North Central Florida Regional Planning Council

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July 19, 2013

TO: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board will meet Friday, July 26, 2013 at 10:00 a.m. in the **Florida Department of Transportation District II Office, Madison Meeting Room located at 1109 South Marion Avenue, Lake City, Florida (location map attached).** This is an important meeting of the Board. 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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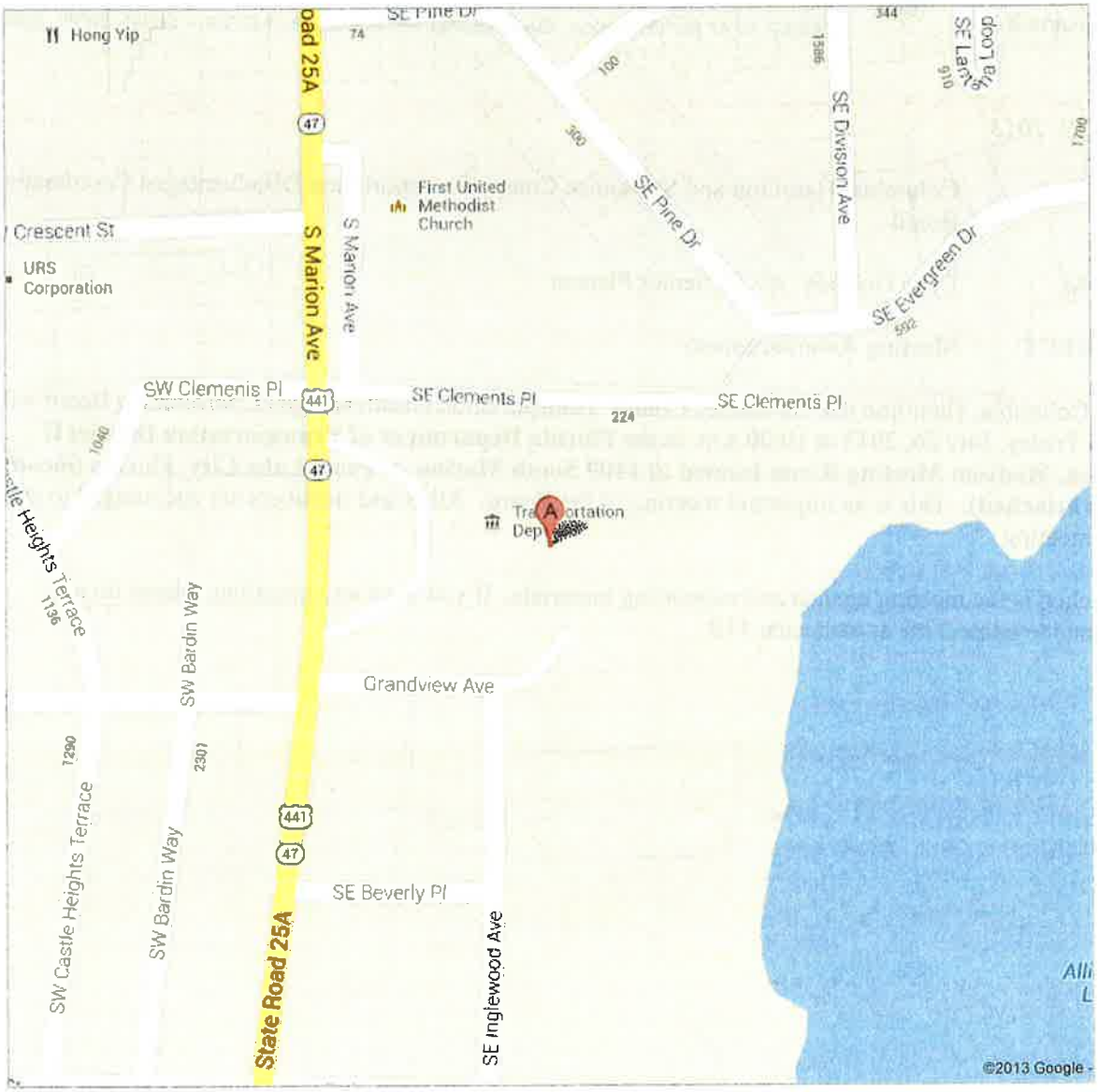
Google

Address **1109 S Marion Ave**
Lake City, FL 32025

Florida Department of Transportation District II Office



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COLUMBIA COUNTY, HAMILTON COUNTY AND SUWANNEE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEETING ANNOUNCEMENT AND AGENDA

Florida Department of Transportation
District II Office
Madison Meeting Room
1109 South Marion Avenue
Lake City, Florida

Friday
July 26, 2013
10:00 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Informational Session **NO ACTION REQUIRED**

Enclosed is information about the Board's responsibilities under Florida's Transportation Disadvantaged Program

C. Approval of the Meeting Agenda **ACTION REQUIRED**

II. NEW BUSINESS

A. Bylaws **ACTION REQUIRED**

The Board needs to review and approve the Bylaws

B. Elect Vice-Chair **ACTION REQUIRED**

The Board needs to elect one of the elected officials as the Board's Vice-Chair

C. Grievance Procedures **ACTION REQUIRED**

The Board needs to review and approve the Grievance Procedures

D. Appoint Grievance Committee **ACTION REQUIRED**

The Chair needs to appoint Board members to the Grievance Committee

E. Columbia, Hamilton and Suwannee County Transportation Disadvantaged Service Plan **ACTION REQUIRED**

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

F. Future Meeting Dates **ACTION REQUIRED**

The Board needs to schedule future meeting dates, times and locations in October 2013, January 2014, April 2014 and July 2014

G. Unmet Needs **NO ACTION REQUIRED**

The Board needs to discuss ways to identify unmet transportation needs in Columbia, Hamilton and Suwannee Counties

H. Operations Reports **NO ACTION REQUIRED**

III. OTHER BUSINESS

A. Comments

1. Members

2. Citizens

If you have any questions concerning the enclosed materials, please do not hesitate to contact Lynn Godfrey, Senior Planner, at 1.800.226.0690, extension 110.

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COLUMBIA, HAMILTON AND SUWANNEE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
JUNE 20, 2013

MEMBER/ORGANIZATION	ALTERNATE
Commissioner Bucky Nash Local Elected Official/Chair	Not Applicable
Commissioner Beth Burnam Local Elected Official	Not Applicable
Commissioner Jason Bashaw Local Elected Official	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Jaime Sanchez-Bianchi Florida Department of Children and Families
Rayford Riels Florida Department of Education	Allison Gill Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	David Rountree Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Board	Jeannie Carr Regional Workforce Board
Matthew Pearson Florida Association for Community Action	Vacant Florida Association for Community Action
Keith Hatcher Public Education	Vacant Public Education
Clay Lambert Veterans	Ellis A. Gray, III Veterans
Danny Johnson (Term ending June 30, 2014) Citizen Advocate	Jeanne d'Eauede (Term ending June 30, 2014) Citizen Advocate
LJ Johnson (Term ending June 30, 2015) Citizen Advocate - User	Vacant Citizen Advocate - User
Ralph Kitchens (Term ending June 30, 2016) Persons with Disabilities	Vacant Persons with Disabilities
Reverend Charles Burke (Term ending June 30, 2014) Elderly	Sandra Buck-Camp (Term ending June 30, 2014) Elderly
Kathy Barrs Medical Community	Vacant Medical Community
Colleen Cody Children at Risk	Vacant Children at Risk
Vacant Private Transit	Vacant Private Transit

Note: Unless specified, members and alternates serve at the pleasure of the North Central Florida Regional Planning Council.

