Seat belts
- Safety equipment
- Equipment for transporting wheelchairs
- Working speedometer

System Safety Program Plan (SSPP)

A safety inspection report will be prepared by the individual(s) performing the inspection and will include the following:

- Identification of the individual(s) performing the inspection
- Identification of the bus transit system operating the bus
- The date of the inspection
- Identification of the bus inspected
- Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective
- Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s)

Records of annual safety inspections and documentation of any required corrective actions will be retained for a minimum of four years for compliance review.

Any additional text for Chapter 10.0 must be inserted above this point for formatting/page numbering purposes.

11.0 Safety Data Acquisition & Analysis

According to 14-90.004, the SSPP must address safety data acquisition and analysis as one of the safety elements.

Understanding safety data is an important step towards allocating important and scarce resources to implement safety program elements. Safety data relative to transit provider operations can be used to determine safety trends in system operation. The following data will be collected and retained by Suwannee River Economic Council, Inc. on an ongoing basis:

- Accident and incident data
- Maintenance data including daily vehicle inspection forms

The data will be analyzed by Suwannee River Economic Council, Inc. management both qualitatively and quantitatively for safety hazard identification, resolution and risk management purposes.

Any additional text for Chapter 11.0 must be inserted above this point for formatting/page numbering purposes.

12.0 Hazard Identification and Resolution

According to 14-90.004, the SSPP must address hazard identification and resolution as one of the safety elements.

This is an area of 14-90 which is less prescriptive, but the agency must establish how it is addressing this requirement. Addressing the requirement is *not* optional, so the agency must elaborate on how it is meeting this requirement. The green colored text below is provided *as an example* of how the agency could address the subject.

Hazard management is a mechanism by which hazards are identified, analyzed for potential impact on the operating system, and resolved in a manner acceptable to the management and regulatory agencies. Suwannee River Economic Council, Inc.'s hazard management consists of three primary components – hazard identification, hazard categorization, and hazard resolution.

12.1 Hazard Identification

By means of safety data acquisition and analysis and coordination with Director of Transportation will identify system hazards on an ongoing basis.

12.2 Hazard Categorization

Once the key system hazards have been identified, the Director of Transportation will categorize the hazards based on severity and probability of occurrence.

Hazard severity is a subjective measure of hazard, supported by factual data, and will be categorized as follows –

- Catastrophic – Death or system loss
- Critical – Severe injury, severe occupational illness, or major system damage
- Marginal – Minor injury, minor occupational illness, or minor system damage
- Negligible – less than minor injury, occupational illness, or system damage

Hazard probability is a subjective measure of likelihood that a specific hazard will occur and will be categorized as follows –

- Frequent – Likely to occur frequently
- Probable – Likely to occur several times
- Occasional – Likely to occur sometime
- Remote – Unlikely but possible to occur
- Improbable – So unlikely that it can be rejected from consideration

System Safety Program Plan (SSPP)

12.3 Hazard Resolution

Once the hazards are identified and categorized, subsequent analysis will be undertaken to resolve the issue and minimize risk associated with the identified hazard. A hazard resolution matrix will be developed combining hazard severity and hazard frequency, as shown in the matrix on the following page, to identify the level of acceptance for a specific hazard/risk.

Hazard Resolution Matrix	Catastrophic	Critical	Marginal	Negligible
Frequent	Unacceptable	Unacceptable	Unacceptable	Acceptable with reservation
Probable	Unacceptable	Unacceptable	Undesirable	Acceptable with reservation
Occasional	Unacceptable	Undesirable	Undesirable	Acceptable
Remote	Undesirable	Undesirable	Acceptable with reservation	Acceptable
Improbable	Acceptable with reservation	Acceptable with reservation	Acceptable with reservation	Acceptable

The results of the analysis will be shared by the Director of Transportation with the Executive Director on an ongoing basis to identify appropriate actions. All "unacceptable" hazards must be eliminated and measures will be taken for the remaining risk acceptance categories to minimize risk. The results of such analysis will be shared with agency staff and law enforcement agencies on a quarterly basis for awareness and support.

Any additional text for Chapter 12 0 must be inserted above this point for formatting/page numbering purposes

13.0 Event Investigation

14-90.004 establishes the requirements for investigating events involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage.

For the purpose of this SSPP, events are considered accidents or incidents that involve a transit vehicle or take place on Suwannee River Economic Council, Inc. controlled property. An "accident" is an event that causes damage to a vehicle, individual, or property while the vehicle is in motion. It may involve a single vehicle or multiple vehicles. An "incident" is defined as an event that causes damage to a vehicle, individual, or property, which is not an accident.

Any event involving a bus or taking place on property controlled by a transit system and resulting in a fatality, injury, or property damage will be investigated by Suwannee River Economic Council, Inc.. All events included but not limited to the following, will be investigated:

- A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
- Injuries requiring immediate medical attention away from the scene for two or more individuals.
- Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. Suwannee River Economic Council, Inc. will have the discretion to investigate events resulting in property damage less than \$1,000.
- Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

In case of all events, drivers are required to contact the local law enforcement, dispatcher, and emergency medical services (as required) immediately. Supervisors will be sent to the scene depending on the severity of the event at the discretion of the Director of Transportation. Each investigation will be documented in a final report that includes a description of the investigation activities, identified causal factors, and any identified corrective action plan. Each corrective action plan will identify the action to be taken by the bus transit system and the schedule for its implementation. The Director of Transportation will monitor and track the implementation of each corrective action plan. Investigation reports, corrective action plans, and related supporting documentation will be maintained by the Director of Transportation for a minimum of four years from the date of completion of the investigation.

System Safety Program Plan (SSPP)

Any additional text for Chapter 13.0 must be inserted above this point for formatting/page numbering purposes.

14.0 Medical Exams for Bus Transit System Drivers

14-90.0041 requires that bus transit systems establish medical examination requirements for all applicants to driver positions and for existing drivers. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice, (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.

This section of the SSPP establishes Suwannee River Economic Council, Inc.'s medical examination requirements for all applicants for driver positions and for existing drivers.

- Medical examination requirements include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.
- Medical examinations will be performed and recorded according to FDOT Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, included in Appendix E.
- Medical examinations will be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.
- An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as it pertains to visual acuity, field of vision, and color recognition.
- Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.
- Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to Suwannee River Economic Council, Inc..
- Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.
- Completed and signed medical examination certificate for each bus driver, dated within the past 24 months, will be maintained on file for a minimum of four years from the date of the examination.
- Suwannee River Economic Council, Inc. will not allow a driver to operate a transit bus without having on file a completed medical examination certificate dated within the past 24 months.

According to 14-90.0041, bus transit systems may adopt medical examination qualification standards that meet or exceed those provided in Department Form Number 725-030-11. If the transit agency decides to adopt qualification standards other than those listed in Department Form Number 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

System Safety Program Plan (SSPP)

Any additional text for Chapter 14.0 must be inserted above this point for formatting/page numbering purposes.

15.0 Operating and Driving Requirements

14-90.006 requires that bus transit systems establish operational and driving requirements. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice, (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.

The Director of Transportation is responsible for overall compliance with all operating and driving requirements of the SSPP.

It is the responsibility of every Suwannee River Economic Council, Inc. employee who performs driving and/or operational duties to strictly adhere to the following requirements:

- Under no circumstances is a driver allowed to operate a vehicle without having the appropriate and valid driver's license in his or her possession.
- Drivers are not permitted to drive a bus when his or her driver license has been suspended, cancelled, or revoked. A driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked is required to notify his or her supervisor of the contents of the notice immediately, if possible, otherwise no later than the end of the business day following the day he or she received the notice. Violation of this policy may result in disciplinary actions including suspension or termination of employment.
- Suwannee River Economic Council, Inc. management will annually check Motor Vehicle Records (MVR) for all drivers for investigating information on license suspensions, revocations, accidents, traffic violations, unpaid summons, etc. Suwannee River Economic Council, Inc. management will also check driver license status of each driver utilizing the Florida Department of Highway Safety and Motor Vehicles website - <https://www6.hsmv.state.fl.us/DLCheck/main.jsp>.
- Buses must be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.
- Rule 14-90 defines "On Duty" and "Off Duty" status of drivers as follows -
 - "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows:
 - (a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.
 - (b) Inspecting, servicing, or conditioning any vehicle.
 - (c) Driving.
 - (d) Remaining in readiness to operate a vehicle (stand-by).

System Safety Program Plan (SSPP)

- (e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.
- "Off-Duty" means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.
- Drivers are not permitted to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver is not permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period begins from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.
- Drivers are not permitted to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days is required to have a minimum of 24 consecutive hours of off duty time prior to returning to on duty status.
- A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.
- Drivers are not permitted to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.
- Drivers will not report for duty or operate any vehicle while under the influence of alcohol or any other substance, legal or illegal, that may impair driving ability. All employees are required to comply with agency's Substance Abuse Policy.
- Drivers are required to conduct daily vehicle inspections and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.
- Drivers are required to immediately report any defect or deficiency that may affect safe operations or cause mechanical malfunctions. Any defect or deficiency found shall be properly documented on a Daily Vehicle Inspection (DVI) form and should be submitted to the Director of Transportation.
- The Director of Transportation will review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.
- A bus with any passenger doors in the open position will not be operated with passengers aboard. The doors will not be opened until the bus is stopped. A bus with any inoperable passenger door will not be operated with passengers aboard, except to move a bus to a safe location.
- Drivers will ensure that during darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely. Adherence to pre-trip inspection requirements help insure the ability of this requirement to be met.
- Passengers will not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

System Safety Program Plan (SSPP)

- Passengers will not be permitted to stand on buses not designed and constructed for that purpose.
- Buses will not be refueled in a closed building. The fueling of buses when passengers are being carried will be reduced to the minimum number of times necessary during such transportation.
- Drivers are required to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.
- Buses will not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device will be properly set at any time the bus is left unattended.
- Buses will not be left unattended in an unsafe condition with passengers aboard at any time.
- Drivers are prohibited from leaving keys in the vehicle for any reason at any time the bus is left unattended.

Noncompliance with these requirements may result in disciplinary actions including suspension or termination of employment.

15.1 Wireless Communication

According to 14-90.004, bus transit systems must implement a wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:

- a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and*
- b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.*

A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes must be developed that assure:

- a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and*
- b. The use of a wireless communications device does not interfere with the operator's safety related duties.*

Also, bus transit systems shall develop a driver educational training program addressing:

- a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and*
- b. The hazards associated with driving and utilizing a wireless communications device.*

This is an area of 14-90 which is less prescriptive, but the agency must establish how it is addressing this requirement. Addressing the requirement is *not* optional, so the agency must elaborate on how it will meet the requirement. Any green colored text indicates the language is serving as an *example* of how the agency could address the subject.

"Wireless communication device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers). "Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes. "Use of a wireless communication device" means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; to execute a computational function, or to perform any other function that is not necessary for the health or safety of the person and that entails the risk of distracting the employee from a safety-critical task. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid, is not included in this definition.

Suwannee River Economic Council, Inc. requires all drivers to fully comply with the following wireless communication policies –

Policies on the use of a personal wireless communication device:

- The use of a any wireless communication device is prohibited while the transit vehicle is in motion.
- All personal wireless communication devices must be turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
- Employees are permitted to use wireless communication devices issued by the bus transit system in the following situations -
 - A driver needing to communicate with the dispatcher and vise-versa.
 - A driver requesting medical or emergency assistance.
 - A driver reporting an illegal activity, a traffic accident, a road hazard, or a safety or security threat.
- In an emergency, if a driver is unable to use the radio/company issues cell phone (e.g., driver is separated from the vehicle due to a need to evacuate, or the radio is inoperable because it is beyond the radio coverage area, or other malfunction), a personal cellular phone may be used to contact the agency. In such situation the driver must park the vehicle in a safe place off the road and call the direct line to the dispatcher.

Any additional text for Chapter 15.0 must be inserted above this point for formatting/page numbering purposes.

16.0 Vehicle Equipment Standards & Procurement Criteria

14-90.007 establishes the vehicle equipment standards and procurement criteria. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.

Suwannee River Economic Council, Inc. will procure vehicles utilizing the Transit Research-Inspection-Procurement Services (TRIPS) program, formerly known as the Florida Vehicle Procurement Program (FVPP), and other State Programs strictly adhering to the vehicle equipment standards and procurement criteria specified in 14-90.007.

- All buses procured and operated must meet the following minimum standards, as applicable:
 - a. The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.
 - b. Structural integrity that mitigates or minimizes the adverse effects of collisions.
 - c. Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403, and 404, October 1, 2008, hereby incorporated by reference.
- Proof of strength and structural integrity tests on new buses procured will be submitted by manufacturers or bus transit systems to the Department.
- In addition, every bus operated by the agency will be equipped as follows:
 - Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and so located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.
 - Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located

in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

- Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.
- Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.
- Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.
- Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.
- Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.
- Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and

shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed either inside or outside so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

- Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.
 - i. No bus shall be operated with a tread groove pattern depth:
 - 1. Less than $4/32$ ($1/8$) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.
 - 2. Less than $2/32$ ($1/16$) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.
 - ii. No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.
 - iii. Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.
- Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts, shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.
- Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.
- Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209–October 1, 2008, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C. F. R. 571.210 October 1,2008, hereby incorporated by reference.
- Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:
 - i. Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or a clearly marked compartment and be readily accessible.
 - ii. Each fire extinguisher shall be maintained in efficient operating condition and equipped with some means of determining if it is fully charged.

System Safety Program Plan (SSPP)

- iii. Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, Florida Statutes.
- o Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, October 1, 2008, hereby incorporated by reference, as well as the following:
 - i. Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.
 - ii. Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.
 - iii. The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).
 - iv. The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus or vertically beyond the lowest part of the rim of the wheel closest to the lift.
 - v. Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:
 - 1. The manufacturer's name and address.
 - 2. The month and year of manufacture.
 - 3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.
- o Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

Any additional text for Chapter 16 0 must be inserted above this point for formatting/page numbering purposes.

17.0 Internal and External Safety Audits

According to 14-90:

- *Each bus transit system shall implement and comply with the SSPP during the operation of the system*

Each bus transit system shall implement and comply with the SPP during the operation of the system

- *Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety*
- *The Department, or its contractor, shall conduct safety and security review of bus transit system to ascertain compliance with the provisions of this rule chapter.*

This is an area of 14-90 which is less prescriptive, but the agency must establish how it is addressing this requirement. Addressing the requirement is *not* optional, so the agency must elaborate on how it will meet the requirement. Any green colored text indicates the language is serving as an *example* of how the agency could address the subject.

The Director of Transportation is responsible for conducting announced and unannounced internal safety audits of Suwannee River Economic Council, Inc. units and contract operators. Annual internal safety audits will be conducted starting November 1 of each calendar year and ending prior to the end of the same calendar year utilizing the internal audit checklist included in Appendix G. The annual audit results will be documented by the Director of Transportation in a report containing the following:

- Identification of the findings, including a detailed description of any deficiency.
- Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.
- Any required suspension of bus transit system service should Suwannee River Economic Council, Inc. determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

Suwannee River Economic Council, Inc. management will work closely with regulatory agencies (FDOT, FTA, etc.) when external audit notifications are received and allocate resources, as necessary, to facilitate the audits.

Any additional text for Chapter 17.0 must be inserted above this point for formatting/page numbering purposes.

18.0 Certification

14-90.010 establishes the certification requirements that the agencies must follow when submitting annual safety and security certification to the Department. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.

The Executive Director will submit an annual safety and security certification to the FDOT utilizing the self-certification form included in Appendix H. The certification will be submitted no later than February 15, for the prior calendar year period unless otherwise required by FDOT. The certification will attest to the following:

- The adoption of an SSPP and an SPP in accordance with established standards set forth in Rule 14-90.
- Compliance with the adopted SSPP and SPP.
- Performance of safety inspections on all buses operated by the system in accordance with Rule 14-90.
- Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

The certification will also include:

- The name and address of Suwannee River Economic Council, Inc., and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from Suwannee River Economic Council, Inc..
- A statement signed by the Chief Executive Officer/signatory authority responsible for the management of Suwannee River Economic Council, Inc. attesting to compliance with Rule 14-90.

System Safety Program Plan (SSPP)

Any additional text for Chapter 18.0 must be inserted above this point for formatting/page numbering purposes.

Appendix A

Rule Chapter 14-90, F.A.C.

CHAPTER 14-90
EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS

14-90.002	Definitions
14-90.004	Bus Transit System Operational Standards
14-90.0041	Medical Examinations for Bus Transit System Drivers
14-90.006	Operational and Driving Requirements
14-90.007	Vehicle Equipment Standards and Procurement Criteria
14-90.009	Bus Safety Inspections
14-90.010	Certification
14-90.012	Safety and Security Inspections and Reviews

14-90.002 Definitions.

Terms used in this rule chapter shall mean as defined in Section 341.031, F.S., in addition:

(1) “Bus” means any motor vehicle, other than a taxicab, which is designed or constructed for the public transport of persons for compensation and is owned, operated, leased, or controlled by a bus transit system. Buses are designated in two categories:

(a) Type I means over 22 feet in length, including bumpers.

(b) Type II means 22 feet or less in length, including bumpers and paratransit type vehicles, such as minibuses, standard vans, modified vans, station wagons, and sedans.

(2) “Bus Transit System” means a community transportation coordinator; a public transit provider; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than nonpublic sector buses that provides transportation services available for use by the general riding public.

(3) “Community Transportation Coordinator” means a provider of transportation services or an entity that ensures such services are provided by another bus transit system.

(4) “Department” means the Florida Department of Transportation.

(5) “Drive” or “Operate” means all time spent at the controls of a bus in operation.

(6) “Driver” means any person trained and designated to drive a bus on a street or highway being used for the public transport of persons for compensation.

(7) “FMVSS” means the Federal Motor Vehicle Safety Standards in effect at the time the bus or component is manufactured.

(8) “For Compensation” means for money, property, or anything else of value whether paid, received, or realized, directly or indirectly.

(9) “Manufacturer” means the original producer of the chassis, the producer of any type of bus, or the producer of equipment installed on any bus for the purpose of transporting individuals with disabilities.

(10) “Off-Duty” means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.

(11) “On Duty” means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. “On Duty” includes all time spent by the driver as follows:

(a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.

(b) Inspecting, servicing, or conditioning any vehicle.

(c) Driving.

(d) Remaining in readiness to operate a vehicle (stand-by).

(e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.

(12) “Passenger” means a person who is on board, boarding, or alighting from a bus for the purposes of public transport.

(13) “Paratransit” means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and the provider of the

service. Paratransit service is provided by taxis, limousines, “dial-a-ride” buses, and other demand-responsive operations that are characterized by their nonscheduled, non-fixed route nature.

(14) “Safe Condition” means a condition where hazards are reduced to the lowest level feasible and substantial compliance exists with all safety rules, regulations, and requirements.

(15) “Safety Review” means an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

(16) “Security” means freedom from harm resulting from intentional acts against passengers, employees, equipment, and facilities.

(17) “Security Program Plan” or “SPP” means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures for the protection and defense of the system and persons from intentional acts of harm.

(18) “Security Review” means an on-site assessment to determine if a bus transit system has security management controls in place and functioning in accordance with the security requirements provided in this rule chapter.

(19) “System Safety Program Plan” or “SSPP” means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage.

(20) “Taxicab” means any motor vehicle of nine passenger capacity or less, including the driver, engaged in the general transportation of persons for compensation, not on a regular schedule, between fixed termini, or over regular routes, where such vehicle does not provide transportation services as a result of a contractual agreement with a bus transit system.

(21) “Trailer Bus” means a trailing or towed vehicle designed or used for the transportation of more than 10 persons, e.g., tram buses.

(22) “Twenty-four Hour Period” or “24-Hour Period” means the consecutive time beginning at 12:00.01 a.m. to 12:00.00 a.m.

(23) “Unsafe Condition” means anything which endangers human life or property.

(24) “Personal wireless communications device” means an electronic or electrical device that was not provided by the bus transit system for business purposes.

(25) “Use of a wireless communications device” means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; or to execute a computational function. Use of an electronic or electrical device that enhances the individual’s physical ability to perform, such as a hearing aid, is not included in this definition.

(26) “Wireless communications device” means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

Rulemaking Authority 334.044(2), 341.061(2), 341.041(3), 341.031 FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.

14-90.004 Bus Transit System Operational Standards.

(1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.

(a) The SSPP shall address the following safety elements and requirements:

1. Safety policies and responsibilities.
2. Vehicle and equipment standards and procurement criteria.
3. Operational standards and procedures.
4. Bus driver and employee selection.
5. Driving requirements.
6. Bus driver and employee training. As part of the driver training program, specific procedures, and training shall be implemented to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.
7. Vehicle maintenance.
8. Investigations of events described under subsection 14-90.004(5), F.A.C.
9. Hazard identification and resolution.