Florida Commission for the

Transportation Disadvantaged

An Introduction to Florida's Coordinated Transportation System

Commission for the Transportation Disadvantaged

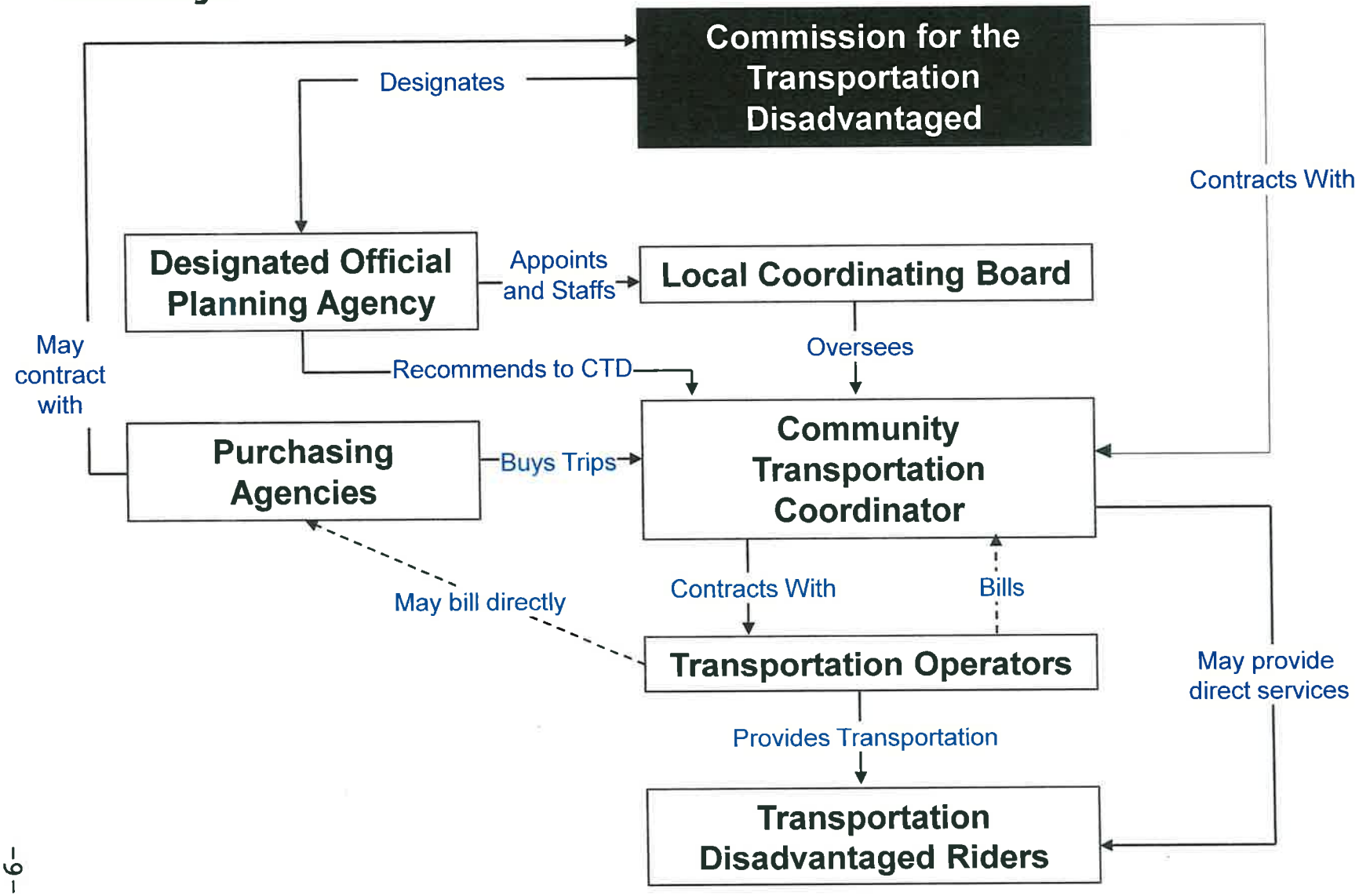
April 11, 2012

I.B

Florida Commission for the

Transportation Disadvantaged

Coordinated Transportation System Organization



Florida Commission for the

Transportation Disadvantaged

Commission for the Transportation Disadvantaged

History

1979

- Chapter 427, Florida Statutes, created Coordinating Council on the Transportation Disadvantaged within Department of Transportation to foster the coordination of transportation services

1989

- Amended the Coordination statute & created independent Commission and first-time dedicated trust fund

1989-2006

- Commission structure changed

Florida Commission for the
Transportation Disadvantaged

Commission for the Transportation Disadvantaged

Governing Documents

- Chapter 427.013, Florida Statutes
- Rule 41-2.003, Florida Administrative Code

Florida Commission for the

Transportation Disadvantaged

Commission for the Transportation Disadvantaged

Purpose (427.013 F.S.):

Accomplish the **coordination** of transportation services provided to the transportation disadvantaged.

Goal (427.013 F.S.):

To assure the cost-effective provision of transportation by qualified CTCs or transportation operators.

Florida Commission for the
Transportation Disadvantaged

Commission for the Transportation Disadvantaged

Current Mission:

To ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons.

Florida Commission for the

Transportation Disadvantaged

Commission for the Transportation Disadvantaged

Duties

- Develops policies and procedures for the coordination of transportation services for the Transportation Disadvantaged.
- Prepares a statewide 5-year transportation disadvantaged plan which addresses transportation problems and needs.
  - Establishes statewide objectives
  - Identifies and eliminates barriers prohibiting the coordination of services
- Designates the official planning agency in areas outside the purview of an MPO.
- Approves the appointment of CTCs.
- Contract with CTCs/STPs.

Florida Commission for the
Transportation Disadvantaged

Commission for the Transportation Disadvantaged

Duties (Continued)

- Serves as the clearinghouse for information about transportation disadvantaged services, training, funding sources, innovations and coordination efforts.
- Applies for & accept funds, grants, gifts, and services from the Federal, state, or local Governments or private funding sources.
- Develops allocation methodology that equitably distributes all transportation funds under control of the Commission.
- Appoints working groups.

Florida Commission for the

Transportation Disadvantaged

Commission for the Transportation Disadvantaged

Summary

- Commission is an independent agency responsible for the coordination of transportation services for older adults, persons with disabilities, persons of low income and children at-risk.
- Designates the planning agency
- Approves appointment of CTCs
- Contracts with CTCs / STPs

Florida Commission for the Transportation Disadvantaged

Designated Official Planning Agency

The Planning Agency assists the Commission at the local level in accomplishing the coordination of transportation services to the transportation disadvantaged.

Florida Commission for the Transportation Disadvantaged

Designated Official Planning Agency

Planning Agencies are:

- Metropolitan Planning Organizations;
- County/City Governments;
- Regional Planning Councils; or
- Local Planning Organizations who are performing planning activities in designated service areas.

A Planning Agency may be responsible for multiple services areas.

Florida Commission for the Transportation Disadvantaged

Designated Official Planning Agency

Duties

- Appoints members to the Local Coordinating Board

- Provides staff to the Local Coordinating Board
  - Quarterly Meetings (Meeting Schedule, Agendas, Minutes, By-Laws, Grievance Procedures, Training)
  - Annual Public Hearing

Florida Commission for the Transportation Disadvantaged

Designated Official Planning Agency

Duties (Continued)

- Recommends to the Commission a Community Transportation Coordinator (CTC)
  - Competitive Procurement Process
    (Local Procurement Process/(Chapter 287, F.S.)
  - Memorandum of Agreement between the Commission and CTC
  - CTC designation is for five years

- Evaluates the CTC (Planner & LCB) annually

Florida Commission for the
Transportation Disadvantaged

Designated Official Planning Agency

Duties (Continued)

- Reports annually to the Commission the total amount of direct federal and local funds that were spent for the transportation disadvantaged population.
- Reviews annually the Annual Operating Report prepared by the CTC and submits it to the Local Coordinating Board for approval.
- In coordination with the CTC and the Local Coordinating Board, develops a Transportation Disadvantaged Service Plan (TDSP)

Florida Commission for the

Transportation Disadvantaged

Designated Official Planning Agency

Summary

- Appoints and staffs Local Coordinating Board
- Procures and recommends a Community Transportation Coordinator to the Commission
- Coordinates and conducts transportation planning at the local level

Florida Commission for the Transportation Disadvantaged

Local Coordinating Board

Purpose

- Identify local service needs
- Provide information, advice and direction to the CTC on the coordination of services to be provided through the Coordinated Transportation System
- Serve as an advisory body to the Commission regarding a particular service area

Florida Commission for the Transportation Disadvantaged

Local Coordinating Board

Coordinating Board Structure

- Members are appointed by the Planning Agency
  - 1 elected official to serve as Chairperson
  - 1 Vice-Chairperson (elected annually by LCB Members)
  - Additional member groups which compose the LCB
    - FDOT, DCF, DOEA and AHCA
    - Public Education Community
    - Florida Division of Vocational Rehabilitation or Division of Blind Services for DOE, when applicable
    - Veterans Service Office
    - Florida Association for Community Action representative of county's disadvantaged population

Florida Commission for the Transportation Disadvantaged

Local Coordinating Board

Coordinating Board Structure (Continued)

- Additional member groups which compose the LCB (Continued)
  - Elderly (person over 60)
  - Disabled
  - 2 citizen advocate representatives, 1 of whom must use the coordinated transportation system
  - Representative for children at risk
  - Chairperson/designee of local Public Transit System's Board, except in cases where they are also the CTC
  - Private for profit, when available (local private non profit may replace unless CTC)
  - Regional Workforce Development Board
  - Medical community

Florida Commission for the

Transportation Disadvantaged

Local Coordinating Board

Duties

- Assists CTC in establishing eligibility guidelines and trip priorities
- Evaluates CTC annually
- Reviews and approve Transportation Disadvantaged Service Plan (TDSP) and Memorandum of Agreement (MOA)
- Appoints Grievance Committee to process and investigate complaints

Florida Commission for the Transportation Disadvantaged

Local Coordinating Board

Duties (Continued)

- Meets at least quarterly
- Reviews and recommends other funding applications
- Reviews strategies of service provision to the area
- Evaluates multicounty or regional transportation opportunities

Florida Commission for the

Transportation Disadvantaged

Local Coordinating Board

Summary

- Provides guidance for the local coordination of services
- Oversees Community Transportation Coordinator

Florida Commission for the Transportation Disadvantaged

Community Transportation Coordinator

Duties

- Plans, administers, monitors, coordinates, arranges and delivers coordinated Transportation Disadvantaged services originating in their designated service area
  - Operates centralized call center
  - Determines transportation eligibility
  - Schedules trips
  - Performs gatekeeping duties
  - Invoices purchasing agencies

Florida Commission for the

Transportation Disadvantaged

Community Transportation Coordinator

Duties (Continued)

- Develops a Transportation Disadvantaged Service Plan with Local Coordinating Board.
- Prepares and submits Annual Operating Report
- Recommends eligibility guidelines and trip prioritization to the Local Coordinating Board for non-sponsored trips.

Florida Commission for the Transportation Disadvantaged

Community Transportation Coordinator

Selecting a Community Transportation Coordinator

- Interested organization responds to Planning Agency's request for a Community Transportation Coordinator.
- Planning Agency submits recommendation to the Commission for approval.
- Designation is for 5 years.

Florida Commission for the

Transportation Disadvantaged

Community Transportation Coordinator

CTC Agreements with Commission

- Memorandum of Agreement (MOA)
- Trip & Equipment Grant
- Shirley Conroy Grant
- Medicaid Subcontracted Transportation Provider Agreement

Florida Commission for the Transportation Disadvantaged

Community Transportation Coordinator

Service Network Types

- Sole Source—provides all services
- Partially Brokered—contracts some services and provides some services
- Fully Brokered—contracts all services

Florida Commission for the

Transportation Disadvantaged

Community Transportation Coordinator

Summary

- Coordinates transportation services within a designated area
- Provides, and / or contracts for, transportation services

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July 19, 2013

TO: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board Bylaws

STAFF RECOMMENDATION

Approve the Board's Bylaws.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Bylaws annually. Attached are the Board's Bylaws for review and approval.

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

Attachment

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Bylaws

July 26, 2013

Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board

Bylaws

Approved by the

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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

_____
Bucky Nash, Chair

with Assistance from

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

July 26, 2013

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Table of Contents

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Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

B. Agency Description

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

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

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

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

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

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

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

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

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

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

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

D. Name and Purpose

(1) The name of the Coordinating Board shall be the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board, hereinafter referred to as the Board.

(2) The purpose of the Board is to identify local service needs and provide information, advice and direction to the Community Transportation Coordinator on the provision of services to the transportation disadvantaged.

E. Membership

(1) Voting Members. In accordance with Section 427.0157, Florida Statutes, all voting members of the Board shall be appointed by the Designated Official Planning Agency. The Designated Official Planning Agency for Columbia, Hamilton and Suwannee is the North Central Florida Regional Planning Council.

(a) An elected official from each county of the multi-county service area shall be appointed to the Board.