10. Equipment for transporting wheelchairs.
11. Safety data acquisition and analysis.
12. A wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:
 - a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and
 - b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
13. A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes. Policies developed shall assure that:
 - a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and
 - b. The use of a wireless communications device does not interfere with the operator's safety related duties.
14. The Bus Transit System shall develop a driver educational training program addressing:
 - a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and
 - b. The hazards associated with driving and utilizing a wireless communications device.
15. Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
 - (b) Each bus transit system shall implement and comply with the SSPP during the operation of the system.
 - (c) Each bus transit system shall require that all operable transit buses be inspected at least once per year in accordance with established standards.
 - (d) Each bus transit system shall submit an annual safety certification to the Department verifying the following:
 1. Adoption of an SSPP, which meets or exceeds the established standards set forth in this rule chapter.
 2. Compliance with its adopted SSPP and that safety inspections have been performed at least once a year on all buses operated by the bus transit system, by persons meeting the requirements set forth in Rule 14-90.009, F.A.C.
 - (e) Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety.
- (2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.
 - (a) The SPP shall address the following security requirements:
 1. Security policies, goals, and objectives.
 2. Organization, roles, and responsibilities.
 3. Emergency management processes and procedures for mitigation, preparedness, response, and recovery.
 4. Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
 5. Procedures for the establishment of interfaces with emergency response organizations.
 6. Procedures for interagency coordination with local law enforcement jurisdictions.
 7. Employee security and threat awareness training programs.
 8. Security data acquisition and analysis.
 9. Emergency preparedness drills and exercises.
 10. Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
 11. Procedures for SPP maintenance and distribution.
 - (b) Each bus transit system shall implement and comply with the SPP during the operation of the system.
 - (c) Bus transit systems that engage in a contract with a private contract transit provider shall:
 1. Establish minimum security requirements which apply to private contract transit providers.
 2. Monitor and assure that each private contract transit provider complies with established security requirements during the term of the contract.
 - (d) Bus transit systems are prohibited by Section 119.071(3)(a), F.S., from publicly disclosing the SPP or the security portion of the SSPP, as applicable, under any circumstance.
 - (3) Bus transit systems shall establish criteria and procedures for the selection, qualification, and training of all drivers. The

criteria shall include the following:

- (a) Driver qualifications and background checks meeting minimum hiring standards.
- (b) Driving and criminal background checks for all new drivers.
- (c) Verification and documentation of valid driver licenses for all employees who drive buses.
- (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. As a minimum requirement, drivers shall be given explicit instructional and procedural training and testing in the following areas:
 1. Bus transit system safety and operational policies and procedures.
 2. Operational bus and equipment inspections.
 3. Bus equipment familiarization.
 4. Basic operations and maneuvering.
 5. Boarding and alighting passengers.
 6. Operation of wheelchair lifts and other special equipment.
 7. Defensive driving.
 8. Passenger assistance and securement.
 9. Handling of emergencies and security threats.
 10. Security and threat awareness.
 11. Driving conditions.
- (e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised. At a minimum, these procedures and instructions shall address the following:
 1. Communication and handling of unsafe conditions, security threats, and emergencies.
 2. Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.
 3. Application and compliance with all applicable federal and state laws, rules, and regulations.
- (f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.
- (g) Bus transit systems shall maintain the following records for at least four years:
 1. Records of bus driver background checks and qualifications.
 2. Detailed descriptions of training administered and completed by each bus driver.
 3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.
- (h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.
- (i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.
- (4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:
 - (a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.
 - (b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.
 - (c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.
 - (d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at

least four years and, at a minimum, provide the following information:

1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.
2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.
3. If not owned by the bus transit system, the name of any person furnishing a bus.
4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.
- (5) Each bus transit system shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:
 - (a) A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
 - (b) Injuries requiring immediate medical attention away from the scene for two or more individuals.
 - (c) Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than \$1,000.
 - (d) Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.
- (6) Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.
 - (a) Each corrective action plan shall identify the action to be taken by the bus transit system and the schedule for its implementation.
 - (b) The bus transit system shall monitor and track the implementation of each corrective action plan.
- (7) Investigation reports, corrective action plans, and related supporting documentation shall be maintained by the bus transit system for a minimum of four years from the date of completion of the investigation.

Rulemaking Authority 334.044(2), 341.061(1)(a) FS. Law Implemented 119.071, 341.041(3), 341.061(1)(b), 341.061(2)(a) FS. History--New 9-7-87, Amended 11-10-92, 8-7-05, 6-24-08, 9-16-10.

14-90.0041 Medical Examinations for Bus Transit System Drivers.

- (1) Bus transit systems shall establish medical examination requirements for all applicants to driver positions and for existing drivers. The medical examination requirements shall include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.
- (2) Medical examinations shall be performed and recorded according to qualification standards adopted by the bus transit system, provided the medical examination qualification standards adopted by the bus transit system meet or exceed those provided in Department Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, hereby incorporated by reference. Copies of Form Number 725-030-11 are available from the Florida Department of Transportation, Public Transit Office, 605 Suwannee Street, Mail Station 26, Tallahassee, Florida 32399-0450 or on-line at www.dot.state.fl.us/transit.
- (3) Medical examinations shall be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.
 - (a) An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as pertains to visual acuity, field of vision, and color recognition.
 - (b) Upon completion of the medical examination, the medical examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.
 - (c) Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to the driver's employer. If the transit agency decides to adopt qualification standards other than those listed in Department form 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

(d) Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.

(4) Bus transit systems shall have on file a completed and signed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination for each bus driver, dated within the past 24 months

(a) Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee bus drivers shall be maintained by the bus transit system for a minimum of four years from the date of the examination.

(b) Bus Transit Systems shall not allow a driver to operate a transit bus without having on file a completed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination dated within the past 24 months.

Rulemaking Authority 334.044(2), 341.061(1)(a) FS. Law Implemented 334.044(12), 341.041(3), 341.061(1)(a), (b), (2) FS. History—New 11-10-92, Amended 8-7-05, 6-24-08, 9-16-10.

14-90.006 Operational and Driving Requirements.

(1) Bus transit systems shall not permit a driver to drive a bus when such driver's license has been suspended, cancelled, or revoked. Bus transit systems shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice.

(2) Buses shall be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.

(3) A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.

(4) To ensure uniform interpretation of subsections 14-90.002(10), (11), (22), and 14-90.006(3), F.A.C., the following practical applications are provided:

(a) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 3 p.m., then required to drive from 3 p.m. – 11 p.m. Driving hours and on-duty hours are the same. 4 hours + 8 hours = 12 hours driving. This driver has met the maximum allowed driving hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(b) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then required to be on-duty, not driving, from 11 a.m. – 11 p.m. Driving hours = 4 hours and on-duty not driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(c) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then on-duty, not driving from 11 a.m. – 11 p.m. On-duty not driving hours = 4 hours + 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. The driver cannot be permitted or allowed to drive before 7 a.m.

(d) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., then off-duty from 8 a.m. – 11 a.m., then on-duty, driving from 11 a.m. – 11 p.m. On-duty, not driving hours = 4 hours and on-duty driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed driving and on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(5) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.

(6) A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions

such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

(7) Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.

(8) Bus transit systems shall require pre-operational or daily inspection and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

(a) An inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust system.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

(b) Bus transit systems shall review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.

(c) Bus transit systems shall retain records of daily bus inspections and any corrective action documentation a minimum of two weeks.

(9) A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.

(10) During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.

(11) Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

(12) Passengers shall not be permitted to stand on buses not designed and constructed for that purpose.

(13) Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.

(14) Bus transit systems shall require the driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.

(15) Buses shall not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device shall be properly set at any time the bus is left unattended.

(16) Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 5-31-89, 11-10-92, 8-7-05, 6-24-08, 9-16-10.

14-90.007 Vehicle Equipment Standards and Procurement Criteria.

(1) Every bus transit system shall ensure that buses procured and operated meet the following minimum standards:

(a) The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.

(b) Structural integrity that mitigates or minimizes the adverse effects of collisions.

(c) Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403, and 404, Rev. 10/09, hereby incorporated by reference.

(2) Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit

systems to the Department.

(3) In addition to the above, every bus operated in this state shall be equipped as follows:

(a) Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses, shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.

(b) Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

(c) Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.

(4) Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.

(5) Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.

(6) Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.

(7) Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.

(8) Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions of not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed, either inside or outside, so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual

alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

(9) Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.

(a) No bus shall be operated with a tread groove pattern depth:

1. Less than $\frac{4}{32}$ ($\frac{1}{8}$) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

2. Less than $\frac{2}{32}$ ($\frac{1}{16}$) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

(b) No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.

(c) Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.

(10) Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.

(11) Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.

(12) Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209, Rev. 10/09, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C.F.R. 571.210, Rev. 10/09, hereby incorporated by reference.

(13) Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating, and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:

(a) Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or in a clearly marked compartment and be readily accessible.

(b) Each fire extinguisher shall be maintained in efficient operating condition and be equipped with some means of determining if it is fully charged.

(c) Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, F.S. .

(14) Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, Rev. 10/09 hereby incorporated by reference, as well as the following:

(a) Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.

(b) Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

(c) The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).

(d) The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus, nor vertically beyond the lowest part of the rim of the wheel closest to the lift.

(e) Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:

1. The manufacturer's name and address.

2. The month and year of manufacture.

3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

(15) Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-2-94, 8-7-05, 6-24-08, 9-16-10.

14-90.009 Bus Safety Inspections.

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

(a) Understands the requirements set forth in this rule chapter and can identify defective components.

(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.

(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

(a) Horn.

(b) Windshield wipers.

(c) Mirrors.

(d) Wiring and batteries.

(e) Service and parking brakes.

(f) Warning devices.

(g) Directional signals.

(h) Hazard warning signals.

(i) Lighting systems and signaling devices.

(j) Handrails and stanchions.

(k) Standee line and warning.

(l) Doors and brake interlock devices.

(m) Stepwells and flooring.

(n) Emergency exits

(o) Tires and wheels.

(p) Suspension system.

(q) Steering system.

(r) Exhaust system.

(s) Seat belts.

(t) Safety equipment.

(u) Equipment for transporting wheelchairs.

(v) Working speedometer.

(4) A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:

(a) Identification of the individual(s) performing the inspection.

(b) Identification of the bus transit system operating the bus.

(c) The date of the inspection.

(d) Identification of the bus inspected.

(e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.

(f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).

(5) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of

four years by the bus transit system for compliance review.

¹ *Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

14-90.010 Certification.

(1) Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:

- (a) The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.
- (b) Compliance with its adopted SSPP and SPP.
- (c) Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.
- (d) Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

(2) The certification shall include:

(a) The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.

(b) A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(1)(a) FS. Law Implemented 334.044(28), 341.061(1), 341.061(2) FS. History—New 9-7-87, Amended 8-7-05, 9-16-10.

14-90.012 Safety and Security Inspections and Reviews.

(1) The Department, or its contractor, shall conduct inspections of bus transit systems to ascertain compliance with the provisions of this rule chapter.

(2) The Department, or its contractor, shall conduct safety and security reviews of any bus transit system the Department believes to be in noncompliance with its SSPP or SPP, or providing passenger service operations in an unsafe manner, or if there is evidence of an immediate danger to public safety. The Department shall prepare and submit a report of the review to the affected bus transit system. The report shall be submitted to the bus transit system within three business days of completion of the review and shall contain the following:

(a) Identification of the findings, including a detailed description of any deficiency.

(b) Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.

(c) Any required suspension of bus transit system service, should the Department determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

(3) The Department shall initiate the following actions to suspend the affected bus transit system service if any deficiency or unsafe condition exists, to the extent that the continued operation of the system, or a portion thereof, poses an immediate danger or threat to public safety.

(a) Immediately notify the affected bus transit system of the unsafe condition, followed by a certified letter describing the deficiency or unsafe condition. The notification shall include the following:

1. The required corrective action for the deficiency or unsafe condition.

2. The requirement for the bus transit system to certify, in writing to the Department, the completion of the required corrective action in accordance with an established implementation schedule.

(b) Conduct an on-site review of the bus transit system to verify the correction of the deficiency in accordance with this rule and the established implementation schedule.

(c) Suspend affected passenger service operations if the bus transit system fails to correct the deficiency in accordance with this rule and the established implementation schedule.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 334.044(28), 341.041(3), 341.061(1)(d), 341.061(2)(c) FS. History—New 11-10-92, Amended 8-7-05, 9-16-10.

Appendix B

Substance Abuse Policy

Florida DOT
Substance Abuse Policy
{Zero Tolerance}

Executive Director/General Manager Statement

Suwannee River Economic Council, Inc. is dedicated to providing safe, dependable, and economical transportation services to its patrons. Suwannee River Economic Council, Inc.'s employees are a valuable resource and it is also our goal to provide a safe, healthy and satisfying working environment for our employees. In meeting these goals, it is our policy to:

- Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse;
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances;
- Encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties.

This Substance Abuse Policy implements a drug and alcohol testing program for all safety-sensitive employees. Each employee shall be provided a signed copy of the adopted policy. *Policy items implemented under the authority of Suwannee River Economic Council, Inc. are italicized throughout this policy.* All other policy items are implemented under the authority of the US DOT and/or the Federal Transit Administration.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

This policy is approved by Suwannee River Economic Council, Inc.'s Board of Directors and is effective on November 7, 2011.

Name: Frances L. Terry

Title: Executive Director

Signature:



Date: 11/7/2011

Table of Contents

1. Background
2. Purpose
3. Covered Employees
4. Prohibited Substances
5. Prescription and Over the Counter Medications
6. Employee Protections
7. Employee Responsibility to Notify Suwannee River Economic Council, Inc. of Criminal Drug Conviction
8. Employee Training
9. Pre-employment Drug and Alcohol Background Checks
10. Pre-employment Testing
11. Random Testing
12. Reasonable Suspicion Testing
13. Post Accident Testing
14. Refusal to Submit to DOT Required Drug Testing
15. Observed Collections
16. Specimen Analysis
17. Dilute Results
18. Medical Review Officer's Role and Responsibilities
19. Verified Positive Results
20. Cancelled/Invalid Tests
21. Split Specimen Testing
22. Alcohol
23. Alcohol Use and Breath Alcohol Testing Process
24. Refusal to Submit to DOT Required Alcohol Testing
25. System Contacts and Substance Abuse Assistance Resources

1. Background

Pursuant to the Omnibus Transportation Employee Testing Act of 1991, the Federal Transit Administration (FTA) published regulations prohibiting drug use and alcohol misuse by transit employees and required transit agencies to test for prohibited drug use and alcohol misuse.

49 Code of Federal Regulations Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations" mandates urine drug testing and breath alcohol testing for all employees in safety-sensitive positions. These regulations prohibit the performance of safety-sensitive functions when there is a positive drug or positive alcohol test result or an employee refuses to submit to DOT required drug or alcohol testing.

In addition, the U.S. Department of Transportation (DOT) has issued 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs" to provide uniform procedures and standards for conducting drug and alcohol testing programs. The drug and alcohol testing program of Suwannee River Economic Council, Inc. will be conducted in accordance with 49 CFR Parts 40 and 655, as amended. Employees may request copies of the applicable regulations by contacting Suwannee River Economic Council, Inc.'s designated employer representative listed in Section 25 of this policy.

2. Purpose

This policy is established to comply with FTA drug and alcohol testing requirements to ensure employee fitness for duty, and to protect our employees, passengers, and the general public from the risks posed by the use of alcohol and prohibited drugs. This policy is also intended to comply with and incorporate 49 CFR Part 32, The Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA, including the reporting of employees convicted of criminal drug offenses that occur in the workplace.

3. Covered Employees

This policy applies to all safety-sensitive transit system employees as identified and described herein. Paid part-time employees and contractors, when performing safety-sensitive duties, are also covered by this policy when performing any Suwannee River Economic Council, Inc. related business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Additionally, this policy applies to volunteers who perform safety sensitive duties who are required to hold a Commercial Driver's License, or who receive remuneration in excess of his or her actual expenses incurred while engaging in the volunteer activity. This written policy shall be distributed to all employees and applicable volunteers in safety-sensitive positions. Adherence to this policy and its provisions are a condition of employment in a safety sensitive position; per 49 CFR Part 655.

Safety-Sensitive Employees and Applicants for Safety-Sensitive Positions covered by this Policy include those who:

1. Operate a revenue service vehicle, including when not in revenue service
2. Operate a non-revenue service vehicle when such is required to be operated by a holder of a commercial driver's license
3. Control the movement/dispatch of a revenue service vehicle
4. Perform maintenance on a revenue service vehicle or equipment used in revenue service
5. Carry a firearm for security purposes
6. May perform any of the above safety sensitive functions in a supervisory or training role.

This policy is applicable to the following positions within Suwannee River Economic Council, Inc.

➤ *Drivers*

- Dispatchers
- Transportation Managers
- Director of Transportation

4. **Prohibited Substances**

In accordance with US DOT 49 CFR Parts 655 and 40, the following are prohibited substances:

- Cocaine
- Opiates (e.g., heroin, codeine)
- Phencyclidine (PCP)
- Cannabinoids (Marijuana)
- Amphetamines (includes methamphetamine and MDMA- Ecstasy)
- Alcohol Misuse as defined in Section 23, below.

5. **Prescription and Over the Counter Medications**

The appropriate use of legally prescribed drugs and non-prescription medications are not prohibited. A legally prescribed drug means a prescription or other written approval from a physician for the use of a drug by an individual in the course of medical treatment. However, the use of any substance which carries a warning label that indicates mental functioning, motor skills, or judgment may be adversely affected must be reported to supervisory personnel and medical advice must be sought, before performing safety sensitive duties.

The misuse or abuse of legally prescribed drugs is prohibited; this includes the use of medication that is prescribed to another individual as well as illegally obtained prescription drugs.

Suwannee River Economic Council, Inc. strongly encourages employees to inform their prescribing physician of the safety-sensitive job functions that they perform, in order to ensure that appropriate medications are prescribed.

6. **Employee Protections**

The procedures that will be used to test for the presence of prohibited substances or misuse of alcohol shall be such that they protect the employee's privacy, the validity of the testing process and the confidentiality of the test results.

All urine drug testing and breath alcohol testing will be conducted in accordance with applicable with 49 CFR Part 40, as amended. All urine specimen collections, analysis and reporting of results shall to be in accordance with 49 CFR Part 40, as amended.

Drug and alcohol testing shall be conducted in a manner that will ensure the highest degree of accuracy and reliability using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Services (HHS).

Alcohol initial screening tests will be conducted using a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing Device (EBT) or non-evidential alcohol screening device that has been approved by NHTSA. Confirmatory tests for alcohol concentration will be conducted utilizing a NHTSA approved EBT.

1. Except as required by law or expressly authorized in this section, Suwannee River Economic Council, Inc. shall not release employee information that is contained in records maintained per 49

2. An employee may, upon written request, obtain copies of any records pertaining to the employee's use of alcohol or controlled substances, including any records pertaining to his or her alcohol or controlled substances tests.
3. Suwannee River Economic Council, Inc. shall release information regarding an employee's records as directed, by the specific written consent of the employee authorizing release of the information to an identified person. Release of such information is permitted only in accordance with the terms of the employee's consent.
4. Records pertaining to a Substance Abuse Professional's evaluation, treatment and follow up testing results shall be made available to a subsequent DOT employer upon receipt of written consent from an employee.

7. Employee Responsibility to Notify Suwannee River Economic Council, Inc. of Criminal Drug Conviction

It is a violation of this policy for any employee to fail to immediately notify Suwannee River Economic Council, Inc. of any criminal drug statute conviction, or a finding of guilt whether or not adjudication is withheld, or the entry into a diversionary program in lieu of prosecution. Violating employee shall be immediately removed from safety sensitive duties.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

8. Employee Training

Safety-sensitive employees will receive at least 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

Supervisors who make reasonable suspicion determinations shall receive at least 60 minutes of training on the physical, behavioral and performance indicators of probable drug use and 60 minutes on the physical, behavioral and performance indicators of probable alcohol use.

9. Pre-employment Drug and Alcohol Background Checks

In compliance with 49 CFR Part 40.25, Suwannee River Economic Council, Inc. must make a good faith effort to obtain drug and alcohol testing records from prior DOT covered employer(s) for the previous two years for all applicants seeking safety-sensitive positions and all current employees transferring into a safety-sensitive position. Suwannee River Economic Council, Inc. will require each applicant/transferee to a safety-sensitive position to complete a written consent that allows the release of drug and alcohol testing information from previous DOT covered employers to Suwannee River Economic Council, Inc.. An applicant/transferee who refuses to provide written consent will not be permitted to perform safety-sensitive functions for Suwannee River Economic Council, Inc.

All safety-sensitive applicants who have previously failed a DOT pre-employment test must provide proof that they have completed a Substance Abuse Professional's evaluation, treatment and return to duty process in addition to a pre-employment drug test with negative results, prior to their employment into a safety-sensitive job function. The credentials, training and education of the Substance Abuse Professional must meet the requirements of 49 CFR Part 40 Subpart O.

10. Pre-Employment Testing

All safety-sensitive position applicants shall undergo a urine drug test prior to placement in a safety sensitive position. Suwannee River Economic Council, Inc. must be in receipt of a negative urine drug test result prior to the applicant's performance of any safety sensitive function. A cancelled test result will require an applicant to undergo a subsequent pre-employment urine drug test, until a negative test result can be obtained.

*If an applicant's pre-employment urine drug test result is verified as **positive**, the applicant will be excluded from consideration for employment per Suwannee River Economic Council, Inc.] authority. Applicant will be provided a referral to a Substance Abuse Professional meeting the required qualifications per 49 CFR Part 40.281, as amended.*

An employee returning from an extended leave period of 90 consecutive days or more, and whose name was removed from the random testing selection pool, will be subject to a pre-employment urine drug test. Suwannee River Economic Council, Inc. must be in receipt of a negative drug test result prior to the employee being reinstated to safety sensitive duty.

11. Random Testing

Employees in safety-sensitive positions shall be subject to random, unannounced testing. The minimum annual percentage rate for random alcohol testing and the minimum annual percentage rate for random controlled substances testing shall be in accordance with 49 CFR Part 655, as amended. The percentages of testing shall be based on the average number of safety-sensitive employees per calendar year.

The administering of random testing shall be spread reasonably throughout the calendar year and throughout all times of day when safety-sensitive functions are performed. Each covered employee who is notified of selection for random alcohol or drug testing shall immediately proceed to the testing site.

Random alcohol testing shall be conducted on a safety sensitive employee during, just before or just after the performance of a safety-sensitive function.

Random urine drug testing may be conducted anytime while an employee is on duty or on call, or on standby duty.

The selection of employees for random alcohol and drug testing shall be made by a scientifically valid method. The selection process shall provide each covered employee an equal chance of being tested each time selections are made. A computer based random number generator that is fair and equitable for the covered employees shall derive the list.

12. Reasonable Suspicion Testing

All safety-sensitive employees are subject to reasonable suspicion urine drug testing and/or breath alcohol testing. Reasonable suspicion testing is required when one or more trained company officials can articulate and substantiate physical, behavioral and performance indicators of probable drug use or alcohol misuse by observing the appearance, behavior, speech or body odors of the employee. Reasonable suspicion testing for alcohol misuse can only be made when observations leading to that testing occur during, just preceding, or just after the period of the workday that the employee is required to be in compliance with FTA regulations. Reasonable suspicion testing for prohibited drugs

may be conducted anytime an employee is on duty.

13. Post-Accident Testing

Fatal Accident: A safety-sensitive employee shall be required to undergo urine drug and breath alcohol testing following an accident involving a revenue service vehicle that results in a fatality (regardless of whether or not the vehicle is in revenue service at the time of the event). Any other employee(s), i.e., maintenance personnel, dispatchers, controllers, whose performance could have contributed to the accident, shall also be tested. As soon as practical following an accident involving the loss of human life, surviving covered employees shall undergo drug and alcohol testing.