(b) A local representative of the Florida Department of Transportation;

(c) A local representative of the Florida Department of Children and Family Services;

(d) A local 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;

(e) 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;

(f) A person recommended by the local Veterans Service Office representing the veterans of the service area;

(g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;

(h) A person over age sixty (60) representing the elderly in the service area;

(i) A person with a disability representing the disabled in the service area;

(j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;

(k) A local representative for children at risk;

(l) 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;

(m) A local representative of the Florida Department of Elder Affairs;

(n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non profit representative shall be appointed, except where said representative is also the Community Transportation Coordinator;

(o) A local representative of the Florida Agency for Health Care Administration;

(p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and

(q) 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 department or other home and community based services, etc.

(r) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board.

(2) Alternate Members. The North Central Florida Regional Planning Council may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis.

(3) Terms of Appointment. Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. There are no limits to the number of terms served by any member of the Board.

(4) Termination of Membership. Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend.

F. Officers

(1) Chair. The North Central Florida Regional Planning Council shall appoint the Chair for all Board meetings. The appointed Chair shall be an elected official from Columbia, Hamilton and Suwannee. The Chair shall preside at all meetings.

(2) Vice-Chair. The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall be one of the elected officials from Columbia, Hamilton or Suwannee Counties. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

G. Meetings

(1) Regular Meetings. The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes.

(2) Emergency Meetings. The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership.

(3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board.

(4) Notice of Regular and Special Meetings. Notices and tentative agendas shall be sent to all Board members and other interested parties at least two weeks prior to each Board meeting. Such notice shall state the date, time and the place of the meeting.

(5) Quorum. At all meetings of the Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.

(6) Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.

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

(8) Proxy Voting. Proxy voting is not permitted.

(9) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.

(10) Attendance. 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. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings.

H. Administration

(1) Staff Support. The North Central Florida Regional Planning Council shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets and other necessary administrative duties as required by the Board within the limits of the resources available.

(2) Minutes. The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Board meeting.

I. Duties

(1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.

(b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.

(c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.

(d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.

(e) Review coordination strategies for service provision to the transportation disadvantaged in the service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.

(f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.

(g) Assist the Community Transportation Coordinator in establishing trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.

(h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.

(i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.

(j) Annually hold a public hearing for the purpose of receiving input on unmet transportation needs or any other areas that relate to the local transportation services.

(k) Annually review the Annual Operations Report.

J. Committees

The Chair subject to approval by the Board shall appoint a Grievance Committee to process and investigate complaints from agencies, users, transportation operators and potential users of the system in the designated service area. The Grievance Committee shall make recommendations to the Board or to the Florida Commission for the Transportation Disadvantaged for improvement of service. The Board shall establish a process and procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Florida Commission for the Transportation Disadvantaged's Transportation Disadvantaged Helpline service when local resolution has not occurred. When requested, all materials shall be made available in accessible format. Members appointed to the Grievance Committee shall be voting members of the Board. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse themselves from hearing the grievance.

Additional committees shall be appointed by the Chair, subject to approval by the Board, as necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures.

K. Amendments

These Bylaws may be amended by a majority vote of members present at regular meetings.

L. Certification

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 26th day of July 2013.

_____

Bucky Nash, Chair
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility

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Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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July 19, 2013

TO: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Elect Vice-Chair

STAFF RECOMMENDATION

Elect a Vice-Chair.

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall be one of the elected officials from Columbia, Hamilton or Suwannee Counties. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

If you have any questions concerning this matter, please contact me at extension 110.

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North Central Florida Regional Planning Council

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July 19, 2013

TO: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Grievance Procedures

STAFF RECOMMENDATION

Approve the Board's Grievance Procedures.

BACKGROUND

Rule 41-2.012(4)(c) of the Florida Administrative Code requires the Board to establish procedures t o provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner.

Attached are draft grievance procedures for the Board to review and approve. If you have any questions concerning this matter, please do not hesitate to contact me at extension 110.

Attachment

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Transportation Disadvantaged Grievance Procedures

July 26, 2013

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Transportation Disadvantaged Grievance Procedures

Approved by the

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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

_____
Bucky Nash, Chair

with Assistance from

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

July 26, 2013

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Appendices

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Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

D. Purpose

(1) The Board shall appoint a Grievance Committee to serve as a mediator to process, and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Board for the improvement of service.

(2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

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

E. Membership

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

(2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

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

G. Meetings

(1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints.

(2) Notice of Meetings. Notices and agendas shall be sent to all Grievance Committee members and other interested parties at least two (2) weeks prior to each Grievance Committee meeting. Such notice shall state the date, time and the place of the meeting.

(3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.

(4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

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

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

(6) Proxy Voting. Proxy voting is not permitted.

(7) Parliamentary Procedures. The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

H. Administration

(1) Staff Support. The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.

(2) Minutes. The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

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

J. Procedures

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

(2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.

(3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603

(4) If requested, the North Central Florida Regional Planning Council staff will provide assistance individuals to prepare written grievances.

(5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.

(6) The grievance shall include:

a. the name, address and telephone number of the Complainant;

b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and

c. an explanation by the Complainant of the improvements needed to address the complaint.

(7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for their response to be included in the Board's response.

(8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.

(9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.

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

(11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

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

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

(14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

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

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

(4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

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

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

(6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.

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

L. Medicaid Non-Emergency Transportation Program Grievance System

(1) The Florida Commission for the Transportation Disadvantaged and Medicaid Subcontracted Transportation Provider shall have a Grievance System in place that includes complaint and grievance processes. The Medicaid Subcontracted Transportation Provider must also have an appeal process and access to the Medicaid Fair Hearing System.

(2) The Florida Commission for the Transportation Disadvantaged Medicaid Grievance System is attached as Appendix A.

M. Suspension Reconsideration

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

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

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

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

N. Prohibition Against Retaliation

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

O. Alternative Recourse

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

P. Certification

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 26th day of July 2013.

_____

Bucky Nash, Chair
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Appendix A: Florida Commission for the Transportation Disadvantaged Medicaid Grievance System

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Florida Commission for the Transportation Disadvantaged Medicaid Grievance System

A. Overview

1. Description

a. Complaint process – The Complaint process is the CTD AND 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 CTD AND 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 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 CTD AND STP.

e. Action – **(i)** The denial or limited authorization of a requested service, including the type or level of service, pursuant to 42 CFR 438.400(b). **(ii)** The reduction, suspension, or termination of a previously authorized service. **(iii)** The denial, in whole or in part, of payment for a service. **(iv)** The failure to provide services in a timely manner, as defined by the State. **(v)** The failure of the CTD AND STP to resolve a Complaint within fifteen (15) Business Days, a Grievance within ninety (90) Calendar Days, and an Appeal within forty-five (45) Calendar Days from the date the CTD AND STP receives the Complaint, Grievance, or Appeal.