Non-Fatal Accident: A post-accident test shall be conducted if an accident results in injuries requiring immediate medical treatment away from the scene, *and/or* if one or more vehicles incurs disabling damage that requires towing from a site; unless Suwannee River Economic Council, Inc. determines, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any other safety sensitive employee whose performance could have contributed to the accident shall be tested. The decision regarding whether or not the employee's performance could have contributed to the accident will be the sole discretion of Suwannee River Economic Council, Inc. using the best information available at the time of the decision.

Following an accident, the employee must be "readily available" for testing. Post accident tests will be conducted as soon as possible, all reasonable efforts shall be made to test the safety sensitive employee(s) within (2) two hours of the accident, but not after eight (8) hours for alcohol testing and thirty two (32) hours for drug testing. If a drug or alcohol test required by this section is not administered within the required time period following the accident, Suwannee River Economic Council, Inc. shall prepare and maintain on file, a record stating the reasons the testing was not promptly administered and efforts to conduct testing shall cease.

Any safety-sensitive employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident or until the employee undergoes a post-accident alcohol test. Any safety-sensitive employee, who leaves the scene of the accident without a justifiable reason or explanation prior to submitting to drug and alcohol testing, shall be considered to have refused the test.

The post-accident testing requirements shall not delay necessary medical attention for injured persons, nor will they prohibit an employee who was performing a safety-sensitive function from leaving the scene of an accident to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

In the rare event that an employee is unable to submit to a post-accident test within the required time period (i.e., 8 hours for alcohol and 32 hours for drugs) due to circumstances beyond Suwannee River Economic Council Inc.'s control, the results of a blood, urine or breath alcohol test conducted by a federal, state or local official having independent authority for the test, will be considered to meet the requirements for a post-accident test. The test must conform to the applicable federal, state, or local testing requirements and the results must be obtained by Suwannee River Economic Council, Inc. (Per 49 CFR Part 655.44)

14. Refusal to Submit to Urine Drug Testing

All safety-sensitive employees will be subject to urine drug testing and breath alcohol testing as described in sections 10-13. An employee who fails to cooperate with the testing process or attempts to thwart the testing process will be considered to have “refused testing”. Refusal to submit to DOT required testing is a violation of this substance abuse policy.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

The following actions constitute a “refusal to test” in accordance with 49 CFR Part 40, as amended:

- (1) Failure to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer (pre-employment testing not applicable).
- (2) Failure to remain at the testing site until the testing process is completed (after the process has been started)
- (3) Failure to provide a urine specimen for any drug test required by this part or DOT agency regulations
- (4) In the case of a directly observed or monitored collection in a drug test, fail to permit the observation or monitoring of your provision of a specimen
- (5) Failure to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (6) Failure or decline to take an additional drug test the employer or collector has directed you to take
- (7) Failure to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by Suwannee River Economic Council, Inc.
- (8) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).
- (9) For an observed collection, failure to follow the observer’s instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (10) Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- (11) Admitting to the collector or MRO that you adulterated or substituted the specimen.
- (12) When the MRO verifies your drug test result as adulterated or substituted.

Refusals to test will result in employee’s immediate removal from safety sensitive duties and a referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O.

15. Observed Urine Drug Collections

During an observed collection, the employee who is being observed will be required to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show the collector, by turning around, that they do not have a prosthetic device. The collector/observer must witness the employee’s urine leave the body and enter the collection cup. The collector/observer must be the same gender as the employee being observed.

Observed collections are required in the following circumstances:

- Anytime the employee is directed to provide another specimen because the temperature on the original specimen was out of the accepted temperature range of 90°F - 100°F;
- Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with;
- Anytime a collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;
- Anytime the employee is directed to provide another specimen because the laboratory reported to the MRO that the original specimen was invalid and the MRO determined that there was not an adequate medical explanation for the result;
- Anytime the employee is directed to provide another specimen because the MRO determined that the original specimen was positive, adulterated or substituted, but had to be cancelled because the test of the split specimen could not be performed.
- Anytime a follow up or return to duty test is required (test types not applicable to Suwannee River Economic Council, Inc. policy)

16. Specimen Analysis

All specimens will be analyzed in accordance with the procedures set forth in 49 CFR Part 40, as amended. Specimen validity testing will be conducted on all urine specimens provided for testing under DOT authority. Specimen validity testing is the evaluation of the specimen to determine if it is consistent with normal human urine. The purpose of validity testing is to determine whether certain adulterants or foreign substances were added to the urine, if the urine was diluted, or if the specimen was substituted.

17. Dilute Test Results

Upon receipt of MRO verified **negative-dilute** drug test results with creatinine levels greater than 5 mg/dl and less than 20 mg/dl, Suwannee River Economic Council, Inc. will exercise the option to require that applicants/employees submit to a secondary urine collection as provided in 49 CFR Part 40.197. The collection of the second specimen will not be conducted under direct observation. The result of the second urine drug test will be accepted as the final result.

Suwannee River Economic Council, Inc. will exercise this option uniformly for all pre-employment and random tests that produce a negative-dilute test result with creatinine levels greater than 5mg/dl but less than 20mg/dl.

Upon receipt of a **positive-dilute** urine drug test result, Suwannee River Economic Council, Inc. will immediately remove the employee from safety sensitive duty and provide the employee with a referral to a DOT qualified Substance Abuse Professional. A positive dilute result is always deemed as a final positive result. *Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

18. Medical Review Officer's Role and Responsibilities

The designated Medical Review Officer (MRO) shall be a licensed physician (doctor of medicine or osteopathy) with knowledge of drug disorders. Suwannee River Economic Council, Inc. shall use the

following Medical Review Officer:

Name of MRO: First Lab

Address: 1364 Welsh Rd. Suite C2, North Wales, PA 19454

Phone Number: (800) 732-3784

Fax Number: (215) 641-4959

The role of the MRO is to review and interpret confirmed positive test results obtained through the employer's testing program. In carrying out this responsibility, the MRO shall examine alternate medical explanations for any positive test result. This action may include conducting a medical interview and review of the individual's medical history, or review of any other relevant biomedical factors. The MRO shall review all medical records made available by the tested individual when a confirmed positive test could have resulted from legally prescribed medication. The MRO shall not, however, consider the results of urine samples that are not obtained or processed in accordance with DOT regulations.

Additionally, the MRO cannot accept an assertion of consumption of a hemp food product as a basis for verifying a confirmed marijuana (THC) test result as a negative. Consumption of a hemp food product is not to be considered a legitimate medical explanation for a prohibited substance or metabolite in an individual's specimen.

An employee shall be notified by the MRO of a laboratory confirmed positive test and a verification interview will be conducted with the employee, by the MRO in accordance with 49 CFR Parts 40.131, through 40.141

19. Verified Positive Results

MRO verified positive urine drug tests will result in immediate removal from safety sensitive duties and a referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O, will be provided to employee.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

20. Cancelled/Invalid Test Results

A drug test that has been declared cancelled by the Medical Review Officer, because the specimen was invalid or for other reasons, shall be considered neither positive nor negative. Additionally, a specimen that has been rejected for testing by the laboratory is reported by the MRO as a cancelled test.

When a negative urine drug test result is required (as is the case with pre-employment, return to duty and follow up test types) the employer must conduct another drug test on the individual. For some categories of cancelled drug tests, the MRO will indicate that a re-collection of a specimen using direct observation specimen collection procedures is required, regardless of test type. Direct observation collection procedures will be in accordance with 49 CFR Part 40.67 as amended. The MRO may also direct an employee to undergo a medical evaluation to determine whether or not clinical evidence of drug use exists when there are documented medical explanations for an individual producing invalid specimens and a negative result is needed for a pre-employment, return to duty or follow-up test.

For alcohol testing, a test that is deemed to be invalid per 49 CFR Part 40.267, shall be cancelled and therefore considered neither positive nor negative.

21. Split Specimen Testing

Split specimen collection procedures will be followed in obtaining specimens. An employee is entitled to request, within 72 hours of learning of a verified positive test result, that the split specimen be tested at a different DHHS certified laboratory than that which conducted the test of the primary specimen. If the test result of the split specimen fails to reconfirm the presence of the drug or drug metabolite, the test result shall be ruled "Canceled". The procedures for canceled tests, as outlined in 49 CFR Part 40.187, will be followed. If the test result of the split specimen is positive, the test results shall be deemed positive. If the laboratory's test of the primary specimen is positive, adulterated or substituted and the split specimen is unavailable for testing, a recollection under direct observation is required. Direct observation collection procedures will be in accordance with 49 CFR Part 40 as amended.

Split Specimen Testing is not authorized for test results reported by the MRO as "Invalid".

Payment of Split Specimen Testing:

When an employee has made a request to the MRO for a test of the split specimen, Suwannee River Economic Council, Inc. is required to ensure that the cost for the split specimen testing is covered, in order for a timely analysis of the sample. *Suwannee River Economic Council, Inc. will seek reimbursement from the employee for the cost of the completed test, if the results reconfirm the original positive finding.*

22. Alcohol

For the purposes of this policy, alcohol is defined as the intoxicating agent in beverage alcohol, ethyl alcohol or other low molecular weight alcohols including methyl or isopropyl alcohol. Alcohol use means the consumption of any beverage, mixture, or preparation, including any medication containing alcohol. 49 CFR Part 655 authorizes alcohol testing and requires Suwannee River Economic Council, Inc. to take action on the findings, regardless of whether it was ingested as a beverage alcohol or in a medicinal or other preparation.

23. Alcohol Use and Breath Alcohol Testing

No safety-sensitive employee shall report for duty or remain on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater. If there is actual knowledge that an employee may be under the influence of alcohol while performing safety sensitive functions, the employee shall not be permitted to perform or continue to perform safety-sensitive functions, pending a reasonable suspicion interview, conducted per Section 12. No safety-sensitive employee shall use alcohol while performing safety-sensitive functions, within (4) four hours prior to performing a safety sensitive function, or during the hours that they are on call or standby for duty. No safety-sensitive employee shall use alcohol within eight (8) hours following an accident or until the employee undergoes a post-accident test, whichever occurs first.

A Breath Alcohol Technician (BAT) qualified to conduct DOT breath alcohol testing shall conduct all DOT required alcohol screening tests.

In accordance with the provisions of 49 CFR Part 40, as amended, the results of both the screening and confirmation of breath alcohol tests, as applicable, shall be displayed to the individual being tested

immediately following the test(s).

The results of breath alcohol testing will be transmitted by the breath alcohol technician to Suwannee River Economic Council, Inc. in a confidential manner, in writing, in person, by telephone or electronic means in accordance with 49 CFR Part 40, as amended. All testing will be conducted consistent with the procedures put forth in 49 CFR Part 40, as amended.

Suwannee River Economic Council, Inc. affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. Handling of tests and confidentiality shall be in conformance with 49 CFR Part 40, and as described below:

If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. A safety-sensitive employee who has a confirmed alcohol concentration of greater than 0.02 but less than 0.04 will result in removal from his/her position for (8) eight hours unless a retest results in a concentration measure of less an 0.02.

An alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. An employee testing positive for alcohol will be immediately removed from safety sensitive duty and will be provided with a referral to a DOT qualified Substance Abuse Professional, in accordance with 49 CFR Part 40, as amended.

Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.

24. Refusal to Submit to Alcohol Testing

The following actions constitute a refusal to submit to Alcohol Testing:

- (1) Fail to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer.
- (2) Fail to remain at the testing site until the testing process is complete
- (3) Fail to provide an adequate amount of saliva or breath for any alcohol test required by this part or DOT agency regulations
- (4) Fail to provide a sufficient breath specimen, and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (5) Fail to undergo a medical examination or evaluation, as directed by the [Agency]
- (6) Fail to sign the certification at Step 2 of the ATF
- (7) Fail to cooperate with any part of the testing process.

A referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O will be provided. *Per Suwannee River Economic Council, Inc. authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

25. System Contacts

Drug and Alcohol Program Manager or Designated Employer Representative

Name: Matthew Pearson

Address: 1171 Nobles Ferry Rd. (P.O. Box 70) Live Oak, Florida 32064

Phone: (386) 362-4115 Extension 242

E-mail: mpearson@suwanneeec.net

Alternate

Name: Frances Terry

Address: 1171 Nobles Ferry Rd. (P.O. Box 70) Live Oak, Florida 32064

Phone: (386) 362-4115 Extension 222

E-mail: francesterry@suwanneeec.net

Substance Abuse Professional

Name: Meridian Behavioral Healthcare

Address: 920 Nobles Ferry Rd. Live Oak, Florida 32064

Phone: (386) 362-4218

National Hot-Line Numbers and Help Lines:

1-800-COCAINE

The American Council on Alcoholism Help Line

1-800-527-5344

The National Institute on Drug Abuse Hot Line

1-800-662 HELP

Alcoholics Anonymous 212-686-1100

A copy of the referenced regulations (49 CFR Parts 40 and Part 655); are available on the CUTR Substance Abuse Management Resource Website: sam.cutr.usf.edu

Please sign the Acknowledgement of Receipt of this Policy (attached) and return to your supervisor or Designated Employer Representative.

Employee Acknowledgement of Receipt
Of Suwannee River Economic Council, Inc.'s Substance Abuse Policy

I have received a legible copy of Suwannee River Economic Council, Inc.'s Substance Abuse Policy. I understand that my employment with Suwannee River Economic Council, Inc. is conditioned upon full adherence to this policy.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____

Appendix C

Maintenance Plan

PREVENTATIVE MAINTENANCE PLANNING & TRAINING

MAINTENANCE PLAN

Prepared by:
The Marketing Institute
At Florida State University College of Business

Submitted by:
Julie Hotaling, Project Manager
Steve Stopiak, Maintenance Consultant

November 2009



Table of Contents

Introduction	1
Fleet Summary	1
Maintenance Plan Goals	1
Vehicle History File	2
Preventive Maintenance	2
Annual Safety Inspections	3
Daily Pre-Trip/ Post-Trip Inspections	4
Lift Maintenance	5
Road Calls	6
In-House Maintenance	6
Out-Sourced Maintenance	7
Cleaning	7
Accidents	7
Information Management	8
Material Handling	8
Parts Inventory	9
Warranty	9
On Site Fueling	9

Introduction

The mission of SREC, Inc. is to provide safe, reliable, clean, and well-maintained vehicles. The function of the maintenance plan is to provide a consistent systematic program that will enable SREC, Inc. to properly maintain and service vehicles to meet or exceed the manufacturer's recommended maintenance schedule. It is designed to keep vehicle repair and maintenance costs to a minimum. Good preventative maintenance requires accountability for specific roles and is a result of all employees working together as a team.

Maintenance Plan Goals

It is the goal of SREC, Inc. to operate a proactive maintenance program as opposed to reactive. Scheduling work allows time, materials, tools, equipment, and labor to be managed easier than having unpredictable maintenance costs, workloads, and vehicle downtime. A maintenance plan has been adopted to make these goals attainable.

The maintenance plan is a "living document" including schedules and reports which will be updated periodically to reflect changes in maintenance policies, equipment, and program improvements.

The goals of the maintenance plan include:

- An effective preventive maintenance program;
- Defect Reporting;
- The proper management of parts, equipment, and fleet;
- A warranty recovery program;
- Quality assurance

Fleet Summary

A physical inventory of equipment shall be kept on file and updated annually. The property number, year of manufacture, type of vehicle, vehicle identification, ADA information, total mileage, and mileage operated annually shall be on the list.

Unit ID #	VIN #	Year Manufactured	Model	W/C Lift/Ramp	Total Miles	Annual Miles
(Total Number of Units)						

Vehicle History File

Each vehicle will have a written record documenting preventive maintenance, regular maintenance, inspections, lubrication and repairs performed. A vehicle's history is also valuable in locating persistent problems and may serve to determine problems that could be classified as a fleet defect.

Such records shall be maintained for the life of the vehicle and include at a minimum the following information:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage, and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle; and
- The name and address of any business firm performing an inspection, maintenance, lubrication or repair.

Preventive Maintenance

Preventative maintenance inspections will be scheduled by mileage projections in most cases. When a vehicle is due for an inspection it will be taken out of service until the inspection is completed. This allows a series of repairs to be carried out while minimizing costs and optimizing the number of operational vehicles.

The checklists for preventive maintenance will be consistent with the current operating fleet and in particular with the minimum maintenance requirements for vehicles under warranty to ensure maximum vehicle longevity. Below is a guideline of a preventive maintenance sequence. However, mileages can vary depending on manufacturer's requirements.

Vehicles will be scheduled in for an "A," inspection every 5,000 miles and a "B," inspection annually.

Vehicle manufacturers and component suppliers provide service manuals containing detailed information for repair, maintenance, and recommended PM intervals. Recommendations provided in OEM service manuals will assist our agency to formulate our maintenance procedures and PM intervals. These procedures will be based on the OEM maintenance requirements for warranty and operating conditions.

Annual Safety Inspections

Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of four years by the bus transit system.

- (a) Horn.
 - (b) Windshield wipers.
 - (c) Mirrors.
 - (d) Wiring and battery (ies).
 - (e) Service and parking brakes.
 - (f) Warning devices.
 - (g) Directional signals.
 - (h) Hazard warning signals.
 - (i) Lighting systems and signaling devices.
 - (j) Handrails and stanchions.
 - (k) Standee line and warning.
 - (l) Doors and interlock devices.
 - (m) Step wells and flooring.
 - (n) Emergency exits
 - (o) Tires and wheels.
 - (p) Suspension system.
 - (q) Steering system.
 - (r) Exhaust system.
 - (s) Seat belts.
 - (t) Safety equipment.
 - (u) Equipment for transporting wheelchairs.
- (4) A safety inspection report shall be prepared by the individual(s) performing the inspection which shall include the following:
- (a) Identification of the individual(s) performing the inspection.
 - (b) Identification of the bus transit system operating the bus.
 - (c) The date of the inspection.
 - (d) Identification of the bus inspected.
 - (e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.
 - (f) Identification of corrective action(s) for deficient or defective items and date(s) of completion of corrective action(s).

The Fleet Manager or designated employee will perform regularly scheduled Quality Assurance (QA) checks to ensure that inspections and repairs are completed properly. Safety related items are always checked.

Daily Pre-Trip/Post-Trip Inspections

The daily pre-trip/post-trip form establishes a procedure to identify items by operators prior to operating assigned vehicle, during routes, and after all route schedules are completed. The daily pre-trip/post-trip inspection forms must be documented with the operator's signature and a check in each box to document that the items are "OK" or a defect is noted in the comments section.

SREC, Inc. shall review daily inspections and document the corrective actions taken as a result of any deficiencies identified by the operator. Once defects are noted they will be prioritized and sorted into categories. Daily inspections shall be retained for a minimum of two weeks. If a defect is noted and repaired on the inspection form this documentation will be attached to the work/repair order and filed in the vehicles history file.

The identified defects will be placed into one of four categories:

Safety Defect – Safety cannot be compromised. The vehicle cannot be placed into service until repairs are completed.

Mechanical Defect – A defect that will gradually get worse and increase cost. The vehicle cannot be placed into service until repairs are completed, except for emergencies.

Elective Mechanical Defect – An elective mechanical defect is a defect that does not compromise safety, but can if operated beyond a pre-determined mileage. This defect can be scheduled on or before the next preventive maintenance inspection depending on mileage.

Example:

- Front tires run 1,000 miles per 32nd of tread wear.
- Front tires must be removed at 4/32nd inch of tread wear.
- The tires are measured at 6/32nd during a pre-trip inspection.
- This vehicle will be scheduled in to have the front tires replaced in 2,000 miles.

Elective or Cosmetic Defect – The defect will not compromise safety and will not cause further damage or cost as it is an aesthetic defect. This vehicle can be scheduled for an off-peak time in the future or at the next preventive maintenance inspection to be repaired.

Pre-Trip Inspection

The pre-trip inspection is required to make certain the following parts and devices are in safe condition and in good working order at the beginning of the trip:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust systems.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

If an operator finds a defect on a pre-trip inspection it must be determined by the Fleet Manager or designated employee if the vehicle can be put in operation at that time and the defect can be repaired at a later date.

The Pre-Trip checklist displays mechanical and safety related checks for defects. There are also two examples to record body damage.

Post-Trip Report

During the scheduled trips and at the end of the day the operator will note any defects on the pre-trip/post-trip form to be turned into the Fleet Manager or designated employee at the end of the day. If a defect is found it must be determined if the vehicle can be placed into service the next day or the defect must be repaired prior to rescheduling.

Lift Maintenance

As part of the preventative maintenance on wheelchair lifts a complete cycle of the lift shall be performed during the operator's pre-trip inspection. The operators will report, by the most immediate means available, any lift failures.

The lift will be serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operations of the lift or ramp will be carried or displayed in every accessible vehicle.

Road Calls

Monitoring road calls is arguably the single most important indicator of an agency's overall performance. Road calls are categorized as listed below.

Major Mechanical

A failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.

Other Mechanical

A failure of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service.

Classifying failures into specific bus subsystems allows SREC, Inc. to identify trends, determines the underlying cause of the problem, and can help in making modifications to the Preventive Maintenance Program as needed to minimize failures. Road call reports will include types of failures and mean distance between failures.

Prior arrangements with a towing service that is competent in recovering vehicles the size and type operated by the transit agency will be made. After a determination is made of the status of a downed vehicle the towing service will be contacted in a timely manner to have the vehicle moved.

In-House Maintenance

Each individual performing bus safety inspections shall be qualified as follows:

- a) Can identify defective components.
- b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.
- c) Has at least one year of training and/or experience as a mechanic or inspector in vehicle maintenance program and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

Outsourced Maintenance

Outsourcing will be utilized for services that require constant training and expensive tools. Automatic transmission repair, front end alignment, radiator repair, upholstery, and windshield replacement are some examples of specialized services.

When an outside maintenance contractor is responsible for maintaining the vehicles, SREC, Inc. will have a maintenance plan for the contractor to follow. Written reports will consist of completed preventive maintenance checklists and invoices for repairs from the contractor. The maintenance activities of the contractor will be monitored by quality assurance checks on vehicles and periodic inspections of the contractor's facility by a designated representative.

Preventive maintenance inspections and invoices for repairs from contractors will be kept at the transit agency's office.

Cleaning

During pre-trip inspections it is the duty of the operator to perform a walkthrough on the vehicle and ensure that any debris on the flooring or step wells that could result in any falls or slips. Any unsafe conditions must be corrected before any scheduled trips.

The driver must report all graffiti/etchings, gum, spills, or any other issues in the interior that would warrant extra material and labor from normal clean-up, on their post-trip report.

It is the responsibility of the Fleet Manager to inspect the interior and exterior of the vehicles and determine if the cleaning is being performed to company standards.

Accidents

All accidents are tracked by the frequency, type, and which party was at fault. An investigation will be performed and documented. In the case of an accident in which the mechanical condition of the bus comes into question, the Fleet Manager or designated employee will decide if the bus can be placed into service before repairs are made.

Accident Investigation Report

- Events are investigated and documented in a final report
- Description of investigation activities
- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions

In the event of an accident the primary responsibility of all staff is to ensure the safety of the passengers. The driver will immediately report the time and location of the accident to the Supervisor/Dispatcher. Because accident situations are unpredictable, it is standard that procedures allow enough flexibility to accommodate for each condition.

Information Management

The work order, also referred to as a repair order, is the backbone of any maintenance performance monitoring program. Information on all aspects of maintenance performance can be obtained from work orders. Agencies with small fleets can rely exclusively on the work order to monitor maintenance performance. For agencies with large fleets, however, this approach may not be realistic. Instead, information obtained from the work order is entered into a computerized management information system (MIS), which summarizes data and identifies recurring problems.

Material Handling

Employers are required to provide employees with instructions on safe handling, first aid treatment, emergency procedures, and proper clean up procedures of chemicals in the workplace. Also knowing the potential flammability, explosion, and reactivity of chemicals in the workplace are the rights of the employees under the Right-To-Know-Law.

Material Safety Data Sheets

All chemicals, lubricants, cleaners etc., purchased must accompany a Material Safety Data Sheet. A MSDS binder will be maintained and made available to the employee upon request. The binder will have a cover sheet index for quick reference in case of an emergency.

When a chemical is taken out of inventory the MSDS sheet will be taken out of the binders and placed in a dead file. All MSDS sheets must be kept on file for thirty years.

When purchasing products for different functions careful consideration will be taken as to the toxicity and flammability of chemicals used. Environmentally friendly products will be taken into consideration when purchasing products. Some include:

- Propylene-glycol antifreeze
- Re-refined motor oil
- Retread tires
- Water-based part cleaner and brake cleaner
- Reconditioned batteries

Parts Inventory

The potential effect on inventory include fleet size, fleet mix by vehicle type, number of different vehicle models, average annual miles per vehicle, and the average age of the fleet.

The higher the inventory turnover the more efficiently the inventory level is managed relative to the demand for usage.

Indicators to be considered in inventory management:

- Percent of items out of stock when requested.
- Number of open backorders.
- Vehicles out of service due to unavailability of parts.

Warranty

A warranty recovery system, warranty records, and annual summaries of warranty claims submitted and received will be maintained by the transit agency.

Warranty repairs will be identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it can be checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program will be kept on file to guarantee the cost of the defects under warranty is paid by the equipment manufacturer and not the agency. All warranty claims will be pursued until the claim is settled.

On Site Fueling N/A

_____ will display the current FDEP Registration Placard.

_____ will keep on file:

- The storage tank fuel inventory including tank water level.
- Monthly leak detection results.
- Monthly maintenance visual examinations.
- A copy of all test data results. Tightness, pressure and integrity.
- Repair, operation and maintenance records.
- Certificate of Financial Responsibility

*For more information on the Preventive Maintenance Planning and Training Program Contact:
Julie Hotaling, Project Manager*

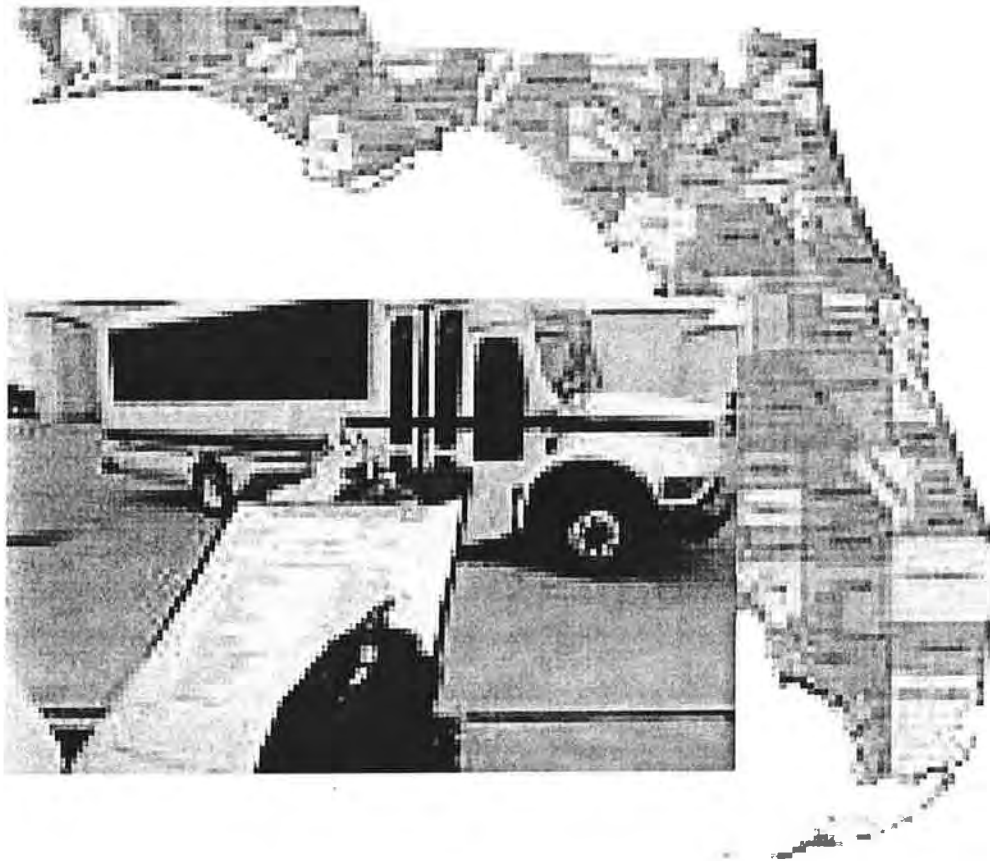
jhtaling@cob.fsu.edu (850) 644-6954

Appendix D

Preventative Maintenance Guidelines

Preventive Maintenance Guidelines

Small Bus, Van, Wagons



***Florida Department of Transportation
Public Transit Office***

"It is the neglect of timely repair that makes rebuilding necessary."

RICHARD WHATLEY

Preventive Maintenance Guidelines

Table of Contents

Introduction	1
Preventive Maintenance Arrangements	2
Preventive Maintenance Inspections	4
Mileage Intervals	5
Form – Inspection	6
Inspection Guidelines	7
Daily Vehicle Inspections	21
Form – Daily Vehicle Inspection Checklist	22
Notes to drivers about daily inspections	24
General Notes about daily inspections	29
Comprehensive Maintenance Record	30
General notes about Comprehensive Maintenance Records	31
Form – Work Order	32
Warranty Recovery System	33

Introduction

Preventive Maintenance: a term used to describe the performance of regularly scheduled maintenance activities on a vehicle in order to prevent the possibility of malfunctions, to extend vehicle life, and to reduce maintenance and operating cost. If the majority of your vehicle repairs are made after the vehicle experiences a mechanical failure, you do not have a functioning preventive maintenance program.

A well-established comprehensive preventive maintenance program is as important to a successful transportation system as the actual purchase of the vehicles.

The Preventive Maintenance Plan proposed herein consists of:

- ✚ Making preventive maintenance arrangements
- ✚ Adhering to a preventive maintenance schedule
- ✚ Establishing a vehicle inspection check list
- ✚ Conducting daily vehicle inspections
- ✚ Completing corresponding inspection checklists
- ✚ Establishing an operating maintenance budget, and
- ✚ Keeping a comprehensive maintenance record on file for each vehicle.

Preventive Maintenance Arrangements

It is preferred to make maintenance arrangements in the initial planning stages of any transportation program. If you already have a program in place it is wise to review it in order to ensure it meets your current needs.

Maintenance can be arranged in a variety of ways to fit your system needs:

1. **Contract maintenance out to commercial mechanics.**
2. **Arrange for other agencies such as city or county, or school bus garages to maintain vehicles.**

3. **Set up an in-house program.**

Major advantages to an in-house program:

- ✚ Vehicles will be routinely checked for problems
- ✚ Mechanics will be familiar with the vehicles
- ✚ And most important the mechanic will be your employee.

4. **A Combination program: in-house routine maintenance combined with other work contracted out.**

Examples:

Potential in house work: routine and scheduled maintenance i.e.; oil change, oil filter change, air filter change and PVC valve change. Jobs to contract out: those requiring special expertise, tools or machinery.

Note:

If you choose to have you own mechanic and allow him/her to perform the preventive maintenance inspections he/she should meet the following minimum requirements:

- ✚ Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection
- ✚ Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program and has sufficient general knowledge of the vehicles owned and operated by your agency in order to recognize deficiencies or mechanical defects.

In addition to the above, you may have your inspections satisfy your annual safety certification as required by Florida Department of Transportation Safety Regulation. Your mechanic must be knowledgeable of the requirements set forth in Rules 14-90.007, 14-90.008, 14-90.009, Florida Administrative Code.

Important:

For an effective in-house preventive maintenance program, the following minimal facilities are necessary:

- ✚ A garage or building for vehicles to be brought under cover to be serviced
- ✚ Proper drainage for washing vehicles in your garage
- ✚ A recycling method for motor oil and other waste
- ✚ Equipment for lifting or jacking vehicles
- ✚ Jack stands
- ✚ A complete set of hand tools – wrenches, sockets, pliers, etc.

Preventive Maintenance Inspection

After you have made arrangements for your maintenance program by considering your system's facilities and personnel strengths and limitations, work with your drivers and mechanics, or repair shop, to develop a basic maintenance schedule.

Mechanics or repair shops must be made aware of, and become familiar with, the minimum maintenance requirements for each vehicle, along with all State and Federal Requirements. With each vehicle, maintenance must be performed either at a specific mileage increment or within a specified period of time. If routine and proper maintenance is not performed, the vehicle's reliability will suffer, its work life could be shortened and its warranty provisions may be violated.

A sample preventive maintenance program has been provided on pages 5-16 to act as a guide in setting up your program. The attached program outlines specific requirements and preferred mileage schedules. This program will meet the needs of most agencies; however, as a general rule, you should compare this vehicle preventive maintenance schedule with the schedule provided in the owner's manual for your vehicles. Always go with the most stringent.

SMALL BUS, VAN, AND WAGON

The preventive maintenance inspection is a program of routine checks and procedures performed on a scheduled and recurring basis to avoid breakdowns and prolong equipment life.

The “A” Inspection is performed every 5,000 miles. It is designed for the inspection, service and replacement of certain items at predetermined times and to identify any possible defects which might have occurred and to make minor adjustments as necessary.

The “B” Inspection is performed each year annually. This inspection repeats the “A” Inspection items and includes certain additional items which should be inspected and serviced as indicated.

A. 5,000 MILE SERVICE AND MAINTENANCE CHECK:

Interior Inspection:

1. Fire Extinguisher / First Aid Kit / Safety Triangles

Inspect the above mentioned safety equipment to ensure it is in proper working order, securely mounted, and easily accessible. Fire extinguisher must be fully charged with a dry chemical or carbon dioxide, having at least a 1A:BC rating and bearing the label Underwriters Laboratory Inc.

2. All Seats / Seat Belts

Seat covering for the driver and passenger seats should be inspected for rips, tears, gouges, exposed springs, and security of floor mounting. Seat belts should be inspected for proper retraction mechanisms. Arm rest should be inspected for proper attachment to seat(s). Any folding seats should be checked for proper operation of adjustment controls. The driver's seat should be checked for proper fore and aft movement and tracks should be lubricated as necessary.

3. Doors / Hinges / Latches

Lubricate door hinges and latches, check operation of windows, doors, and the condition of the glass. Check condition of exit signs. Check emergency exit to insure it functions and that it is properly identified.

4. Flooring / Headliner / Side Panels / Grab Rails

Inspect floor covering for tears, rips, or gouges. Inspect headliner for damage, sag, or dirt. Inspect the condition of side panels.

On vehicles designed to allow standees check the condition of the standee line and sign. The line must be of contrasting color at least two inches wide and the sign, prohibiting anyone from occupying a space forward of the line, must be posted at or near the front of the vehicle. Inspect condition of the grab rails for the standee passengers.

Tighten grab rails as necessary. Note if extensive repairs are necessary.

5. Mirrors

Check inside rear view mirror(s) for proper mounting, adjustment, and condition of the glass. Also check the right and left exterior mirrors for adequate field of vision.

6. Interior Lights

Inspect the interior lights, and the step well lights if applicable, for proper function by operating door opening switches, dome light switch, rheostat, and the turn signal as well as the hi-lo beam indicator switch.

7. Exterior Lights / Horn

Outside assistance may be required when making this check. Check parking, low and hi beam headlights, turn signal operation front and rear, and hazard flashers. Turn on all outside clearance lights and check operation. At this time also check license plate lights, back-up lights, and brake lights. All lighting must comply with the minimum requirements set for the in Florida Statutes 316.220, 316.221, 316.224, 316.225, 316.226, 316.234, and 316.235. Check horn. The horn must be capable of emitting a sound audible under normal conditions from a distance of not less than 200 feet.

8. Warning system

Activate ignition switch and check "trouble" lights for proper operation. If the vehicle is equipped with gauges check proper readings after the engine has been started. Check all switches, levers, and knobs for proper function.

9. Starter System / Back-up Alarm

When starting engine listen for starter drag or grind, belt squeal, and any other unusual noises. As engine warms monitor all gauges. While depressing the brakes shift the vehicle into reverse and check the audible back-up alarm.

10. Windshield / Windshield Wipers / Washers / Blades

Inspect windshield for cracks, scratches, and any visible damage. Operate windshield wipers through all ranges on wet glass. Inspect condition of windshield wiper blades and arms. Replace if needed. Check washer fluid level.

11. Windows

Inspect side and rear windows for cracks, scratches, and proper function of opening mechanisms.

12. Comfort System

Operate and check heater and air conditioning controls through all selector ranges and check varying fan speed for proper function. Check rear unit output as applicable.

Exterior Inspection

13. Exterior Body and Components

Inspect exterior of vehicle for signs of body damage, missing trim, decals, paint condition, and any signs of developing rust. Inspect the outside of all windows for cracks, blemishes, or other damage. Inspect mirror brackets for secure mounting, rusting, or broken glass.

14. Tires and Wheels

Inspect all tires for signs of uneven wear due to imbalance or improper front end alignment, check for exposed cord or steel belts, inspect valve cores, and check sidewalls for scrubbing or damage. Determine tread depth. Tread group pattern depth shall not be any less than $\frac{4}{32}$ ($\frac{1}{8}$) inch, measured at any point on a major tread groove for tires on the steering axle and no less than $\frac{2}{32}$ ($\frac{1}{16}$) inch measured at any point on a major tread groove for all other tires. Check air pressure in all tires including spare. Check condition of spare tire and mounting.

Check tires for cuts, nails, or other embedded foreign objects. Check wheel lugs for proper torque. Check all wheels, including spare, for any damage or improper bead seating of tire. Check for missing balance weights. Check hubcaps for secure mounting.

15. Access Doors

Inspect exterior access doors and lubricate hinges or spring latches as necessary. Check fuel cap for proper fit and any signs of damage to fuel servicing piping / hoses. Check hood latch and lubricate. Check hood retainer bar.

Service and Operation Inspection

16. Engine and Oil Filter

Under normal operating conditions, change oil and filter every 6,000 miles. Check transmission fluid level and condition of fluid.

17. Ball Joints / Steering / Drive Line (Lubricate)

Lubricate and inspect all ball joints, steering and drive lines, and all other points with zerk fittings. Check power steering for visible signs of fluid leaks. Check the drive line universal joints and yokes for wear. Replace any broken or damaged zerk fittings.

18. Battery

Check battery mounting tray condition (corrosion and wear) and battery hold-down. Check battery case for cracking or damage. Check post and fasteners for corrosion – clean and cover with protectant. Check cables for fraying or signs of deterioration. If applicable check and service water levels. If maintenance free battery check “green” indicator.

19. Cooling System

Visually check cooling system for leaks. Check the overflow tank for adequate coolant, and inspect the cleanliness of the coolant. Inspect the condition of the upper and lower radiator hoses and check the security of the fasteners. Check butterfly drain for snugness. Inspect water pump and engine intake at the thermostat housing for signs of leaks.

Inspect radiator cap for signs of leaks or pressure loss. Before removing the cap allow the engine to cool down. Relieve any built-up pressure in the system. Remove and inspect the radiator cap. At this time, the radiator cores and the interior of the radiator housing may be visually inspected for corrosion or clogging. Also, if circulation problems are suspected, operation of the water pump and circulation of the coolant may be verified-with the engine running.

20. Air Cleaner / Filters

Remove air filter and inspect. Inspect air intake hoses and clamps. Visually inspect all vacuum hoses and connections. Inspect fuel lines for leaks or damage.

21. Belts / Hoses / Wiring

Inspect all belts for signs of wear, fraying, cracks, glazing, and proper tension. Inspect heater hoses and connections. Inspect wiring for signs of chafing, corrosion, loss of insulation and crimping. Ensure wiring does not come in contact with moving parts or heated surfaces.

22. Under Hood / Exhaust System

Check transmission fluid level with the fluid warm and the engine running. Check color of fluid for any signs of overheating. Visually inspect the transmission pan, front and rear seal, speedometer drive, and dipstick tube for signs of leakage. Visually check the transmission oil cooler, lines, and connections for signs of a leak.

B. ANNUAL SERVICE AND MAINTENANCE CHECK

23. Brakes

Remove wheels and inspect all brake pads/linings for wear. Check rotors/drums for wear, scoring, and warping. Check calipers/cylinders and brake lines for signs of wear or leaks. Check for any dirt or grease accumulation on the brake system.

24. Operational Check

Check for smoothness of acceleration, centering of steering wheel, and the proper tracking of the vehicle, smoothness of turns, balance of tires, and front end alignment. Also check for looseness in steering wheel.

25. Transmission

Check operation of shift lever and indicator. Check operation in each gear. Check for proper acceleration through gear ranges in drive position.

26. Wheel Bearings / Driveshaft

Remove and inspect front wheel bearings, clean and lubricate or replace if necessary. Inspect drive shaft, u-joints, and slip joints. Lubricate as necessary.

27. Shocks / Springs

Inspect shock absorber cylinders for signs of leakage. Check bushings for signs of wear and the mounting brackets for secure mounting. Inspect coil and/or leaf springs for signs of damage or wear. Inspect tie rod ends, upper and lower ball joints, and drag links for signs of wear. Lubricate all points equipped with zerk fittings.

28. Rear Differential

Inspect rear axles and axle housing for signs of stress, wear, and leaks. Check differential level. (Note: Change differential fluid every other "C" inspection.

29. Engine Tune-Up

See vehicle service manual for details.

30. Change Transmission Fluid and Filter

Remove transmission pan and drain fluid. If the transmission torque converter is equipped with a drain plug, drain fluid from it as well. Inspect debris in the bottom of pan for signs of internal transmission damage. Check the color of fluid for signs of overheating. Remove and replace filter screen. Note any abnormalities on the check off sheet.

5,000 mile Accessories Check

31. Wheel Chair Lift and Accessories

Inspect wheelchair tie downs for secure mounting and anchoring to floor. Safety belts should be clean and properly installed. Check retracting assembly. If four point tie downs are used check security of floor fasteners, connectors, and belts.

When operating lift through all ranges and functions ensure lift operation is inhibited unless the vehicle is stopped and vehicle movement is prevented. Verify there is platform lighting when the lift is deployed. Make sure vehicle movement is prevented unless the lift is fully stowed.

Check padding and labels. Check emergency back-up system if equipped. Lubricate appropriate lube points (see illustrations at the end of this section).

32. License Plates / Registration / Operators Manual

Check condition and currency of license plate and registration and appropriate manuals. Insure accident report forms and other appropriate documents are up to date and available in the vehicle. Check for operating manual for the wheelchair lift.

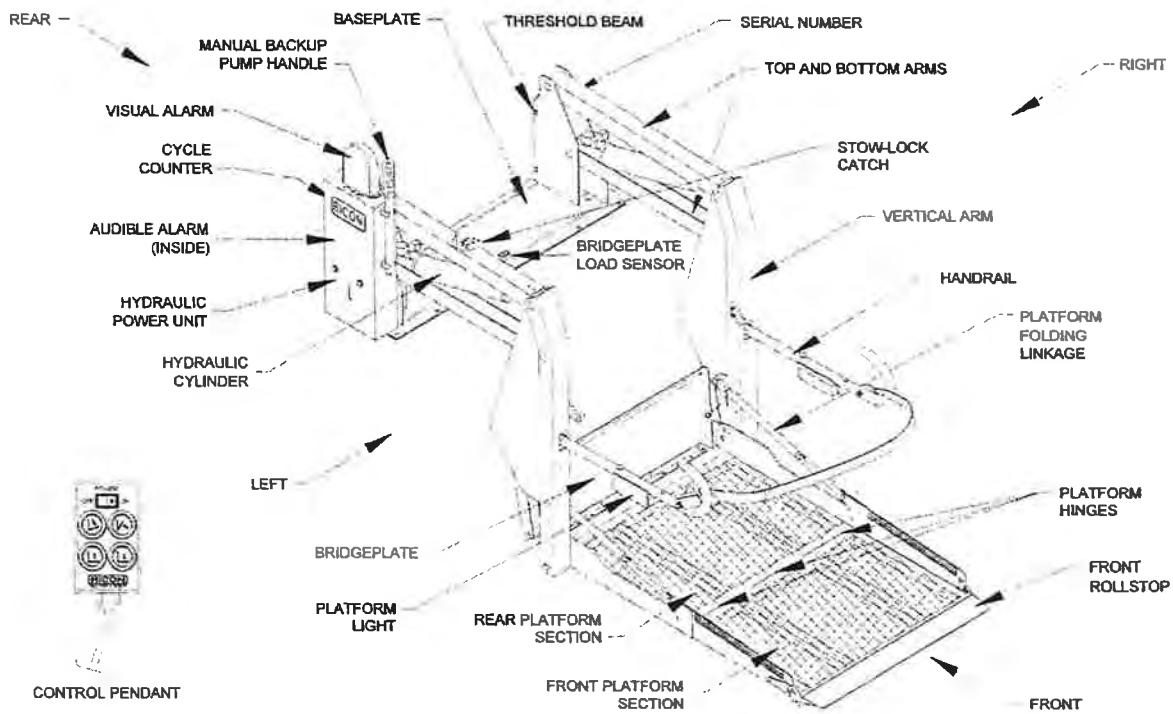
33. Air Conditioning Systems Check

Each spring, prior to the season for constant air conditioning use, the air conditioning system should be scheduled for a thorough operational check. The system should be checked with the appropriate air conditioning service equipment and gauges. Check the entire system for leaks.