2. General Requirements

a. The CTD AND STP shall all have a Grievance System in place that includes a Complaint process and a Grievance process. The STP must also have an Appeal process and access to the Medicaid Fair Hearing System. The CTD AND STP Grievance System shall comply with the requirements set forth in Section 641.511, F.S., if applicable and with all applicable federal and State laws and regulations, including 42 CFR 431.200 and 42 CFR 438, Subpart F, "Grievance System."

b. The CTD AND STP must develop and maintain written policies and procedures relating to the Grievance System. Before implementation, the AHCA must give the CTD AND STP written approval of the CTD AND STP Grievance System policies and procedures.

c. The CTD AND STP shall refer all Medicaid Beneficiaries who are dissatisfied with the CTD AND STP or its Actions to the CTD AND STP Grievance/Appeal Coordinator for processing and documentation in accordance with this Contract and the CTD AND STP, AHCA approved policies and procedures.

d. The CTD AND STP must give Medicaid Beneficiaries reasonable assistance in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability.

e. The CTD AND STP must acknowledge, in writing, the receipt of a Grievance or a request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.

f. The CTD AND STP shall ensure that none of the decision makers on a Grievance or Appeal were involved in any of the previous levels of review or decision-making when deciding any of the following:

(1) An Appeal of a denial that is based on lack of Medical Necessity; and

(2) A Grievance regarding the denial of an expedited resolution of an Appeal.

(3) ***All local Appeals and Grievances shall be heard by the local Transportation Disadvantaged Coordinating Board.***

g. The CTD AND STP shall allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, 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.

h. The CTD AND STP shall consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the Grievance/Appeal.

i. The CTD AND STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of this Contract and to fulfill the reporting requirements as set forth in Section XI, Reporting Requirements.

j. Notice of Action

(1) 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.

(2) The STP must provide notice to the Medicaid Beneficiary as set forth below (see 42 CFR 438.404(a) and (c) and 42 CFR 438.210(b) and (c)):

(a) The Action the STP has taken or intends to take;

(b) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;

(c) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;

(d) The procedures for filing an Appeal;

(e) The circumstances under which expedited resolution is available and how to request it; and

(f) 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.

(3) 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 Vendor suspects Fraud on the part of the Medicaid Beneficiary).** See 42 CFR 431.211, 42 CFR 431.213 and 42 CFR 431.214.

(2) For denial of the Trip request, at the time of any Action affecting the Trip request.

(3) For standard Service Authorization decisions 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 (see 42 CFR 438.201(d)(1)).**

(4) If the STP extends the time frame for notification, it must:

(a) 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 STP's decision to extend the time frame; and

(b) 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** (see 42 CFR 438.210(d)(1)).

(5) 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 (See 42 CFR 438.210(d)).

(6) **For expedited Service Authorization decisions, within three (3) Business Days (with the possibility of a fourteen (14) Calendar Day extension). See 42 CFR 438.210(d)(2).**

B. 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. ***All complaints must begin with an STP response, regardless of where the initial complaint is received.***

2. General CTD AND STP Duties

a. The CTD AND STP must:

(1) **Resolve each Complaint within fifteen (15) Business Days from the day the CTD AND STP received the initial Complaint, be it oral or in writing;**

(a) **The CTD AND STP may extend the Complaint resolution time frame by up to ten (10) Business Days if the Medicaid Beneficiary requests an extension, or the CTD AND STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.**

(b) **If the CTD AND STP request the extension, the CTD AND STP 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 CTD AND STP 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;

(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 Section VIII.E., Medicaid Fair Hearing System, below);

(3) Provide the AHCA with a report detailing the total number of Complaints received, pursuant to Section XI., Reporting Requirements; and

(4) Ensure that neither the **CTD AND STP** (if applicable), or any Transportation Provider takes 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 **CTD AND STP** receives the oral request.

C. The Grievance Process

1. 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.

2. General **CTD AND STP** Duties

a. The **CTD AND STP** must:

(1) **Resolve each Grievance within ninety (90) Calendar Days from the day the CTD AND 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;

(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 Section VIII.E., Medicaid Fair Hearing System, below);

(3) Provide AHCA with a copy of the written notice of disposition upon request;

(4) Ensure that neither the CTD AND STP nor any Subcontractors (if applicable), or any Transportation Provider takes 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 AHCA with a report detailing the total number of Grievances received, pursuant to Section XI., Reporting Requirements.

b. The **CTD AND STP may extend the Grievance resolution time frame by up to fourteen (14) Calendar Days** if the Medicaid Beneficiary requests an extension, or the **CTD AND 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 **CTD AND STP** requests the extension, the **CTD AND 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 CTD AND STP receives the oral request.

D. The Appeal Process

1. 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.

2. General **STP** Duties

a. The **STP** shall:

(1) Confirm in writing all oral inquiries seeking an Appeal, unless the Medicaid Beneficiary or provider requests 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:

(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); or**

(ii) The intended effective date of the **STP** proposed Action.

(b) The Appeal involves the termination, suspension, or reduction of a previously authorized Transportation service;

(c) The Transportation was for a Medicaid compensable service ordered;

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

(e) 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 decisions 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 Section VIII.E., Medicaid Fair Hearing System, 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** Action is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued Transportation Services.

(8) Provide AHCA with a copy of the written notice of disposition upon request;

(9) Ensure that neither the **STP** nor any Subcontractors (if applicable) or Transportation Providers 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 AHCA with a report detailing the total number of Appeals received, pursuant to Section XI., Reporting Requirements.

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** decision to deny, limit or delay services, the **STP** must authorize or provide the disputed services promptly and as quickly as the Medicaid Beneficiary's health condition requires.

e. If the **STP** furnished services while the Appeal was pending and the Appeal panel reverses the **STP** 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 Vendor's/Subcontractor'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 Plan 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 STP receives the Appeal request, whether the Appeal was made orally or in writing;**

(3) **Provide written notice of the resolution in accordance with Section VIII.D., The Appeal Process, 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) Ensure that neither the STP nor any Subcontractors (if applicable) or Transportation Providers 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.

d. If the **STP** denies a request for an expedited resolution of an Appeal, the Vendor/Subcontractor must:

(1) Transfer the Appeal to the standard time frame of no longer than **forty-five (45) Calendar Days from the day the STP received the request for Appeal (with a possible fourteen [14] day extension);**

(2) Make reasonable efforts to provide immediate oral notification of the **STP** 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 Section VIII.D., The Appeal Process, above.

E. Medicaid Fair Hearing System

1. As set forth in Rule 65-2.042, FAC, the **CTD AND STP** 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 **CTD AND STP** 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 **CTD AND 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 **CTD AND STP** 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, Florida 32399-0700

3. General **CTD AND STP** Duties

   a. The **CTD AND 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** 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) Ensure that neither the **CTD AND STP** (if applicable) or Transportation Providers 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.

b. If the **STP** continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the Vendor/Subcontractor 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 **STP** 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 services the **STP** did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the **STP** 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** 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 Transport-ation Services During Review	Time Frame to Resolve	Exten-sion Time Frame	Time Frame to Send Notification of Resolution	Next Step (if any)
Com-plaint	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 Griev-ance
Griev-ance	Ninety (90) Calendar Days From the Date of the Action That Precipitated the Grievance	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

Appeal	Thirty (30) Calendar Days of Receiving Notice of Denial or Limitation of Services	Yes	Forty-five (45) Calendar Days	Fourteen (14) Calendar Days	Thirty (30) Calendar Days from the Date of the Resolution of the Appeal	Medicaid Fair Hearing
Medicaid Fair Hearing	Upon Filing a Grievance or Appeal	Yes	Resolution by Admin-istrative Hearing	None	Notification Sent by the Administrative Hearing Office	Legal Recourse

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

** Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility

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Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

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July 19, 2013

TO: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee

STAFF RECOMMENDATION

The Chair needs to appoint at least three voting Board members to the Grievance Committee.