Note: The Freon level should be checked and serviced as necessary.

It the system is to be serviced with the opening of a closed system, the complete system should be evacuated; the receiver dryer replaced and the system must be completely recharged, including refrigerant oil.

Note: All air conditioning work must be performed by a licensed certified technician.



K-Series Ricon Lift Major Components

Regular maintenance of the Ricon KlearVue K-series Public Use wheelchair lift will optimize its performance and reduce the need for repairs. This chapter contains lubrication and cleaning instructions, a maintenance schedule, troubleshooting section, and maintenance diagrams.



CAUTION

This Ricon product is highly specialized. Maintenance and repairs must be performed by an authorized Ricon service technician using Ricon replacement parts.

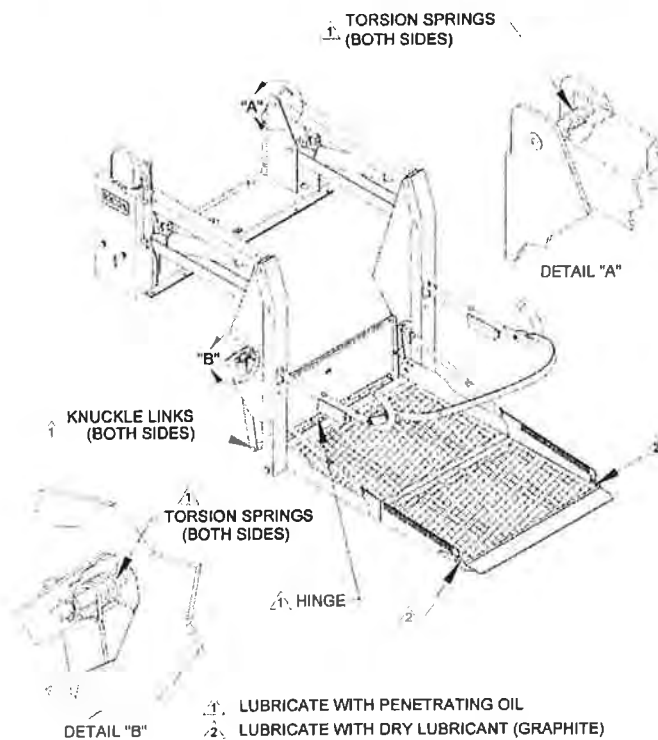
A. LUBRICATION



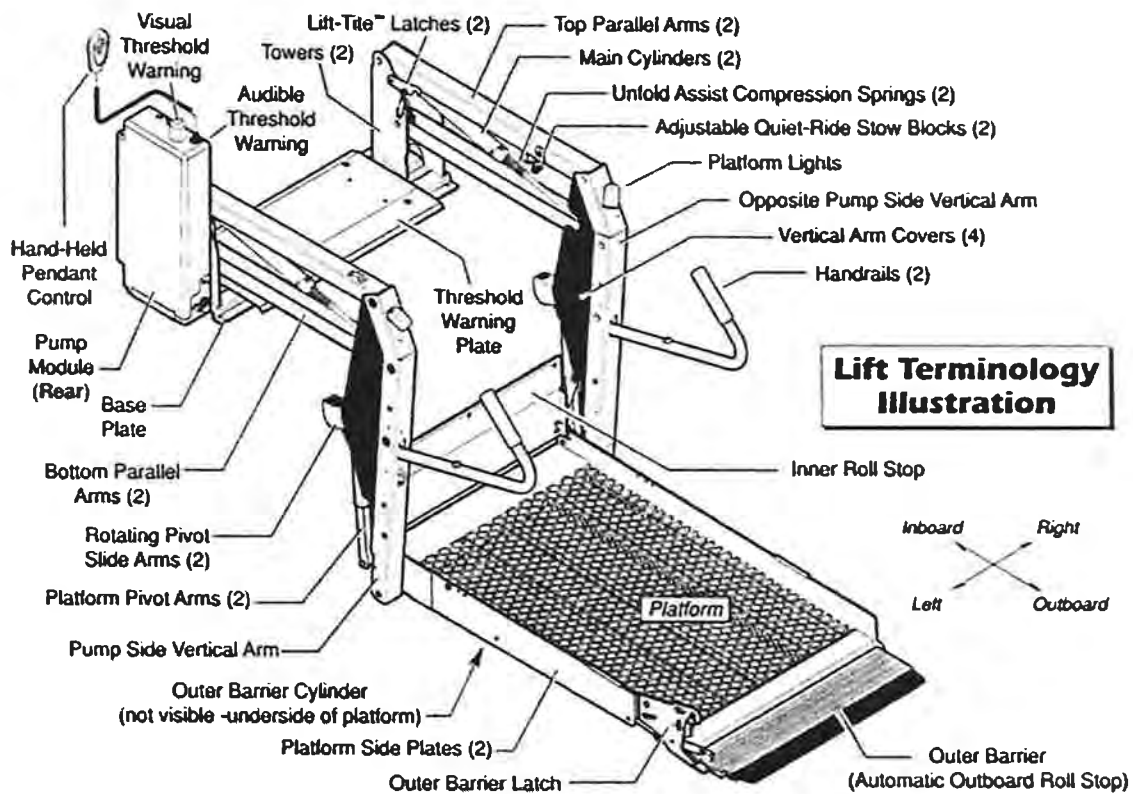
CAUTION

Do not lubricate motor or other electrical components. Lubrication of electrical components may collect dirt and debris, causing short circuits.

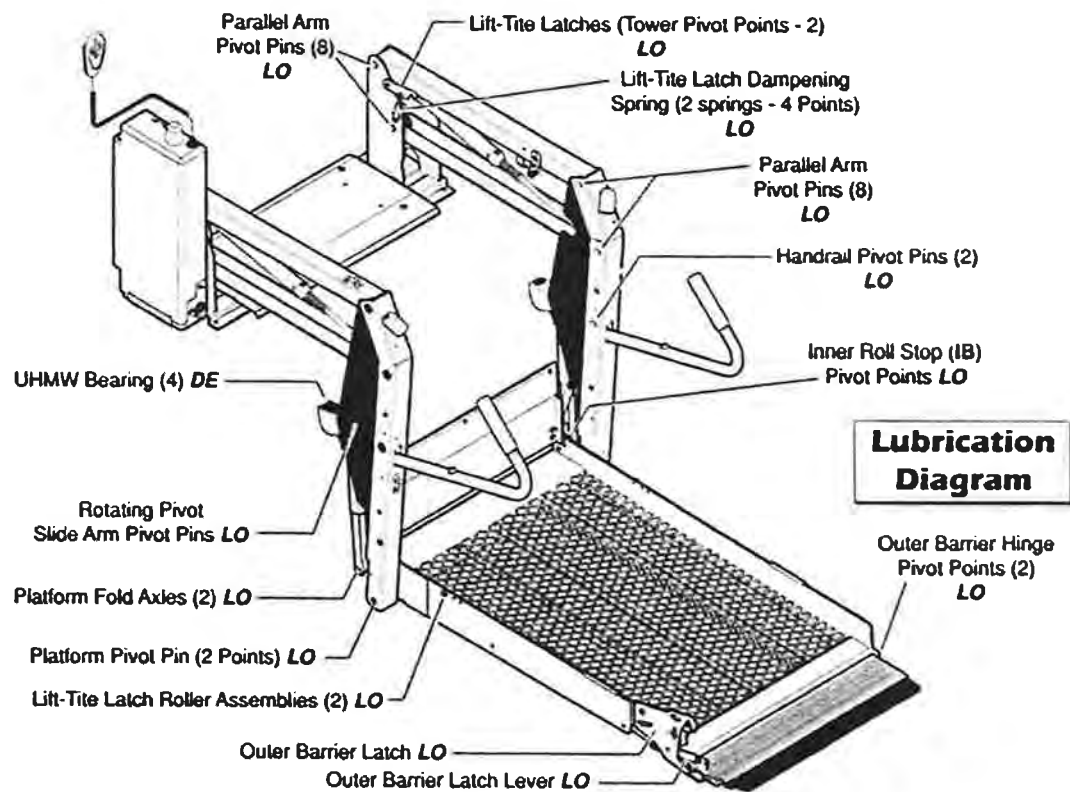
Lubrication should be performed at least every six months or sooner depending on usage.
Lubricate lift at points indicated with lubricants specified.



K-Series Ricon Lift Lubrication Points



Braun Millennium Series



Braun Millennium Series

DAILY VEHICLE INSPECTION

Daily vehicle inspections are crucial to the success of the Preventive Maintenance Program. Investing a short time on a daily basis to inspect each vehicle will help detect problems early, thereby improving safety and decreasing vehicle repair cost.

Each driver will inspect his or her vehicle before departure by completing the Daily Vehicle Inspection Checklist. The completed checklist is submitted to the transportation manager at the end of the drivers shift so that necessary maintenance can be noted and scheduled accordingly.

The following notes should be given to each driver to use during vehicle inspections and to keep as a reference tool.


Florida Department of Transportation
Public Transit Office

DAILY VEHICLE INSPECTION CHECKLIST

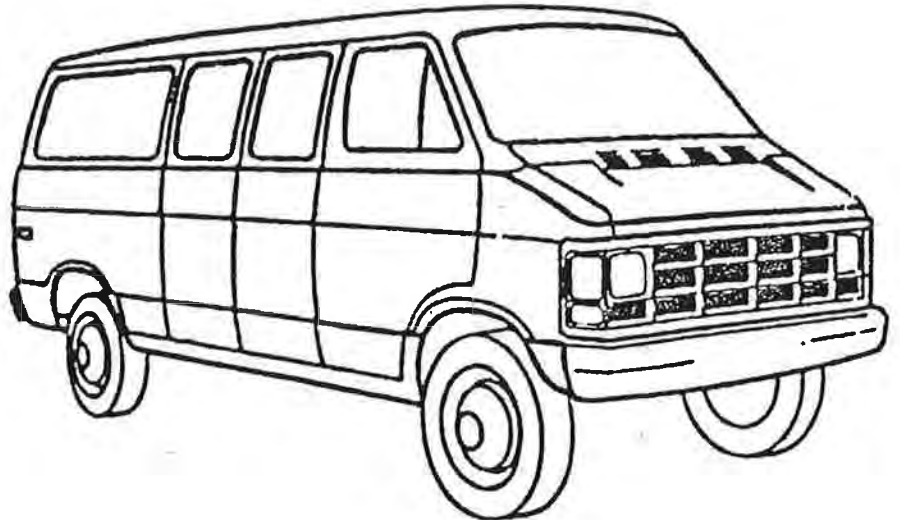
Inspect each item below. If there is not a problem place a (/) in the box to the left of the item. If there is a problem, an item needs maintenance, or damage is found, place an (x) in the box to the left of the item. Use the box to the right for comments.

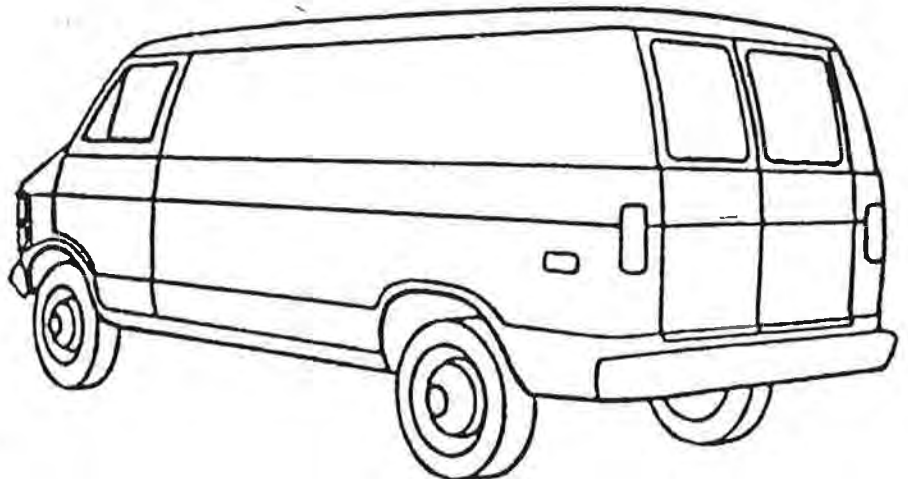
Vehicle ID # _____		Date ____/____/____
Under Hood		Comments
<input type="checkbox"/>	Oil level	
<input type="checkbox"/>	Radiator level	
<input type="checkbox"/>	Battery level	
<input type="checkbox"/>	Windshield Washer level	
<input type="checkbox"/>	Engine/Hoses/Belts	
Interior		Comments
<input type="checkbox"/>	Gauges/Instruments	
<input type="checkbox"/>	Windshield Wipers	
<input type="checkbox"/>	Passenger Doors	
<input type="checkbox"/>	Horn	
<input type="checkbox"/>	Steering	
<input type="checkbox"/>	Brakes	
<input type="checkbox"/>	Blower Fans	
<input type="checkbox"/>	Interior Lights	
<input type="checkbox"/>	Rear Vision Mirrors	
<input type="checkbox"/>	Cleanliness	
Safety Equipment		Comments
<input type="checkbox"/>	Flares/Triangles	
<input type="checkbox"/>	First Aid Kit	
<input type="checkbox"/>	Flashlight	
<input type="checkbox"/>	Back-Up Alarm	
<input type="checkbox"/>	Fire Extinguisher	
Accessibility Equipment		Comments
<input type="checkbox"/>	Fully operable W/C lift/ramp	
<input type="checkbox"/>	Proper number of belts and securement devices	
<input type="checkbox"/>	Belts and securement devices in good condition	
Exterior		Comments
<input type="checkbox"/>	Headlights	
<input type="checkbox"/>	Tail/Brake Lights	
<input type="checkbox"/>	Turn Signals	
<input type="checkbox"/>	Clearance Lights	
<input type="checkbox"/>	Windshield Wipers	
<input type="checkbox"/>	Fresh Body Damage	
<input type="checkbox"/>	Exhaust System	
<input type="checkbox"/>	Tires/Wheels	
<input type="checkbox"/>	Cleanliness	

Carefully inspect the entire vehicle exterior.
On the illustrations below, locate and note any damage or problems using the following code:

Dent: **X** Scratch: 

Indicate any other damage by circling the area and then describe the damage.





Drivers Signature: _____ Date: ____/____/____

NOTES TO DRIVERS ABOUT THE DAILY VEHICLE INSPECTION

The vehicle inspection checklist provided to pages 20-21 will help you remember all of the important things that must be inspected on a daily basis, and it provides an easy-to-follow sequence for performing your inspection in a logical manner. Read through pages 22-27 for general information and to clarify any of the parts of the inspection process. Then do a dry run inspection while completing the checklist. Ask your manager if you have any questions at all about the procedure.

Under the hood

Check for problems under the hood at the beginning of your inspection before starting the engine. It is easier and safer when the engine is cool.

Check the engine, radiator, and battery fluids. If low, make a note of it on your inspection checklist. If any fluids are below the safe level, see the mechanic for assistance.

Also, check hoses for cracks or possible leaks and belts for any visible damage. Report any wear on the checklist as soon as it begins to show.

Vehicle Interior

Since you will need to leave the vehicle compartment while the vehicle is running, it is a good idea to put the chocks behind the wheels before starting the motor.

Begin while seated behind the steering wheel.

First, **put on the parking brake.**

Then, turn on the ignition.

Check the oil pressure, fuel, and alternator gauges.

If the oil pressure light stays on or the gauge shows the oil pressure to be dangerously low, turn the motor off until the problem can be corrected.

If the alternator or generator light stays on or gauge indicates a discharge, the battery may not be charging. To guard against the possibility of becoming stranded along the route due to a dead battery, have the problem located and corrected right away.

Check the **windshield wipers** to make sure they are working and are not worn or stripped.

Check **passenger door** for proper operation.

Adjust your mirrors so that you can see what you need to see from your normal driving position. When you are adjusting your mirrors, keep in mind what you want to be able to see within your safety zone.

Test your horn to make sure it works.

Turn the steering wheel gently to make sure it is not loose or there is no abnormal play or stiffness in the steering assembly.

Push on the brake pedal. If the tension feels spongy or soft, note this on your checklist. Your brakes may need to be adjusted.

Check the blower fan to see if it works so you will be able to use the heater, defroster or air conditioner.

Check the interior lights. If any lights are not working, note these on your checklist.

Note on your checklist anything in the interior of the vehicle that needs attention.

Safety Equipment

Check your emergency equipment to make sure it is in the right location and in working order.

Emergency equipment should include:

- ✚ A properly charged fire extinguisher
- ✚ Warning devices such as cones, triangles, flares
- ✚ A first aid kit (if required)
- ✚ Extra fuses (if required)
- ✚ A flashlight with fresh batteries
- ✚ Instructions for manual operation of wheelchair lift

Look around your vehicle to make sure it is clean and clear of trash, debris or loose items. Trash or debris left in the vehicle can be tossed about by careless passengers and can cause slips, falls and fires. A clean vehicle presents a professional image.

Check any special accessibility equipment if your vehicle is so equipped.

Examine tie downs for signs of damage or excessive wear. Make sure they can be properly secured to the floor.

Check all lift and ramps by operating them through one complete cycle. Make sure they are functioning properly. (You may have to move the vehicle to ensure proper clearance while performing this part of the

inspection. This is also a good time to check the interlock system.

Make sure all doors and emergency exits are functional and unobstructed.

Vehicle Exterior

Turn on all exterior lights. With the vehicle in park and the emergency brakes still on, begin the exterior check from the front of the vehicle.

During the exterior inspection, be sure to note and report any evidence of fresh damage to the vehicle. Reporting such damage now may save you a lengthy and difficult explanation or report later. Space is provided for you on the Daily Vehicle Inspection Checklist to note and describe any exterior damage.

Check the headlights, signal lights, emergency flashers, and clearance lights to make sure they are working.

Check the left front tire for any signs of road damage, under inflation, or missing or loose lug nuts. Check the air pressure with an air pressure gauge. Take care to maintain your tires at the recommended pressure.

A soft tire is very susceptible to severe road damage.

An overinflated tire causes a bumpier and less comfortable ride, especially for elderly or disabled. Check the condition of the side marker light.

Move to the back of the vehicle and inspect the left rear tire for obvious damage, Check the air pressure with an air pressure gauge.

While at the back of the vehicle, check the tail lights, the brake lights, turn signals, emergency flashers, and any other

clearance lights, reflectors or signs. (This may require assistance)

Make sure they are free from mud or dirt.

Carry a rag with you to clean any dirty lights which may be hard to see even after dark.

Check the right rear tire. If there are any other lights or outside signs for your boarding doors or lifts, make sure they are in place and clean.

Check under the vehicle. Make sure there are no foreign or unfamiliar objects hanging down or wedged underneath. Listen and check for any signs of an exhaust leak. Also, check the transmission fluid and visually check for puddles of fluid under the vehicle. If the vehicle is leaking fluid, report it to your supervisor.

Move to the front of the vehicle and examine the right front tire in the same manner as the left tire and check the condition of the side marker light.

Now that the engine has reached operating temperature, check the transmission fluid level. Vehicle should be on level surface in park.

Final Preparations

Now, turn off all the lights and the engine and remove the wheel chocks.

If your vehicle is safe and in good condition you are finished with your daily inspection.

If you are not sure or not satisfied with the condition of the vehicle, check with a supervisor before driving the vehicle.

Remember that any problems you experience with the vehicle during your shift should be reported so that repairs or adjustments can be made as quickly as possible.

At the end of your shift, turn in the Daily Vehicle Inspection Checklist to the maintenance manager or your supervisor.

GENERAL NOTES ABOUT THE DAILY VEHICLE INSPECTION CHECKLIST

An important part of preventive maintenance is the establishment of strong communication ties between drivers, mechanics / repair garages, and management. An easy way to ensure and document this communication link is by way of the drivers Daily Vehicle Inspection Checklist.

Drivers should be given blank copies of the checklist to keep on a clipboard in their vehicle.

Each driver will need to conduct the inspection and fill out the checklist before beginning their route. Safety problems should be reported immediately before you start your route.

Drivers should add comments to the checklist if a problem arises during the shift.

The person designated responsible for the maintenance of the vehicles should monitor these checklists daily and schedule maintenance accordingly.

The checklist provided is a sample and you may choose to add or delete items at your discretion, provided it meets or exceeds the minimum requirements in Rule 14.90.006 (7) (a) Florida Administrative Code. In any case, documented daily inspections must be included in the permanent vehicle file.

COMPREHENSIVE MAINTENANCE RECORD

A Comprehensive Maintenance Record should be kept on file for each vehicle. This record should be filled out every time any maintenance is performed on that vehicle.

Benefits of keeping a Comprehensive Maintenance Record on file are as follows:

- ✚ Provides a quick reference to the vehicle*
- ✚ Provides a complete history of repairs*
- ✚ Identifies chronic problems*
- ✚ Show trends in mileage and fuel consumption*
- ✚ Track responsibility for repairs*
- ✚ Records the amount of time vehicle is not available for service*

COMPREHENSIVE MAINTENANCE RECORD FORMS

There are three basic forms commonly used for proper maintenance records. They are the Work Order, Monthly Summary, and the Maintenance Log. Used properly they are a valuable tool in recognizing and correcting problems before they become costly. They are also a valuable tool for monitoring the quality of service you receive from a repair shop. Below is a brief description of the forms.