BACKGROUND

Rule 41-2.012(4)(c) of the Florida Administrative Code requires the Board 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 Board for the improvement of service.

If you have any questions concerning this matter, please contact me at extension 110.

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July 19, 2013

TO: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Columbia, Hamilton and Suwannee County Transportation Disadvantaged Service Plan.

BACKGROUND

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

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

Attachment

t:\lynn\td13\chs\memos\tdsp.docx

Columbia, Hamilton and Suwannee 2013 Transportation Disadvantaged Service Plan

July 26, 2013

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

Approved by the

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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

_____
Bucky Nash, Chair

with Assistance from

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

and

Suwannee Valley Transit Authority
1907 Voyles Street
Live Oak, FL 32064-4975
386.362.5332

July 26, 2013

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Appendices

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Chapter I: Development Plan

A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Columbia, Hamilton and Suwannee Counties. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21).

1. Background of Florida's Transportation Disadvantaged Program

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.

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."

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

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

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

a. 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 Chair is appointed by the Governor and Vice-Chair is elected annually from the membership of the Florida Commission for the Transportation Disadvantaged.

b. Designated Official Planning Agency

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

- county or city governments
- regional planning councils
- metropolitan planning organizations
- local planning organizations who are currently performing planning activities in the service area

The North Central Florida Regional Planning Council is the Designated Official Planning Agency for Columbia, Hamilton and Suwannee Counties. According to Rule 41-2 of the Florida Administrative Code, responsibilities of the Designated Official Planning Agency include:

- Appointment of members to the local coordinating boards.
- Provision of staff support to the local coordinating boards.
- Recommendation to the Florida Commission for the Transportation Disadvantaged regarding the initial selection or re-designation of the Community Transportation Coordinator.

c. Local Coordinating Boards

The Designated Official Planning Agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the Community Transportation Coordinator concerning the coordination of transportation services.

According to Rule 41-2 of the Florida Administrative Code, the Designated Official Planning Agency appoints an elected official, to serve as the official chairperson for all local coordinating board meetings. The Board shall elect a Vice-Chair. The Vice-Chair shall be one of the elected officials from Columbia, Hamilton or Suwannee Counties.

In addition to the Chair, the following agencies or other groups serve on the local coordinating boards as voting members:

- An elected official from each county of the multi-county service area.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Families.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.
- A person who is recognized by the Florida Department of Veterans Affairs as representing veterans.
- A person who is recognized by the President of the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age 60 representing the elderly.
- A person with a disability representing the disabled.
- A general citizen advocate.
- A citizen advocate who is a user of transportation disadvantaged services.
- A representative of the State Coordinating Council for Early Childhood Services.
- The Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elder Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration Medicaid Program.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.

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

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

d. Community Transportation Coordinator

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

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

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

2. Designation Date/History

Suwannee Valley Transit Authority is a public governmental entity providing transportation services for the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. In 1972, Suwannee Valley Transit Authority began the Suwannee Valley Transit System in Columbia, Hamilton, Suwannee and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created to serve Columbia, Hamilton and Suwannee Counties.

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

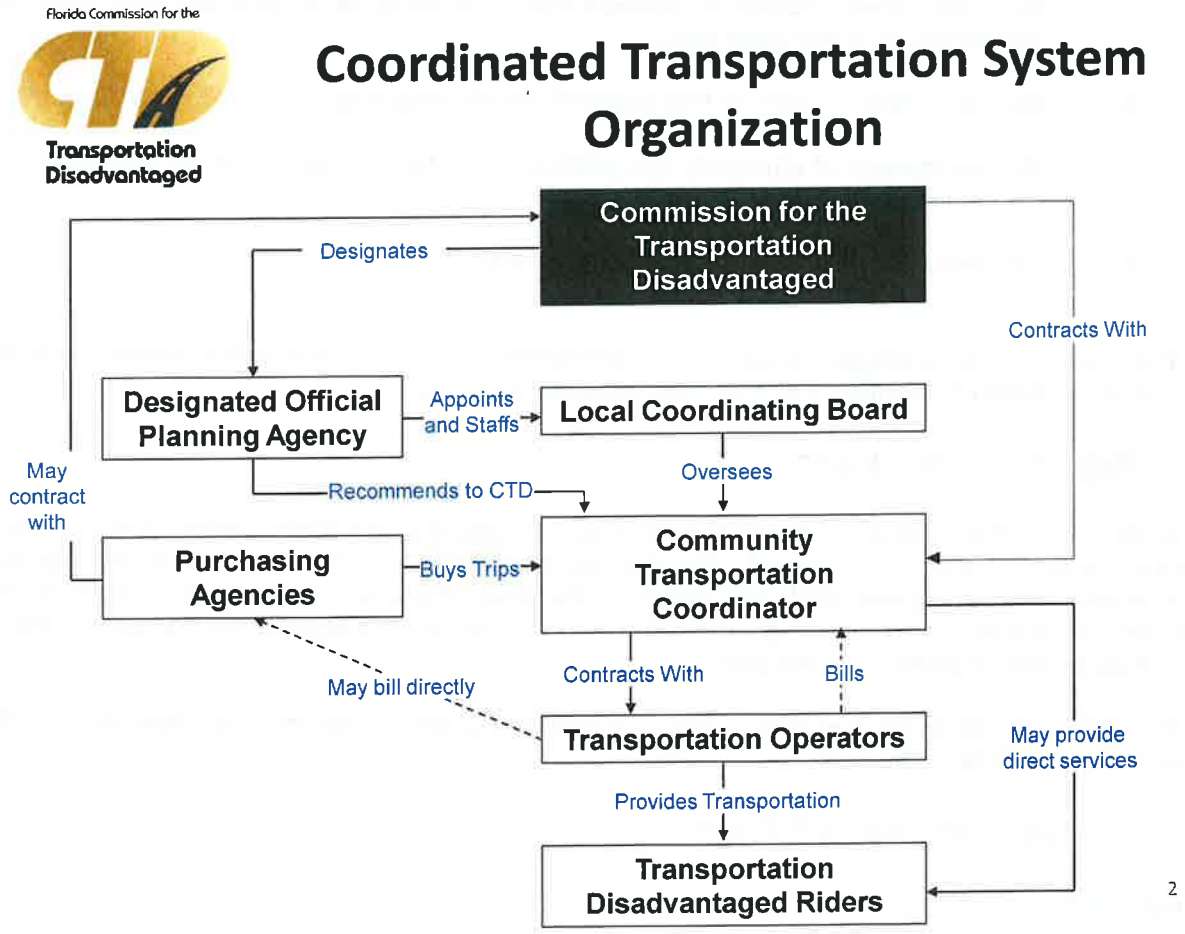
Suwannee Valley Transit Authority's Administrator directs the operation of the transit system. Suwannee Valley Transit Authority also employs maintenance, operational and fiscal personnel.