Work Order

This is a detailed description of a specific repair performed on your vehicle. This form should be used for either in-house or private garage repairs. It can be very helpful when you are trying to identify a chronic problem or research maintenance history.

Monthly Summary

This form provides a monthly summary of the vehicles use. It will show trends in mileage and fuel consumption, provides a quick reference to the vehicle, and records the amount of time the vehicle is not available for service.

Maintenance Log

This form provides a complete history of repairs, identifies chronic problems, and tracks responsibility for repairs. The entire fleet is usually maintained in one book which will provide a quick reference to the vehicle without having to pull the file.

State of Florida Department of Transportation WORK ORDER

CHECK HERE IF ROAD CALL <input type="checkbox"/>				
Equip. No.	Bus _____	Make: _____	Vin: _____	Odometer Reading
	Car _____	_____	Serial: _____	
	Truck _____	Model: _____		
	Other _____	_____		
Shop Location		Date In	Date Completed	

REPAIR INSTRUCTIONS

[illegible]

Warranty Recovery System

Every maintenance program should include a warranty recovery system to ensure that cost of parts and repairs on warranty-covered items are recovered.

Failed Components

Parts and components that may have failed prematurely are checked to determine if the part or component is covered under warranty. If the part or component is covered by a warranty, it is returned to the vendor.

Return to manufacturer/vendor

Authorization for warranty return and labor claims, if applicable, are obtained from the manufacturer or vendor. Information is supplied to the vendor on the circumstances of the failure, if known. The item is then returned to the vendor warranty department for repair or replacement. Transit Agency retains copy of the warranty claim form for tracking purposes.

Receipt from manufacturer/vendor

When a unit is received, it is entered into the inventory system coded as a warranty replacement. This is forwarded to the Accounting Department to make the necessary accounting adjustments. Labor credit if received is applied to the appropriate cost center via a credit entry applied to the work order used when the defective part was removed.

Appendix E

Medical Examination Form 725-030-011

FLORIDA DEPARTMENT OF TRANSPORTATION

MEDICAL EXAMINATION REPORT FOR BUS TRANSIT SYSTEM DRIVER

1. DRIVER'S INFORMATION Driver completes this section.					
Driver's Name (Last, First, Middle)		Birthdate / / MM/DD/YY	Age	Sex <input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> Preemployment <input type="checkbox"/> Biennial <input type="checkbox"/> Follow Up <input type="checkbox"/> Return to Duty
Address		City, State, Zip Code	Work Tel: () - Home Tel: () -	Driver License No. License Class <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Other	Date of Exam / / Date Issued / /
2. HEALTH HISTORY Driver completes this section indicating any below described illness, medical condition, or injury that currently exists or has occurred. The medical examiner is encouraged to discuss with driver.					
YES NO <input type="checkbox"/> <input type="checkbox"/> Head/Brain injuries, disorders or illness <input type="checkbox"/> <input type="checkbox"/> Seizures, epilepsy <input type="checkbox"/> <input type="checkbox"/> medication _____ <input type="checkbox"/> <input type="checkbox"/> Eye disorders or impaired vision (except corrective lenses) <input type="checkbox"/> <input type="checkbox"/> Ear disorders, loss of hearing or balance <input type="checkbox"/> <input type="checkbox"/> Heart disease or heart attack; other cardiovascular condition <input type="checkbox"/> <input type="checkbox"/> medication _____ <input type="checkbox"/> <input type="checkbox"/> Heart surgery (valve replacement/by pass, angioplasty, pacemaker) <input type="checkbox"/> <input type="checkbox"/> High blood pressure <input type="checkbox"/> <input type="checkbox"/> medication _____		YES NO <input type="checkbox"/> <input type="checkbox"/> Muscular disease <input type="checkbox"/> <input type="checkbox"/> Shortness of breath <input type="checkbox"/> <input type="checkbox"/> Lung disease, emphysema, asthma, chronic bronchitis <input type="checkbox"/> <input type="checkbox"/> Kidney disease, dialysis <input type="checkbox"/> <input type="checkbox"/> Liver disease <input type="checkbox"/> <input type="checkbox"/> Digestive problems <input type="checkbox"/> <input type="checkbox"/> Diabetes or elevated blood sugar controlled by: <input type="checkbox"/> <input type="checkbox"/> diet <input type="checkbox"/> <input type="checkbox"/> pills <input type="checkbox"/> <input type="checkbox"/> insulin <input type="checkbox"/> <input type="checkbox"/> Nervous or psychiatric disorders, e.g., severe depression <input type="checkbox"/> <input type="checkbox"/> medication _____		YES NO <input type="checkbox"/> <input type="checkbox"/> Loss of, or altered consciousness <input type="checkbox"/> <input type="checkbox"/> Fainting, dizziness <input type="checkbox"/> <input type="checkbox"/> Sleep disorders, pauses in breathing while asleep, daytime sleepiness, loud snoring <input type="checkbox"/> <input type="checkbox"/> Stroke or paralysis <input type="checkbox"/> <input type="checkbox"/> Missing or impaired hand, arm, foot, leg, finger, toe <input type="checkbox"/> <input type="checkbox"/> Spinal injury or disease <input type="checkbox"/> <input type="checkbox"/> Chronic low back pain <input type="checkbox"/> <input type="checkbox"/> Regular, frequent alcohol use <input type="checkbox"/> <input type="checkbox"/> Narcotic or habit forming drug use <input type="checkbox"/> <input type="checkbox"/> Any illness or injury not described by this section	
For any YES answer, indicate onset date, diagnosis, treating physician's name and address, and any current limitation. List all medications (including over-the-counter medications) used regularly or recently.					

I certify that the above information is complete and true. I understand that inaccurate, false or missing information may invalidate the examination and qualification by the Medical Examiner.

Driver's Signature

Date

Medical Examiners Comments on Health History (The medical examiner must review and discuss with the driver any "yes" answers and potential hazards of medications, including over-the-counter medications, while driving.)

TESTING (Medical Examiner completes Section 3 through 7)

3. VISION Standard. A person is qualified if that person meets the vision standard established by the State of Florida for a Class A, B, C, or D driver license, as applicable. The use of corrective lenses should be noted by the Medical Examiner.		
INSTRUCTIONS: When other than the Snellen chart is used, give test results in Snellen-comparable values. In recording distance vision, use 20 feet as normal. Report visual acuity as a ratio with 20 as numerator and the smallest type read at 20 feet as denominator. If the applicant wears corrective lenses, these should be worn while visual acuity is being tested. If the driver habitually wears contact lenses, or intends to do so while driving, sufficient evidence of good tolerance and adaptation to their use must be obvious.		
Numerical readings must be provided.		
ACUITY	UNCORRECTED	CORRECTED
Right Eye	20/	20/
Left Eye	20/	20/
Both Eyes	20/	20/
Applicant can recognize and distinguish among traffic control signals and devices showing standard red, green, and amber colors? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Applicant meets visual acuity requirement only when wearing: <input type="checkbox"/> Corrective Lenses		
Monocular Vision: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Complete next line only if vision testing is done by an Ophthalmologist or Optometrist		

Date of Examination Name of Ophthalmologist or Optometrist (print) Tel No. License No./State of Issue Signature

4. HEARING Standard: a) Must first perceive forced whispered voice ≥ 5 ft., with or without hearing aid, or b) average hearing loss in better ear ≤ 40 dB

☐ Check if hearing aid used for tests.

☐ Check if hearing aid required to meet standard.

INSTRUCTIONS: To convert audiometric test results from ISO to ANSI, -14 dB from ISO for 500 Hz, -8.5 dB for 2,000 Hz. To average, add the readings for 3 frequencies tested and divide by 3.

Numerical readings must be recorded.

a) Record distance from individual at which forced whispered voice can first be heard.	Right Ear	Left Ear	b) If audiometer is used, record hearing loss in decibels. (acc. To ANSI Z24.5-1951)	Right Ear			Left Ear		
	Feet	Feet		500 Hz	1000 Hz	2000 Hz	500 Hz	1000 Hz	2000 Hz
				Average:			Average:		

5. BLOOD PRESSURE EVALUATION / PULSE RATE				Numerical readings must be recorded.	
Blood Pressure	Systolic	Diastolic	Driver qualified if $\leq 160/90$ on initial exam.	Pulse Rate	<input type="checkbox"/> Regular <input type="checkbox"/> Irregular
On initial exam				Within 3 months	
If 161 – 180 and/or 91 – 104, qualify 3 mos. only.				If ≤ 160 and/or 90, qualify for 1 yr. Document Rx & control the 3 rd month	
If > 180 and/or 104, not qualified until reduced to $< 181/105$. Then qualify for 3 mos. only.				If ≤ 160 and/or 90, qualify for 6 mos. Document Rx & control the 3 rd month	

Medical examiner should take at least 2 readings to confirm blood pressure.

6. LABORATORY AND OTHER TEST FINDINGS		Numerical readings must be recorded.				
Urinalysis is required. Protein, blood or sugar in the urine may be an indication for further testing to rule out any underlying medical problem.		URINE SPECIMEN	SP.GR.	PROTEIN	BLOOD	SUGAR
Diabetes. <u>Pre-employment Medical Examination:</u> If, during a pre-employment examination, it is noted that a driver applicant has a medical history or clinical diagnosis of diabetes mellitus requiring insulin for control, the person shall not be qualified to drive a bus. <u>Biennial Medical Examination:</u> If diabetes is noted for an existing driver at the time of his or her examination, excluding pre-employment, and the diabetic condition is stabilized or controlled by insulin, oral medication and/or diet that can be obtained while the driver is on duty, then the driver may be qualified. Notwithstanding, the driver must remain under medical supervision as determined by the medical examiner. Other Testing (Describe and record)						

7. PHYSICAL EXAMINATION		Height: _____(in.) Weight: _____(lbs.)					
The presence of a certain condition may not necessarily disqualify a driver, particularly if the condition is controlled adequately, is not likely to worsen or is readily amenable to treatment. Even if a condition does not disqualify a driver, the medical examiner may consider deferring the driver temporarily. Also, the driver should be advised to take the necessary steps to correct the condition as soon as possible particularly if the condition, if neglected, could result in more serious illness that might affect driving.							
Check YES if there are any abnormalities. Check NO if the body system is normal. Discuss any YES answers in detail in the space below, and indicate whether it would affect the driver's ability to operate a bus safely. Enter applicable item number before each comment. If organic disease is present, note that it has been compensated for. See Instructions To The Medical Examiner for guidance.							
BODY SYSTEM	CHECK FOR:	YES	NO	BODY SYSTEM	CHECK FOR:	YES	NO
1. General Appearance	Marked overweight, tremor, signs of alcoholism, problem drinking, or drug abuse.	<input type="checkbox"/>	<input type="checkbox"/>	7. Abdomen and Viscera	Enlarged liver, enlarged spleen, masses, bruits, hernia, significant abdominal wall muscle weakness.	<input type="checkbox"/>	<input type="checkbox"/>
2. Eyes	Pupillary equality, reaction to light, accommodation, ocular motility, ocular muscle imbalance, extraocular movement, nystagmus, exophthalmos, strabismus uncorrected by corrective lenses, retinopathy, cataracts, aphakia, glaucoma, macular degeneration.	<input type="checkbox"/>	<input type="checkbox"/>	8. Vascular system	Abnormal pulse and amplitude, carotid or arterial bruits, varicose veins.	<input type="checkbox"/>	<input type="checkbox"/>
3. Ears	Middle ear disease, occlusion of external canal, perforated eardrums	<input type="checkbox"/>	<input type="checkbox"/>	9. Genito-urinary system	Hernias.	<input type="checkbox"/>	<input type="checkbox"/>
4. Mouth and Throat	Irremediable deformities likely to interfere with breathing or swallowing	<input type="checkbox"/>	<input type="checkbox"/>	10. Extremities-Limb impaired	Loss of impairment of leg, foot, toe, arm, hand, finger. Perceptible limp, deformities, atrophy, weakness, paralysis, clubbing, edema, hypotonia. Insufficient grasp and prehension in upper limb to maintain steering wheel grip. Insufficient mobility and strength in lower limb to operate pedals properly.	<input type="checkbox"/>	<input type="checkbox"/>
5. Heart	Murmurs, extra sounds, enlarged heart, pacemaker.	<input type="checkbox"/>	<input type="checkbox"/>	11. Spine, other musculoskeletal	Previous surgery, deformities, limitation of motion, tenderness.	<input type="checkbox"/>	<input type="checkbox"/>
6. Lungs and chest, not including breast examination.	Abnormal chest wall expansion, abnormal respiratory rates, abnormal breath sounds including wheezes or alveolar rates, impaired respiratory function, dyspnea, cyanosis. Abnormal findings on physical exam may require further testing such as pulmonary tests and/or xray of chest.	<input type="checkbox"/>	<input type="checkbox"/>	12. Neurological	Impaired equilibrium, coordination or speech pattern; paresthesia, asymmetric deep tendon reflexes, sensory or positional abnormalities, abnormal patellar and Babinski's reflexes, ataxia.	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS:

Note certification status here and on the Medical Examination Certificate. See Instructions to the Medical Examiner and qualification criteria for guidance.

<input type="checkbox"/> Meets standards (Re-examine in 2 years) <input type="checkbox"/> Does not meet standards <input type="checkbox"/> Meets standards, but periodic evaluation required.	<input type="checkbox"/> Wearing corrective lenses <input type="checkbox"/> Wearing hearing aid <input type="checkbox"/> Temporarily disqualified due to (condition or medication):
Due to _____ driver qualified only for: <input type="checkbox"/> 3 months <input type="checkbox"/> 6 months <input type="checkbox"/> 1 year <input type="checkbox"/> Other	

Return to medical examiner's office for follow up on:

Please provide a completed Medical Examination Certificate to the driver's employer in accordance with 14-90.0041.

Driver may request a copy of his/her completed Medical Examination Report from the medical examiner.

Medical Examiner's Signature: _____

Medical Examiner's Name (print): _____

☐ MD ☐ DO ☐ Physician Assistant ☐ Advanced Registered Nurse Practitioner

Address: _____

Telephone Number: _____

INSTRUCTIONS TO THE MEDICAL EXAMINER

General Information

The purpose of this examination is to determine a driver's physical qualification to operate a bus according to the requirements in Rule 14-90.0041, Florida Administrative Code, and referenced Department Form 775-030-01, including the qualification criteria set forth below. The medical examiner must be knowledgeable of these requirements and instructions to assist the medical examiner in making the qualification determination. The medical examiner should be familiar with the driver's responsibilities and work environment. In addition to reviewing the Health History section with the driver and conducting the medical examination, the medical examiner should discuss common prescriptions and over-the-counter medications relative to the side effects and hazards of these medications while driving and educate the driver to read the warning labels on all medications. History of certain conditions may be cause for rejection, as determined by the medical examiner. The medical examiner may indicate the need for additional laboratory tests or more stringent examination perhaps by a medical specialist. These decisions should be made in light of the driver's job responsibilities, work schedule, and potential for the conditions to render the driver unsafe. Medical conditions should be recorded even if they are not cause for denial, and they should be discussed with the driver to encourage appropriate remedial care. This advice is especially needed when a condition, if neglected, could develop into a serious illness that could affect driving. If the medical examiner determines that the driver is fit to drive, the medical examiner signs and dates the Medical Examiner's Certificate. The certificate is valid for two years, unless the driver has a medical condition that does not prohibit driving but does require more frequent monitoring. In such situations, the medical examiner shall determine if the medical certificate should be issued for a shorter length of time. The medical examination should be done carefully and at least as complete as indicated by the indicated advisory and qualification criteria.

Advisory and Qualification Standards

Extremities. Carefully examine upper and lower extremities. Note any and all deformities, the presence of atrophy, semi-paralysis or paralysis, or varicose veins. Record the loss or impairment of a hand or finger which interferes with prehension or power grasping, or an arm, foot, or leg which interferes with ability to perform normal tasks associated with operating a bus; or any other significant limb defect or limitation which interferes with ability to perform normal tasks associated with operating a bus. If a hand or finger deformity exists, determine whether sufficient grasp is present to enable the driver to secure and maintain a grip on the steering wheel. If a leg deformity exists, determine whether sufficient mobility and strength exist to enable the driver to operate pedals properly. Particular attention should be given to and a record should be made of, any impairment or structural defect that may interfere with the driver's ability to operate a bus safely.

Diabetes. Pre-employment Medical Examination: If, during a pre-employment examination, it is noted that a driver applicant has a medical history or clinical diagnosis of diabetes mellitus requiring insulin for control, the person shall not be qualified to drive a bus. **Biennial Medical Examination:** If diabetes is noted for an existing driver at the time of his or her examination, excluding pre-employment, and the diabetic condition is stabilized or controlled by insulin, oral medication and/or diet that can be obtained while the driver is on duty, then the driver may be qualified. Notwithstanding, the driver must remain under medical supervision as determined by the medical examiner.

Cardiovascular Condition. A person is qualified if that person has no current clinical diagnosis of myocardial infarction, angina pectoris, coronary insufficiency, thrombosis or any other cardiovascular disease of a variety known to be accompanied by syncope, dyspnea, collapse or congestive heart failure. The term "has no current clinical diagnosis of" is specially designed to encompass: "a clinical diagnosis of" (1) a current cardiovascular condition, or (2) a cardiovascular which has not fully stabilized, regardless of the time limit. The term "known to be accompanied by" is defined to include a *clinical diagnosis* or cardiovascular disease (1) which is accompanied by symptoms of syncope, dyspnea, collapse or congestive cardiac failure; and/or (2) which is likely to cause syncope, dyspnea, collapse or congestive cardiac failure. The subjective decision of whether the nature and severity of an individual's condition will likely cause symptoms of cardiovascular insufficiency is on an individual basis and qualification rests with the medical examiner and the bus transit system. In those cases where there is an occurrence of cardiovascular insufficiency (myocardial infarction, thrombosis, etc.), it is suggested before a driver is certified that he or she have a normal resting and stress electrocardiogram (ECG), no residual complications and no physical limitations, and is taking no medication likely to interfere with safe driving. Coronary artery bypass surgery and pacemaker implantation are remedial procedures and thus, not disqualifying. Coumadin is a medical treatment that can improve the health and safety of a driver and should not, by its use, medically disqualify the driver. The emphasis should be on the underlying medical conditions that require treatment and the general health of the driver.

Respiratory Dysfunction. A person is qualified if that person has no established medical history or clinical diagnosis of a respiratory dysfunction likely to interfere with the ability to control and drive a bus safely. Since a driver must be alert at all times, any change in his/her mental state is in direct conflict with highway safety. Even the slightest impairment in respiratory function under emergency conditions (when greater oxygen supply is necessary for performance) may be detrimental to safe driving. There are many conditions that interfere with oxygen exchange and may result in incapacitation, including emphysema, chronic asthma, carcinoma, tuberculosis, chronic bronchitis and sleep apnea. If the medical examiner detects a respiratory dysfunction, which is in any way likely to interfere with the driver's ability to safely control and drive a bus, the driver must be referred to a specialist for further evaluation and therapy. Anticoagulation therapy for deep vein thrombosis and/or pulmonary thromboembolism is not disqualifying once optimum dosage is achieved, provided lower extremity venous examinations remain normal and the treating physician gives a favorable recommendation.

Hypertension. A person is qualified if that person has no current clinical diagnosis of high blood pressure likely to interfere with the ability to operate a bus safely. A blood pressure of greater than 161/180 and/or 91/104 diastolic is considered mild hypertension, and the driver is not necessarily unqualified during evaluation and institution of treatment. The driver is given a 3-month period to reduce his/her blood pressure to less than or equal to 160/90; the certifying physician should state on the medical certificate that it is only valid for that 3-month period. If the driver is subsequently found qualified with a blood pressure less than or equal to 160/90, the certifying may issue a medical certificate for a 1-year period, but should confirm blood pressure control in the third month of this 1-year period. The individual should be certified annually thereafter. The expiration date must be stated on the medical certificate. A blood pressure greater than 180 systolic and/or greater than 104 diastolic is considered moderate to severe. The driver may not be qualified, even temporarily, until his/her blood pressure has been reduced to less than 181/105. The examining physician may temporarily certify the individual once the individual's blood pressure is below 181 and/or 105. For blood pressure greater than 180 and/or 104, documentation of continued control should be made every 6 months. The individual should be certified biannually thereafter. The expiration date must be stated on the medical certificate. Drivers with normal blood pressure who are taking medications for hypertension should be certified on the same basis as individuals with blood pressure in the mild or moderate to severe range. Annual re-certification is recommended if the medical examiner is unable to establish the blood pressure at the time of diagnosis. An elevated blood pressure finding should be confirmed by at least two subsequent measurements on different days. Inquiry should be made regarding smoking, cardiovascular disease in relatives, and immoderate use of alcohol. An electrocardiogram (ECG) and blood profile, including glucose, cholesterol, HDL cholesterol, creatinine and potassium, should be made. An echocardiogram and chest x-ray is desirable in subjects with moderate and severe hypertension.

Since the presence of target damage increases the risk of sudden collapse, group 3 or 4 hypertensive retinopathy, left ventricular hypertrophy not otherwise explained (echocardiography or ECG by Estes criteria) evidence of severely reduced left ventricular function, or serum creatinine of greater than 2.5 warrants the driver being found unqualified to operate a bus. Treatment nonpharmacologic and pharmacologic modalities as well as counseling to reduce other risk factors. Most anti-hypertensive medications also have side effects, the importance of which must be judged on

an individual basis. Individuals must be alerted to the hazards of these medications while driving. Side effects of somnolence or syncope are particularly undesirable in bus drivers. A driver who has normal blood pressure 3 or more months after a successful operation for pheochromocytoma, primarily aldosteronism (unless bilateral adrenalectomy has been performed), renovascular disease or unilateral renal parenchymal disease, and who shows no evidence of target organ may be qualified. Hypertension that persists, despite surgical intervention, should be evaluated and treated following the guidelines set forth in this section.

Rheumatic, Arthritic, Orthopedic, Muscular, Neuromuscular or Vascular Disease. A person is qualified if that person has no established medical history or clinical diagnosis of Rheumatic, Arthritic, Orthopedic, Muscular, Neuromuscular or Vascular Disease, which interferes with the ability to control and operate a bus safely. Certain diseases are known to have acute episodes of transient muscle weakness, poor muscle coordination (ataxia), abnormal sensations (paresthesia) decreased muscular tone (hypotonia) visual disturbances and pain which may be suddenly incapacitating. With each recurring episode, these symptoms may become more pronounced and remain for longer periods of time. Other diseases have more insidious onsets and display symptoms of muscle wasting (atrophy) swelling and paresthesia which may not suddenly incapacitate a person but may restrict his/her movement and eventually interfere with the ability to drive safely. In many instances these diseases are degenerative in nature or may result in the deterioration of the involved area. Once the individual has been diagnosed with having Rheumatic, Arthritic, Orthopedic, Muscular, Neuromuscular or Vascular Disease, then he/she has an established history of that disease. The physician when examining the individual should consider the following: (1) the nature and severity of the individual's condition (such as sensory loss or loss of strength); (2) the degree of the limitation present (such as range of motion); the likelihood of progressive limitation (not always present initially, but may manifest itself over time); and (4) the likelihood of sudden incapacitation. If severe functional impairment exists, the driver does not qualify. In cases when more frequent monitoring is required, a certificate for a shorter time period may be issued.

Epilepsy. A person is qualified if that person has no established medical history or clinical diagnosis of epilepsy or any other condition which is likely to cause loss of consciousness or any loss of ability to control a bus. Epilepsy is a chronic functional disease characterized by seizures or episodes that occur without warning, resulting in loss of voluntary control that may lead to loss of consciousness and/or seizures. Therefore, the following drivers cannot be qualified: (1) a driver who has a medical history of epilepsy; or (2) a driver who has a current clinical diagnosis of epilepsy; or (3) a driver who is taking anti-seizure medication. If an individual has had a sudden episode of non-epileptic seizure or loss of consciousness of an unknown cause which did not require anti-seizure medication, that decision as to whether the person's condition will likely cause loss of consciousness or loss of ability to control a bus is made on an individual basis by the medical examiner in consultation with the treating physician. Before certification is considered, it is suggested that a 6-month waiting period elapse from the time of the episode. Following the waiting period, it is suggested that the individual complete a neurological examination. If the results of the examination are negative and anti-seizure medication is not required, then the driver may be qualified. In those individual cases where a driver has a seizure or an episode of loss of consciousness that resulted from a known medical condition (e.g. drug reaction, high temperature, acute infectious disease, dehydration or acute metabolic disturbance), certification should be deferred until the driver has fully recovered from that condition and has no existing residual complications, and not taking anti-seizure medication.

Mental Disorders. A person is qualified if that person has no mental, nervous, organic or functional disease or psychiatric disorder likely to interfere with ability to drive a bus safely. Emotional or adjustment problems contribute directly to an individual's level of memory, reasoning, attention and judgment. These problems often underlie physical disorders. A variety of functional disorders can cause drowsiness, dizziness, confusion, weakness or paralysis that may lead to uncoordination, inattention, loss of functional control and susceptibility to accidents while driving. Physical fatigue, headache, impaired coordination, recurring physical ailments and chronic "nagging" pain may be present to such a degree that certification for driving is inadvisable. Somatic and psychosomatic complaints should be thoroughly examined when determining an individual's overall fitness to drive. Disorders of a periodical incapacitating nature, even in the early stages of development, may warrant disqualification. Many bus drivers have documented that "nervous trouble" related to neurotic, personality, emotional or adjustment problems is responsible for a significant fraction of their preventable accidents. The degree to which an individual is able to appreciate, evaluate and adequately respond to environmental strain and emotional stress is critical when assessing an individual's mental alertness and flexibility to cope with the stresses of driving a bus. When examining the driver, it should be kept in mind that individuals who live under chronic emotional upsets might have deeply ingrained maladaptive or erratic behavior patterns. ~~Excessively antagonistic, instinctive,~~ impulsive, openly aggressive, paranoid or severely depressed behavior may greatly interfere with the drivers ability to drive safely. Those individuals who are highly susceptible to frequent states of emotional instability (schizophrenia, affective psychoses, paranoia, anxiety or depressive neuroses) may warrant disqualification. Careful consideration should be given to the side effects and interactions of medications in the overall qualification determination.

Vision. A person is qualified if that person meets the vision standard established by the State of Florida for Operator and Commercial Driver License, as applicable. The current standards are as follows: Must have visual acuity of 20/40 (Snellen) (or better) in one eye, must have 20/40 (or better) vision in the other eye, with or without corrective lenses. If 20/70 (or better) vision in either eye separately, or in both eyes together, the worst eye must have vision screening better than 20/200, with or without corrective lenses. Referral to an eye doctor is recommended. If an individual meets the criteria by use of glasses or contact lenses, the following statement shall appear on the Medical Examiner's Certificate: "Qualified only if wearing corrective lenses."

Hearing. A person is qualified if that person first perceives a forced whispered voice in the better ear not less than 5 feet with or without the use of a hearing aid, or, if tested by use of an audiometric device, does not have an average of hearing loss in the better greater than 40 decibels at 500 Hz, 1,000 Hz and 2,000 Hz, with or without a hearing aid or audiometric device calibrated to American National Standard (formerly ASA standard) Z24.5-1951. The prescribed standard is under the American Standards Association (ANSI), therefore it may be necessary to convert the audiometric results from the ISO standard to the ANSI standard. Instructions are included on the Medical Examination report form. If an individual meets the criteria by using a hearing aid, the driver must wear the hearing aid and have it in operation at all times while driving. For the whispered voice test, the driver should be stationed at least 5 feet away from the examiner with the ear being tested towards the examiner. The other ear is covered. Using the breath which remains after a normal expiration, the examiner whispers words or random numbers such as 66, 18, 23, etc. The examiner should not use only sibilants (s-sounding test materials). The opposite ear should be tested in the same manner. If the individual fails the whisper test, the audiometric test should be administered. If the individual meets the criteria by use of a hearing aid, the following statement shall appear on the Medical Examiner's Certificate: "Qualified only when wearing a hearing aid".

INSTRUCTIONS FOR PERFORMING AND RECORDING MEDICAL EXAMINATIONS

The medical examiner should review these instructions before performing the medical examination. Answer each question yes or no, where appropriate. The examiner should be aware of the rigorous physical demands and mental and emotional responsibilities placed on the bus transit system driver. In the interest of public safety, the examination shall ensure that the driver does not have any physical, mental, or organic defect of such a nature as to affect the driver's ability to operate safely a bus according to the criteria on the Medical Examination Report and any additional requirements established by the bus transit system.

General Information. The purpose of this history and medical examination is to detect the presence of physical, mental, or organic defects of such a character and extent as to affect the applicant/driver's ability to operate a bus safely according to these criteria and any additional physical requirements established by the bus transit system. The examination should be made carefully and at least as complete as indicated by these criteria and instructions. History of certain defects may be cause for rejection or indicate the need for making certain laboratory tests or a further, and more stringent, examination. Defects may be recorded which do not, because of their character or degree, indicate that medical qualification should be denied. However, these defects should be discussed with the driver/applicant and he/she should be advised to take the necessary steps to insure correction, particularly those of which, if neglected, might lead to a condition likely to affect his/her ability to drive safely.

General Appearance and Development. Note marked overweight. Note any posture defect, perceptible limp, tremor, or other defects that might be caused by alcoholism, thyroid intoxication, or other illnesses. Federal Transit Administration regulations prohibit use of controlled substances by a driver.

Head - Eyes. When other than the Snellen chart is used, the results of test must be expressed in values comparable to the standard Snellen test. If the applicant/driver wears corrective lenses, these should be worn while applicant/driver's visual acuity is being tested. In recording distance vision use 20 feet as normal. Report all vision as a fraction with 20 as numerator and the smallest type read at 20 feet as denominator. Note ptosis, discharge, visual fields, ocular muscle imbalance, color blindness, corneal scar, exophthalmos, or strabismus, uncorrected by corrective lenses. If the applicant/driver habitually wears contact lenses, or intends to do so while driving, there should be sufficient evidence to indicate that he/she has good tolerance and is well adapted to their use. The use of contact lenses should be noted on the record.

Ears. Note evidence of mastoid or middle ear disease, discharge, symptoms of aural vertigo, or Meniere's Syndrome. When recording hearing, record distance from patient from which a forced whispered voice can first be heard. If audiometer is used to test hearing, record decibel loss at 500 Hz, 1,000 Hz, and 2,000 Hz.

Throat. Note evidence of disease, irremediable deformities of the throat likely to interfere with eating or breathing, or any laryngeal condition which could interfere with the safe operation of a bus.

Thorax - Heart. Stethoscopic examination is required. Note murmurs and arrhythmias, and any past or present history of cardiovascular disease, of a variety known to be accompanied by syncope, dyspnea, collapse, enlarged heart or congestive heart failures. Electrocardiogram is required when findings so indicate.

Blood Pressure. Record with either spring or mercury column type sphygmomanometer. If the blood pressure is consistently above 160/90 mm. Hg., further tests may be necessary to determine whether the driver is qualified to operate a bus.

Lungs. If any lung disease is detected, state whether active or arrested; if arrested, your opinion as to how long it has been quiescent.

Gastrointestinal System. Note any diseases of the gastrointestinal system.

Abdomen. Note wounds, injuries, scars, or weakness of muscles of abdominal walls sufficient to interfere with normal function. Any hernia should be noted if present. State how long and if adequately contained by truss.

Abnormal Masses. If present, note location, if tender, and whether or not the applicant/driver knows how long they have been present. If the diagnosis suggests that the condition might interfere with the control and safe operation of a bus, more stringent tests are recommended.

Tenderness. When noted, state where most pronounced, and suspected cause. If the diagnosis suggests that the condition might interfere with the control and safe operation of a bus, more stringent tests are recommended.

Genito - Urinary. Urinalysis is required. Acute infections of the genito-urinary tract, as defined by local and State public health laws, indications from urinalysis of uncontrolled diabetes, symptomatic albumin-urea in the urine, or other findings that may indicate health conditions likely to interfere with the control and safe operation of a bus.

Neurological. If positive Romberg is reported, indicate degrees of impairment. Pupillary reflexes should be reported for both light and accommodation. Knee jerks are to be reported absent only when not obtainable upon reinforcement and as increased when the foot is actually lifted from the floor following a light blow on the patella, sensory vibratory and positional abnormalities should be noted.

Extremities. Carefully examine upper and lower extremities. Record the loss of impairment of a leg, foot, toe, arm, hand, or fingers. Note any and all deformities, the presence of atrophy, semiparalysis or paralysis, or varicose veins. If a hand or finger deformity exists, determine whether sufficient grasp is present to enable the driver to secure and maintain a grip on the steering wheel. If a leg deformity exists, determine whether sufficient mobility and strength exist to enable the driver to operate pedals properly. Particular attention should be given to and a record should be made of, any impairment or structural defect which may interfere with the driver's ability to operate a bus safely.

Spine. Note deformities, limitation of motion, or any history of pain, injuries or disease, past or presently experienced in the cervical or lumbar spine region. If findings so dictate, radiologic and other examinations should be used to diagnose congenital or acquired defects; or spondylolisthesis and scoliosis.

Recto - Genital Studies. Disease or conditions causing discomfort should be evaluated carefully to determine the extent to which the condition might be handicapping while lifting, pulling or during periods of prolonged driving that might be necessary as part of the driver's duties.

Laboratory and Other Special Findings. Urinalysis is required; as well as such other tests as the medical history or findings upon medical examination may dictate are necessary. A serological test is required if the applicant/driver has a history of luetic infection or present physical findings indicate the possibility of latent syphilis. Other studies deemed advisable may be ordered by the examining physician.

Diabetes. Pre-employment medical examination: If, during a pre-employment examination, it is noted that a driver applicant has a medical history or clinical diagnosis of diabetes mellitus requiring insulin for control, the person shall not be qualified to drive a bus. Biennial medical examination: If diabetes is noted for an existing driver at the time of his or her examination, excluding pre-employment, and the diabetic condition is stabilized or controlled by insulin, oral medication and/or diet that can be obtained while the driver is on duty, then the driver may be qualified. Notwithstanding, the driver must remain under medical supervision as determined by the medical examiner.

Upon completion of the examination, the examiner must date and sign the form and certificate and also provide his/her full name, and address of the examination office.

MEDICAL EXAMINATION CERTIFICATE**for Bus Transit System Driver**

I certify that I have examined _____ in accordance with the requirements in Rule 14-90.0041, Florida Administrative Code, and referenced FDOT Form 725-030-11, and with knowledge of driving duties, I find that this person:

Note certification status here and on the medical examination form.

If applicable, only when:

<input type="checkbox"/> MEETS STANDARDS (RE-EXAMINE IN 2 YEARS)		<input type="checkbox"/> Corrective Lenses
<input type="checkbox"/> DOES NOT MEET STANDARDS		<input type="checkbox"/> Wearing hearing aid
<input type="checkbox"/> MEETS STANDARDS, BUT PERIODIC EVALUATION REQUIRED		<input type="checkbox"/> Temporarily disqualified due to:
DRIVER IS QUALIFIED ONLY FOR:		
<input type="checkbox"/> 3-MONTHS <input type="checkbox"/> 6-MONTHS <input type="checkbox"/> 1 YEAR <input type="checkbox"/> OTHER		
Return to medical examiner's office for follow-up on _____		
The information I have provided regarding this physical examination is true and complete. A complete examination form with any attachments embodies my findings completely and correctly, and is on file in my office.		
Medical Examiner's Signature:	Telephone:	Date:
	Medical Examiner's License or certificate number	
Medical Examiner's Name: (Print)	Issuing State:	
	<input type="checkbox"/> MD <input type="checkbox"/> Physician Assistant <input type="checkbox"/> Advanced Registered Nurse Practitioner <input type="checkbox"/> DO	
Office Address: (Print)		
CITY	COUNTY	STATE ZIP
Name of Driver: (Print)	Driver License No.	Issuing State:
Signature of Driver:		Date:

Appendix F

Radio Operating Procedures

Cellular Phone Procedures

- 1. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and*
- 2. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.*
- 3. In case of an accident, pull the van out of harms way, if possible. Then call 911, if necessary, then call your supervisor.*
- 4. Stop at a safe location before making any calls.*
- 5. Texting is not allowed while the van is in operation.*
- 6. Telephones are to be used for business purposes only, no personal calls.*
- 7. Keep your language professional, remember that your passengers may be able to hear your conversations. Never use profanity or language that may alarm passengers.*

Appendix G

Internal Safety Audit Checklist

Date of Review _____ Inspectors Name _____
Drivers Name _____
Van # _____ County _____

Was Daily Inspection performed? _____
Was any daily inspection items missed or not completed correctly? _____
if so, list on separate page and attach incorrect daily inspection
Was the van clean? _____
Was Driver wearing a seatbelt? _____
Were any Wheelchair riders on board? _____
If so, Were wheelchairs secured properly? _____
Was proper signage in van? _____
Was driver wearing slip resistant shoes? _____
Had van had safety inspection within last 5,000 miles? _____
Were any items listed as needed repairs not repaired? _____
Were any there noticable safety issues? _____
Did you witness any loading and unloading of wheelchair clients?
Was this performed properly? _____
Did you ride with the driver? _____
if so, did the driver follow all traffic laws? _____
Did the driver have any questions? _____
if so, please list on a separate piece of paper and submit to Director of Transportation.

Notes

Signature of Driver

Signature of Inspector

Appendix G

Internal Safety Audit Checklist

(1) System Safety Program Plan (14-90.004)

SSPP addresses the following safety elements and requirements at a minimum:	Yes	No	Comments (Page #)
Safety policies and responsibilities			
Vehicle and equipment standards and procurement criteria			
Operational standards and procedures			
Bus driver and employee selection			
Driving requirements			
Bus driver and employee training			
Vehicle maintenance			
Investigation of events			
Hazard identification and resolution			
Equipment for transporting wheelchairs			
Safety data acquisition and analysis			
SSPP requirements for contractors			
Records retention			
Certification requirements			
Requirements for safety inspections of all operable transit buses at least annually in accordance with 14-90.			

(2) Develop and Adopt Security Program Plan (14.90-004)

SPP addresses the following security elements and requirements at a minimum:	Yes	No	Comments (Page #)
Security policies, goals and objectives			
Organization, roles and responsibilities			
Emergency management processes and procedures: mitigation, preparedness, response and recovery			
Procedures for investigation of events			
Procedures for interfaces with emergency response organizations			
Procedures for interagency coordination with local law enforcement			
Security data acquisition and analysis			
SPP requirements for Contractors			
Procedures for SPP maintenance, distribution, including disclosure process			
Certification requirements			
Establishment of minimum security requirements which apply to contractors			
Procedures for oversight and monitoring of contractors compliance with security requirements			
Procedures for distribution and protection of the SPP			

(3) Qualification, Selection and Training of Drivers (14-90.004)

Qualification and Selection criteria	Yes	No	Comments (Page #)
Standards for driver qualifications and criteria for background checks			
Driver and criminal background checks for all new drivers			
Verification and documentation of valid driver licenses for employees who drive buses			
Training and testing programs for drivers			
Bus transit system has safety and operational policies and procedures			
Operational bus and equipment inspections			
Basic operations and maneuvering			
Bus equipment familiarization			
Boarding and alighting passengers			
Operations of wheelchair lifts and other special equipment and driving conditions			
Defensive Driving			
Passenger assistance and securement			
Handling of emergencies and security threats			
Security & threat awareness			
Written and adopted operational and safety procedures			
Procedures are given to all drivers			
Procedures for communication & handling of hazards, unsafe conditions, security threats, and emergencies			
Procedures for familiarization and operation of safety and emergency equipment, wheelchair lift equipment and restraining devices.			
Requirements for drivers to complete and submit a daily inspections report. (14-90.006)			

(4) Records Maintenance, Retention and Distribution

4 year records maintenance and retention system (14-90.004)(3.g. 1-3)	Yes	No	Comments (Page #)
Records of bus drivers background checks and qualifications			
Detailed description of training administered & completed by each driver.			
Each bus drivers daily duty status: total days worked, on-duty hours, driving hours and time reporting on and off duty			
Maintenance records (14-90.004)(4.d)			
Make, model, license number, or other means of identification and ownership of vehicles.			
Date, mileage, description of inspection, maintenance and lubrication intervals			
Transit system maintains records of vehicle inspections, PMs and repairs made off site			
If not owned by bus transit system, name of person or lessor furnishing vehicles			
Name and address of entity or contractor performing inspection, maintenance, lubrication or repairs			
Safety Inspections (14.90-009)(5)			
Records of annual safety inspections and documentation of any corrective actions are retained for minimum of 4 years			
Event and incident reporting and investigation records (14-90.004)(7)			
Notification and Investigation reports, findings, causal factors, corrective action plans, supporting documents			
Medical records (14-90.0041)(4)			
Proof of Biennial or Pre-employment medical exams of employee bus drivers, required exam form used			
SSPP & SPP review and revision (14-90.010)(d)			
Date of last review: SSPP _____ SPP _____ Date of last revision: SSPP _____ SPP _____ Next scheduled revision date: SSPP _____ SPP _____			
Pre-trip inspections and corrective action (14-90.006)	Yes	No	Comment
Bus transit system maintains daily vehicle inspections and documented corrective actions a minimum of two weeks			

(5) Drug Free Workplace

The bus transit system has established a drug free workplace policy statement in accordance with Drug-Free Workplace Act [Reference Title 49, Code of Federal Regulations, Part 32 and Rule 14-90.004(3)(h) and a substance abuse management and testing program pursuant to 49CFR parts 40 and 655.	Yes	No	Comments (Page #)

(6) Bus Maintenance (14-90.004)(4)

The bus transit system has established a maintenance plan and procedures for preventive and routine maintenance.	Yes	No	Comments (Page #)
Vehicles are regularly and systematically inspected, maintained and lubricated in accordance with the established maintenance plan, and according to the bus manufacturer's recommendation and requirements.			
Recording and tracking system is established for inspections, maintenance and lubrication intervals, including date or mileage when services are due.			

(7) Event Investigation (14-90.004)(5)

Bus transit system has written investigation policy or procedure(s) for any event involving a bus or taking place on the bus transit system.	Yes	No	Comments (Page #)
Investigation is done for a fatality or where an individual is confirmed dead within 30 days of a bus transit event.			
Investigation is done for injuries involving medical attention away from the scene for two or more individuals.			
Investigation is done for property damage over \$1000 to bus(es), non-bus transit system vehicles, other bus system property or facilities or any other property.			
Investigation is done for evacuation of bus due to life safety event, where there is imminent danger to the passengers.			
Events are investigated and documented in a final report that includes a description of the investigation activities, identified causal factors and any identified corrective actions.			
Corrective action plans are developed by the bus transit system that will identify actions and schedule for implementation.			
Bus transit system monitors and tracks the implementation and completion of each corrective action.			

(8) Medical Examinations for Bus Transit System Drivers (14-90.0041)

	Yes	No	Comments (Page #)
Medical Examination requirements are established using Form Number 725-030-011, or an equivalent form that meets or exceeds standards			
Medical Exams are completed for new drivers			
Medical Exams for bus drivers are completed, signed, and dated within the past 24 months.			
A return to duty examination is completed for any driver prior to returning to duty after having been off duty for 30 or more days to an illness, medical condition or injury.			

(9) Operating and Driving Requirements (14.90.006)

	Yes	No	Comments (Page #)
The bus transit system has process to address operating and driving requirements. The process includes a drivers hand/rules book and/or operational procedures.			
The bus transit system has a process or procedure that addresses suspension or revocation of a driver's license			
The bus transit system has a process for tracking and monitoring on duty and driving hours compliant with driving and on-duty hours standards			
A driver that has been required to drive for more than 12 hours in a 24 hour period or a driver that has been on duty for 16 hours in a 24 hour period has had 8 hours off prior to returning to duty.			
A driver that has been on duty more than 72 hours in any period of seven consecutive days has had 24 consecutive hours off prior to returning to duty.			
Pre-operational or daily inspections and reporting are required for drivers to identify defects and deficiencies			
Inspections address the following parts and devices to ascertain that they are in safe condition and good working order: service brakes, parking brakes, tire and wheels, steering, horn, lighting devices, windshield wipers, rear mirrors, passenger doors, equipment for transporting wheelchairs and safety, security and emergency equipment.			
A process or procedure exists to address and resolve deficiencies and record corrective actions for inspection findings.			