Suwannee Valley Transit Authority was designated the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties by the Florida Commission for the Transportation Disadvantaged in 1990. Suwannee Valley Transit Authority was selected as the Community Transportation Coordinator through a non-competitive selection process. The Florida Commission for the Transportation Disadvantaged re-designated Suwannee Valley Transit Authority as the Community Transportation Coordinator for a five-year period through a non-competitive selection process in 2011.

The North Central Florida Regional Planning Council was Designated the Official Planning Agency for Columbia, Hamilton and Suwannee Counties in April 1990. The Council was selected through a non-competitive selection process.

3. Organization Chart

The following chart identifies the partners involved in Florida's Transportation Disadvantaged Program.



4. Consistency Review of Other Plans

a. 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 Comprehensive Plans of Columbia, Hamilton and Suwannee Counties.

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan as adopted by the North Central Florida Regional Planning Council 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.

c. Transit Development Plans

Not applicable.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

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

6. Columbia, Hamilton and Suwannee Coordinating Board Membership Certification

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

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

1. The members of the Local Coordinating Board, established pursuant to Rule 41-2.012(3) of the Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and

2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: _____ Date: _____
Garth Nobles, Jr., Chair

7. Columbia, Hamilton and Suwannee Transportation Coordinating Board Membership

Members, and their respective alternates, of Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board are identified below

Member/Organization	Alternate
Commissioner Bucky Nash Local Elected Official/Chair	Not Applicable
Commissioner Beth Burnam Local Elected Official	Not Applicable
Commissioner Jason Bashaw Local Elected Official	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Jaime Sanchez-Bianchi Florida Department of Children and Families
Rayford Riels Florida Department of Education	Allison Gill Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	David Rountree Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Board	Jeannie Carr Regional Workforce Board
Matthew Pearson Florida Association for Community Action	Vacant Florida Association for Community Action
Keith Hatcher Public Education	Vacant Public Education
Clay Lambert Veterans	Ellis A. Gray, III Veterans
Danny Johnson Citizen Advocate	Jeanne d'Eauede Citizen Advocate
LJ Johnson Citizen Advocate - User	Vacant Citizen Advocate - User
Ralph Kitchens Persons with Disabilities	Vacant Persons with Disabilities
Kathy Barrs Medical Community	Vacant Medical Community
Colleen Cody Children at Risk	Vacant Children at Risk
Vacant Private Transit	Vacant Private Transit

B. Service Area Profile and Demographics

1. Columbia County Service Area Description

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

Hamilton County has a land area of approximately 515 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by the State of Georgia with Lowndes and Echols counties, on the east by Columbia County, on the south by Suwannee County and on the west by Madison County. The Withlacoochee River forms a boundary on the west and the Suwannee River forms a boundary on the eastern and southern borders of the County.

Suwannee County has a land area of approximately 688 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Hamilton County, on the east by Columbia County, on the south by Gilchrist and Lafayette County and on the west by Madison County. The Suwannee River forms a boundary on the west side and the Ichetucknee and Santa Fe Rivers form a boundary on the south side.

2. Demographics

a. Land Use

The purpose of this section is to provide information concerning existing land use in Columbia, Hamilton and Suwannee Counties. This information was obtained from the Comprehensive Plans for Columbia, Hamilton and Suwannee Counties.

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

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

The land use for approximately 95 percent of the acreage within the unincorporated area of Hamilton County has been designated as agricultural, forested lands and approximately 0.8 percent is residential.

Within the unincorporated areas of Hamilton 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 lacking public facilities, have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Withlacoochee and Suwannee Rivers within Hamilton 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 Hamilton County.

The land use for approximately 96 percent of the acreage within the unincorporated area of Suwannee County has been designated as agricultural, forested lands and approximately 3 percent is residential.

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

b. Population/Composition

According to Table 1.25 of the 2011 Florida Statistical Abstract, the Columbia County estimated total population in 2010 was 67,531. The 2011 Florida Statistical Abstract reported the population of the City of Lake City as 12,046, the Town of Fort White as 567, and the unincorporated area as 54,918. As Table 1 shows, 81 percent of the County's population is located within unincorporated areas.

According to Table 1.25 of the 2011 Florida Statistical Abstract, the Hamilton County estimated total population in 2010 was 14,799. Table 1.25 of the 2011 Statistical Abstract reported the estimated population of the City of Jasper as 4,546, the Town of Jennings as 878, the Town of White Springs as 777 and unincorporated area as 8,598. As Table 2 shows, 74 percent of the county's population is located within the unincorporated areas.

According to Table 1.25 of the 2011 Florida Statistical Abstract, the Suwannee County estimated total population in 2010 was 41,551. The 2011 Florida Statistical Abstract reported the estimated population of the City of Live Oak as 6,850 the Town of Branford as 712 and unincorporated area as 33,989.

Table 1

Population Counts and Estimates
Columbia County

Area	Population Estimates 2010
Columbia County	67.531
Town of Fort White	567
City of Lake City	12,046
Unincorporated Area	54,918

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

Table 2

Population Counts and Estimates
Hamilton County

Area	Population Estimates 2010
Hamilton County	14,799
City of Jasper	4,546
Town of Jennings	878
Town of White Springs	777
Unincorporated Area	8,598

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

Table 3

Population Count
Suwannee County

Area	Population Estimates 2010
Suwannee County	41,551
Town of Branford	712
City of Live Oak	6,850
Unincorporated Area	33,989

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

According to Table 1.80 of the 2011 Florida Statistical Abstract, there are 3,709 inmates and patients residing in federal and state government-operated institutions in Columbia County. There are 2,916 inmates and patients residing in federal and state government-operated institutions in Hamilton County. There are 863 inmates and patients residing in federal and state government operated institutions in Suwannee County. 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.

i. Population Densities

Table 4 shows population density for Columbia, Hamilton and Suwannee Counties.

Table 4

Population Density
Columbia, Hamilton and Suwannee Counties

County	2010 Census Population	Square Miles	Persons per Square Mile
Columbia	67,531	797	84.7
Hamilton	14,799	514	28.8
Suwannee	41,551	688	60.3

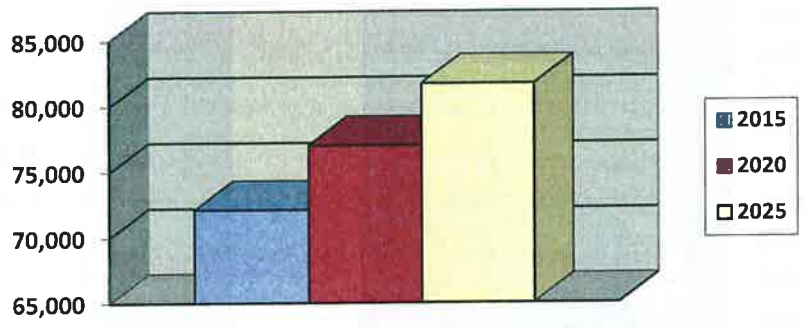
Source: 2010 U.S. Bureau of the Census, State & County Quick Facts.

ii. Population Projections

Illustrations I, II and III show population projections for 2015, 2020 and 2025.