Safety criteria addressed in operational procedures, driver's handbook and driver training programs

	Yes	No	Comments (Page #)
Operating buses with opened or inoperable passenger doors with passengers on board			

Sufficient interior lighting and in stepwells			
Prohibition of passengers occupying stepwell or in area forward of the standee line while the bus is in motion.			
Prohibitions for standee passengers on buses not designed and constructed for that purpose.			
Prohibitions for fueling buses in closed building or refueling while passengers are on-board.			
Prohibition for leaving buses unattended with passenger(s) onboard. Proper setting of parking brake and holding device.			

(10) Vehicle Equipment Standards & Procurement Criteria (14-90.007)

	Yes	No	Comments (Page #)
The SSPP has procedures that address State and Federal motor vehicle safety and procurement standards.			
Requirements for manufacturers to submit proof of strength and structural integrity tests on new buses.			
Vehicles purchased and operated are equipped in compliance with 14.90.0007 with the following: mirrors, wiring & battery, brake interlock systems, standee line, handrail & stanchions, flooring, steps & thresholds, doors, emergency exits, tires & wheels, seat belts & fire extinguishers.			
Type1 buses are equipped with portable red reflectors warning devices in compliance with Section 316.300, Florida Statute.			
Certification label for wheel chair lifts, ramps and securement devices in or on vehicle. 14.90.007(14)			
Inspections and maintenance procedures are established for wheel chair lift equipment, ramps and securement devices.			
Instructions for normal and emergency operation are carried or displayed in vehicle.			

(11) Vehicle Safety Inspections (14.90.009)

	Yes	No	Comments (Page #)
Annual inspections are conducted for each vehicle operated by the agency and all contractors according to 14-90.009.			
Safety inspection report includes: individual(s) performing inspection, identification of bus transit system, date of inspection, equipment & devices inspected, any deficiencies, required corrective actions for defective and/or deficient items, and dates of completion.			
Safety inspections are conducted as part of routine scheduled maintenance inspections.			

(12) Certification (14.90.010)

Bus transit system has submitted an annual safety and security certification to the Department for the prior calendar year, and the certification is on file and current.	Yes	No	Comments (Page #)
Certification addresses SSPP, SPP and safety inspections.			

Appendix H

Bus Transit System

Annual Safety and Security Certification

Form



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 2010

Certification Year: (Prior Calendar Year): 2009

Name and address of Bus Transit System: Suwannee River Economic Council, Inc.
1171 Nobles Ferry Road
Live Oak, Florida 32064

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

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency has been determined to be conditionally compliant with their adopted SSPP and SPP and is under obligation by the Florida Department of Transportation to correct any deficiency or areas of concern through a Corrective Action Plan (CAP) and implementation schedule by no later than September 30, 2010. No deficiency or area of concern exists to the extent that the continued operation of the system, or a portion thereof, is not safe for passenger service or is posing a potential danger or threat to public safety.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *Reviews of the SSPP and SPP have been conducted to ensure they are up to date.*

Blue Ink Signature:

(Individual Responsible for Assurance of Compliance)

Name: Frances L. Terry

Title: Executive Director

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

Name: Suwannee Valley Transit Authority
1907 Voyles St, Live Oak Fl 32060

2. Ed's Automotive
2163 North Temple Ave. Starke, FL 32091

3. King's Oil & Tire
P O Box 717, Cross City, FL 32628

4. Furst Automotive
109 W. Duval St, Live Oak, FL 32060

5. Hamlin's BP
P O Box 561, Mayo, FL 32066

6. Mayo Service Center
Hwy 27, Mayo, FL 32066

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
ANNUAL CERTIFICATION OF COMPLIANCE
FOR
PUBLIC BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & rule 14-90 F.A.C.)

ANNUAL SAFETY CERTIFICATION

Certification Dates January 20, 2009 through January 19, 2010

Name of Entity: Suwannee River Economic Council, Inc.
Address P O Box 70
Live Oak, FL 32064

IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, Florida Administrative Code.

SIGNATURE: _____

NAME: Frances Terry

TITLE: Executive Director

Name and Address of entity(ies) which has (have) performed safety inspections:

- | | |
|---|--|
| 1. Suwannee Valley Transit Authority
1907 Voyles St, Live Oak FL 32060 | 5. Hamlin's BP
P O Box 561, Mayo, FL 32066 |
| 2. Ed's Automotive
2163 North Temple Ave. Starke, FL 32091 | 6. Mayo Service Center
Hwy 27, Mayo, FL 32066 |
| 3. King's Oil & Tire
P O Box 717, Cross City, FL 32628 | |
| 4. First Automotive
109 W Duval St, Live Oak, FL 32060 | |

Appendix I

SSPP Addendums

(placeholder for future updates)

Appendix J

Text Formatting Palette

Formatting/Styles

Report margins:

Top margin = 1"

Bottom margin = 1"

Left margin = 1.25"

Right margin = .75"

Heading levels:

Heading One

Arial 18 pt bold; centered; paragraph spacing = 20 pt after

Heading 2

Arial 12 pt bold; left-aligned; line spacing-single; paragraph spacing = 6 pt before, 14 pt after

Body Text: Arial 11, single spaced, one blank line between paragraphs.

- Bulleted List: Arial 11 pt; line spacing-single; paragraph spacing = 6 pt before

General Instructions

How to Update Table of Contents:

Right click on table of contents and choose **update field**—you will then have the option of updating the entire table of contents or just the page numbers.

How to Add New Section:

Under **Page Layout Menu**, choose **Breaks**, then **Section Break**, then **Next Page**.
Heading numbers should update automatically in new section.



Phil Worth
District Public Transportation Manager
FDOT District Two Modal Development Office
2198 Edison Avenue, MS 2813
Jacksonville, FL 32204
Phone: 904-360-5650
Email: phil.worth@dot.state.fl.us

Consultant Project Manager:
Santanu Roy
HDR Engineering, Inc.



Phil Worth

District Public Transportation Manager

FDOT District Two Modal Development Office
2198 Edison Avenue, MS 2813
Jacksonville, FL 32204

Proposal Contents

Attachment 14

Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
02/06/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Jordan Agency, Inc. 1416 N. Ohio Ave. Live Oak FL 32064	CONTACT NAME: Teresa Paulsen
	PHONE (A/C, No., Ext.): (386) 362-4724 FAX (A/C, No.): (386) 362-4143
	E-MAIL ADDRESS: tfpaulsen@jordanagency.com
	INSURER(S) AFFORDING COVERAGE
	INSURER A: Markel Insurance Co.
	INSURER B: Philadelphia Insurance Co.
	INSURER C: RLJ Insurance Co.
	INSURER D: Bridgefield Employers Insurance Co.
	INSURER E:
	INSURER F:

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			8502SS380132-0	10/01/2012	10/01/2013	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY \$ 1,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						GENERAL AGGREGATE \$ 3,000,000
							PRODUCTS - COMP/OP AGG \$ 3,000,000
B	AUTOMOBILE LIABILITY			PHPK927767			COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS	<input type="checkbox"/> NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB	<input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE		4602SS380133-0	10/01/2012	10/01/2013	EACH OCCURRENCE \$ 1,000,000
	DED <input type="checkbox"/> RETENTION \$ 10,000						AGGREGATE \$ 1,000,000
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			0830-34424	05/25/2012	05/25/2013	<input type="checkbox"/> WC STATUTORY LIMITS <input checked="" type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	N/A				E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 500,000
C	Blanket Fidelity Bond			LFM0017171	11/01/2012	11/01/2013	200,000
	Commercial Crime/Employee Dishonesty						8502SS380132-0

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, If more space is required)

B - Directors & Officers Liability - policy #PHSD661935, policy dates 10/01/12 - 10/01/13 - \$1,000,000 each policy period

CERTIFICATE HOLDER**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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Proposal Contents


Attachment 15

Monitoring Reports

**Independent Accountants' Report on
Compliance Consulting Services**

Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator

2010-11 Compliance Monitoring Report

Thomas Howell
 **Ferguson P.A.**

**Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator
2010-11 Compliance Monitoring Report**

Contents

Independent Accountants' Report	1
Executive Summary	2
Schedule of Findings	3
Suggestions Letter	5
Summary of Survey Results	7
Attachment A – Rider Survey Results Table	8

July 19, 2011

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator
Live Oak, Florida

We have performed specific compliance consulting services as enumerated in FCTD's 2010-11 monitoring tool. These services were contracted by the Florida Commission for the Transportation Disadvantaged (FCTD) to comply with its programmatic oversight and monitoring responsibilities related to:

- *Florida Statutes Chapter 427*
- *Florida Administrative Code Rule 41.2*
- *Florida Administrative Code Rule 14.90*
- *The Transportation Disadvantaged Service Plan (TDSP)*
- *The System Safety Program Plan (SSPP)*
- *The FCTD Memorandum of Agreement (MOA)*

These consulting services were conducted in accordance with the *Statements on Standards for Consulting Services* established by the American Institute of Certified Public Accountants. The sufficiency of the consulting services is solely the responsibility of FCTD. Consequently, we make no representations regarding the sufficiency of the consulting services performed, either for the purpose for which this report has been requested or for any other purpose.

On July 18 and 19, 2011 we visited the Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator (CTC) and performed compliance consulting services as summarized in FCTD's 2010-11 compliance monitoring tool for the period of July 1, 2010 through June 30, 2011. The procedures performed and our related findings begin on page 2 of this report.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the CTC's compliance with the statutes, plans, and agreements identified above. Accordingly, we do not express such an opinion.

This report is intended solely for the information and use of FCTD, the CTC governing board and management, and is not intended to be and should not be used by anyone other than these specified parties.

Thomas Howell Ferguson P.A.

Thomas Howell Ferguson P.A.

**Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator
2010-11 Compliance Monitoring Report**

Executive Summary

Organization Environment: Rural
Organization Type: Private Nonprofit
Network Type: Partially Brokered

Findings

We performed specific compliance consulting services based on the detailed testing tasks identified in the FCTD's 2010-11 monitoring tool. Our procedures were performed using firm and professional standards. A summary of the testing categories used during this engagement and the related monitoring results are provided as follows:

Monitoring Results/Issues	Prior Year Findings - Resolved	Prior Year Findings - Unresolved	Current Year Findings
General Information	-	-	-
Florida Statutes Chapter 427	-	-	1
Florida Administrative Code Rule 41-2	1	-	1
Americans with Disabilities Act	-	-	-
Bus/Van Ride	-	-	-
Medicaid Activities	-	-	-
Internal Control Survey	-	-	-
Financial Activity Analysis	-	-	-
TD Rate Calculation	-	-	-
Rider, Contractor, and Purchasing Agent Surveys	-	-	-
TOTAL	1	-	2

Detailed information about these findings is provided in the attached Schedule of Findings. If the CTC has current year findings, it must submit a Corrective Action Plan response to FCTD within 30 days of receipt of this report. If you have questions about the Corrective Action Plan process, please contact your FCTD Area Program Manager.

Suggestions

Other matters or circumstances may have been noted by us as we completed the indicated monitoring tasks. Detailed information about these observations and our related suggestions is provided in the attached Suggestions Letter. The suggestions resulting from our site visit are summarized as follows:

- Suggestion #1 – Payment to Subcontractors
- Suggestion #2 - Measurable Standards and Goals

This correspondence, including all attachments, is intended solely for the information and use of the FCTD, CTC management, and the CTC's governing board and is not intended to be and should not be used by anyone other than these specified parties.

Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator 2010-11 Compliance Monitoring Report

Schedule of Findings

Findings

We performed specific compliance consulting services based on the detailed testing tasks list in FCTD's 2010-11 monitoring tool which is available on the Commission's website]. The monitoring procedures performed included sufficient tests of details of transactions, file inspections and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support the current year findings and recommendations. Detailed information for these items is disclosed in the following section of this report.

Prior Year Findings

All prior monitoring findings have been resolved.

Current Year Findings – Monitoring Period = July 1, 2010 - June 30, 2011

Finding CTCBRADFORDDIXIEGILCHRISTLAFAYETTE 2010-11-001

Florida Statutes Chapter 427 - Transportation Disadvantaged Eligibility Files

Finding: Per Florida Statute, the CTC in cooperation with the coordinating board and pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged (FCTD), establish eligibility guidelines with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys. The CTC does have an eligibility section within its Transportation Disadvantaged Service Plan (TDSP) that outlines the specific eligibility requirements, but they do not maintain documentation of the eligibility determination. Monitor was able to inquire with CTC staff to obtain an understanding of what questions are asked to determine eligibility, noting that all decisions were made through inquiry without requesting any supporting documentation.

Criteria: Florida Statutes Chapter 427.0155 (7) and TD MOA (1)(G)

Cause: The CTC failed to document intake answers obtained to demonstrate compliance with eligibility standards for nonsponsored transportation disadvantaged services purchased with Transportation Disadvantaged Trust Fund moneys.

Effect: Noncompliance with Florida Statutes Chapter 427.0155 (7) and TD MOA (1)(G)

Recommendation: We recommend that the CTC maintain sufficient supporting documentation of responses received from applicants to demonstrate compliance with eligibility requirements listed in the TDSP.

Finding CTCBRADFORDDIXIEGILCHRISTLAFAYETTE 2010-11-002

Florida Administrative Code Rule 41-2 - Operator Driver Records

Finding: During our testing of ten Operator Driver Records, we noted one file did not contain a background check at the time of hire.

Criteria: Florida Administrative Code Rule 41-2.006(4)(t), the TDSP, and Florida Administrative Code Rule 14-90.004(3)(b).

**Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator
2010-11 Compliance Monitoring Report**

Schedule of Findings (Continued)

Finding CTCBRADFORDDIXIEGILCHRISTLAFAYETTE 2010-11-002 (Continued)

Florida Administrative Code Rule 41-2 - Operator Driver Records (continued)

Cause: No internal mechanism is in place to ensure all driver files included evidence that background checks were completed and free of criminal charges that would prohibit employment in a sensitive job position.

Effect: Noncompliance with Florida Administrative Code Rule 41-2.006(4)(t) and Rule 14-90.004(3)(6).

Recommendation: We recommend that the CTC maintain a master driver list that includes the dates and results of background screenings performed and that the list be updated quarterly to ensure required background screenings have been conducted. The master list could also be used to track compliance with driver training. We understand the CTC is in the process of updating all driver background screenings. We recommend that high priority be assigned toward completing this task as quickly as possible.

Other Testing Categories:

General Information – No findings were noted during the current monitoring period.

Americans with Disabilities Act – No findings were noted during the current monitoring period.

Bus/Van Ride – No findings were noted during the current monitoring period.

Medicaid Activities – No findings were noted during the current monitoring period.

Internal Control Survey – No findings were noted during the current monitoring period.

Financial Activity Analysis – No findings were noted during the current monitoring period.

TD Rate Calculation – No findings were noted during the current monitoring period.

Rider, Contractor, and Purchasing Agent Surveys – No findings were noted during the current monitoring period.

Suggestions Letter

July 19, 2011

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator
Live Oak, Florida

In planning and performing the specific compliance consulting services for the Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator (CTC) for the period July 1, 2010 through June 30, 2011, we considered the CTC's program activities, its operating model, and disclosed internal controls in order to complete the tasks identified in FCTD's monitoring tool and not to provide assurance on the entity's internal control.

However, during this monitoring engagement, we became aware of certain matters that are opportunities for strengthening internal control over compliance and/or operating efficiency. In our report dated July 19, 2011, we reported on the CTC's instances of noncompliance with the types of compliance requirements that could have a significant effect on the state programs monitored by FCTD. This letter does not affect that report.

We recommend FCTD review the status of these comments during the next monitoring cycle. We have discussed these comments and suggestions with Frances Terry, Executive Director; and Matt Pearson, Director of Transportation. We would be pleased to discuss these comments, which are described below, in further detail at your convenience, to perform any additional study of these matters, or to assist you with implementation of the recommendations.

Suggestions from 2010-11 On-site Monitoring Visit

Suggestion #1 – Payment to Subcontractors

Monitor tested Suwannee River Economic Council's contract with its operator to ensure compliance with the CTD Trip and Equipment Grant, Section 21.20. Monitor noted that the contract failed to include proper language concerning payment to subcontractors; however, the operator was notified in a separate letter dated July 1, 2011 of Section 21.20. We recommend the CTC ensure the language is included in updated contracts upon renewal.

Suggestion #2 – Measurable Standards and Goals

Monitor obtained the CTC's 2010 Annual Performance Report (APR) from the FCTD to perform measurable goals testing. We recommend that the CTC in conjunction with the Local Coordinating Board for Bradford and Gilchrist counties set measurable goals for the following:

- Passenger no-shows

Page Two

Suggestions from 2010-11 On-site Monitoring Visit (continued)

Suggestion #2 – Measurable Standards and Goals (continued)

By establishing measurable goals for passenger no-shows, the CTC will be able to track data to determine compliance with the goal and implement corrective action when not in compliance with the measurable goals.

Monitor also noted during testing of the CTC's Measurable Standards and Goals that the CTC was not meeting the following goals for Lafayette County:

- Passenger no-shows

We recommend that the CTC monitor this performance standard and determine if they can comply with standard outlined in the TDSP. Additionally, they may want to consider what factors may be contributing to increased passenger no-shows.



Thomas Howell Ferguson P.A.

**Bradford, Dixie, Gilchrist & Lafayette Counties Community Transportation Coordinator
2010-11 Compliance Monitoring Report**

Summary of Survey Results

Rider Surveys

We surveyed 15 riders that utilized the transportation services on March 7, 2011. The average rating from 1 to 10 (10 being the most satisfied) was 9.5. The detail of each survey has been presented as Attachment A.

Contractor Survey

We surveyed the CTC's only subcontracted operator. The results of that survey disclosed no issues to be communicated.

Purchasing Agency Survey

The only purchase of nonsponsored services from the CTC is the FCTD; therefore, the purchasing agency survey was not applicable.

Rider Survey Results Table

QUESTIONS ASKED	RESPONSES RECEIVED							
	Rider 1	Rider 2	Rider 3	Rider 4	Rider 5	Rider 6	Rider 7	Rider 8
1 Did you receive transportation services on <u>March 7, 2011</u> ?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2 Were you charged an amount in addition to the co-payment?	No	No	No	No	No	No	No	No
3 How often do you normally obtain transportation services?	Other	Other	Other	Other	Other	3-5x per week	1-2x per week	1-2x per week
4 Have you ever been denied of transportation services? If Yes see A and B below. If No, skip to item 5.	No	No	No	No	No	No	No	No
A. How many times in the last 6 months have you been denied transportation services?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
B. What was as the reason given for refusing you transportation services?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5 What do you normally use the service for?	Medical	Medical	Medical	Medical	Medical	Medical	Medical	Medical
6 Did you have a problem with your trip on <u>March 7, 2011</u> ? If yes, see below, if No, skip to question 7. Please state the problem(s) you encountered.	No	No	No	No	No	No	No	No
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
7 On a scale from 1 to 10 (10 being most satisfied) rate the transportation services you have been receiving.	10	10	10	10	9	10	8	10
If rating is 7 or below, what could be done to improve your rating of the transportation services.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

QUESTIONS ASKED	RESPONSES RECEIVED						
	Rider 9	Rider 10	Rider 11	Rider 12	Rider 13	Rider 14	Rider 15
1 Did you receive transportation services on <u>March 7, 2011</u> ?	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2 Were you charged an amount in addition to the co-payment?	No	No	No	No	No	No	No
3 How often do you normally obtain transportation services?	Other	1-2x per week	1-2x per week	3-5x per week	Other	Other	Other
4 Have you ever been denied of transportation services? If Yes see A and B below. If No, skip to item 5.	No	Yes	No	No	No	No	Yes
A. How many times in the last 6 months have you been denied transportation services?	N/A	6-10X	N/A	N/A	N/A	N/A	1-2X
B. What was as the reason given for refusing you transportation services?	N/A	Rider was loud; curses frequently	N/A	N/A	N/A	N/A	Space Not available
5 What do you normally use the service for?	Medical	Medical	Medical	Medical	Medical	Medical	Medical
6 Did you have a problem with your trip on <u>March 7, 2011</u> ? If yes, see below, if No, skip to question 7. Please state the problem(s) you encountered.	No	Yes	No	No	No	No	No
	N/A	Conflict with drivers	N/A	N/A	N/A	N/A	N/A
7 On a scale from 1 to 10 (10 being most satisfied) rate the transportation services you have been receiving.	10	7	9	10	10	10	10
If rating is 7 or below, what could be done to improve your rating of the transportation services.	N/A	Driver issues as stated before	N/A	N/A	N/A	N/A	N/A

Proposal Contents

Attachment 16

Survey Results

SURVEY RESULTS

SUWANNEE RIVER ECONOMIC COUNCIL, INC.					
SERVICE ITEM RATED	RATING SCORE (1=Lowest, 5=Highest)				
	1	2	3	4	5
Courteous	1	2	1	4	46
On Time	1		6	5	40
Dispatchers Helpful		1	2	4	44
Vans Clean			1	5	45
Safety First			1	8	43
Total by Rating Score	2	3	11	26	218
Total Respondents: 61					

Proposal Contents

Attachment 17

Vehicle Inventory

Suwannee River Economic Council, Inc.

BRADFORD COUNTY

TRANSPORTATION VEHICLE INVENTORY

January 2, 2013

BUS #	VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	SEATS & WC POSITIONS	MILES
2	1GB3G2BG7B1161526	2011	Chevy Cutaway	8+2	19,384
5	1FD4E45S79DA88334	2009	Ford Cutaway	12+2	41,043
6	1FTNE2ELXADA75692	2010	Ford Cutaway	12+2	11,475
7	1GBJG31U561140779	2007	Chevy Cutaway	5+2	90,622
9	1GBJG31K781231943	2009	Chevy Cutaway	8+1	61,184
10	1GBJG31K791172605	2010	Chevy Cutaway	8+1	29,202
12	1GB3G2BG4B1172032	2011	Chevy Cutaway	8+2	9,914
13	1GB3G2BG4B1171589	2011	Chevy Cutaway	8+2	7,029