Illustration I

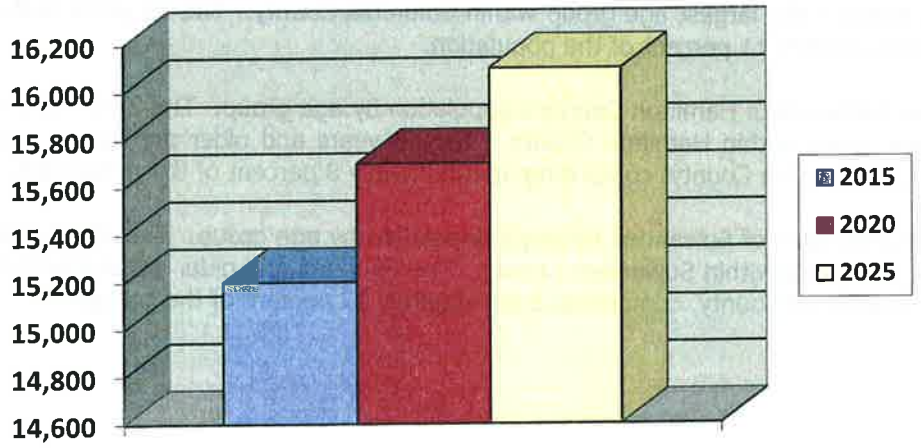
Population Projections
Columbia County



Source: 2011 Florida Statistical Abstract, Table 1.41.

Illustration II

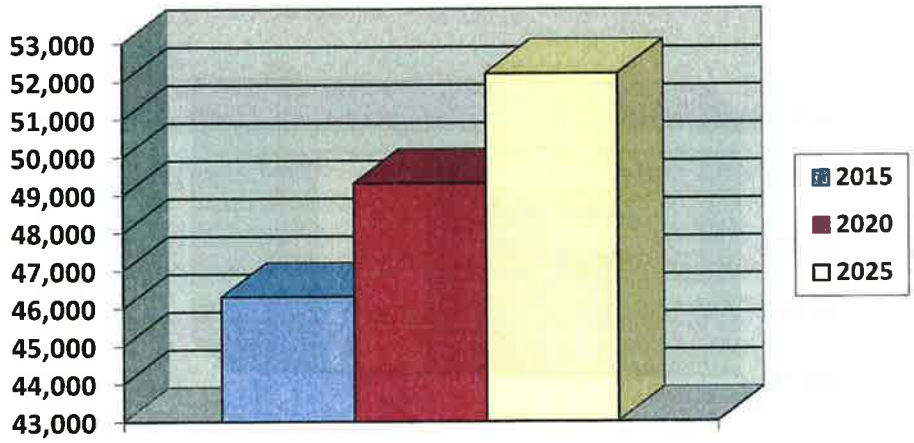
Population Projects
Hamilton County



Source: 2011 Florida Statistical Abstract, Table 1.41.

Illustration III

Population Estimates
Suwannee County



Source: 2011 Florida Statistical Abstract, Table 1.41.

iii. Population Age Distribution

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 5 shows estimates of Columbia County's population by age group. The 35-54 year-old age group is the largest age group within Columbia County. The 65 years and older population comprises approximately 11 percent of the population.

Table 6 shows estimates of Hamilton County's population by age group. The 35-54 year-old age group is the largest age group within Hamilton County. The 65 years and older population is the smallest age group within the Hamilton County, comprising approximately 8 percent of the population.

Table 7 shows estimates of Suwannee County's population by age group. The 35-54 year-old age group is the largest age group within Suwannee County. The 65 years and older population is the smallest age group within Suwannee County, comprising approximately 13 percent of the population.

Table 5

Population Estimates by Age Group
Columbia County, 2010

Age Group	Population
0-17	15,193
18-34	14,839
35-54	18,285
55-64	8,824
65-79	7,980
80-Over	2,410
Total	67,531

Source: 2011 Florida Statistical Abstract, Table 1.34.

Table 6

Population Estimates by Age Group
Hamilton County, 2010

Age Group	Population
0-17	2,913
18-34	3,918
35-54	4,092
55-64	1,930
65-79	1,542
80 & Over	404
Total	14,799

Source: 2011 Florida Statistical Abstract, Table 1.34.

Table 7

Population Estimates by Age Group
Suwannee County, 2010

Age Group	Population
0-17	9,449
18-34	7,933
35-54	10,705
55-64	5,614
65-79	5,866
80 & Over	1,984
Total	41,551

Source: 2011 Florida Statistical Abstract Table 1.34.

c. Disability and Self Care Limitations

The 2000 Census reported that 15.6 percent of civilian residents of Columbia County who are 16 to 64 years of age and who are not institutionalized have a work disability. The work disability prevents 7.4 percent of these individuals from working. According to this information, 14.0 percent of individuals age 16 to 64 have a disability which makes it difficult to go outside of their home and 4.1 percent have a self-care limitation (unable to care for themselves). The 2000 Census also reported that 22.1 percent of persons 65 years and over have a disability which makes it difficult to go outside of their home and 10.6 percent have a self care limitation. It should be noted that some of the 2000 Census information contained in this section is based on samples and is subject to sampling variability.

The 2000 Census reported that 12.3 percent of civilian residents of Hamilton County who are 16 to 64 years of age and who are not institutionalized have a work disability. The work disability prevents 7.4 percent of these individuals from working. According to this information, 16.8 percent of individuals age 16 to 64 have a disability which makes it difficult to go outside of their home and 3.5 percent have a self care limitation (unable to care for themselves). The 2000 Census also reported that 26.2 percent of persons 65 years and over have a disability which makes it difficult to go outside of their home and 14.7 percent have a self care limitation. It should be noted that some of the 2000 Census information contained in this section is based on samples and is subject to sampling variability.

The 2000 Census reported that 14.5 percent of civilian residents of Suwannee County who are 16 to 64 years of age and who are not institutionalized have work disabilities. The work disability prevents 8.0 percent of these individuals from working. According to this information, 16.5 percent of these individuals have a disability which makes it difficult to go outside of their home and 4.2 percent have a self-care limitation (unable to care for themselves). The 2000 Census also reported that 26.2 percent of civilian noninstitutionalized persons 65 years and over have disability which makes it difficult to go outside of their home and 14.4 percent have a self care limitation. It should be noted that some of the 2000 Census information contained in this section is based on samples and is subject to sampling variability.

d. Employment

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

According to Table 6.11 of the 2011 Florida Statistical Abstract, the Hamilton County estimated labor force (individuals who are able to work but may not be employed) in 2010 was 4,726 with 4,148 people employed and 578 unemployed. The unemployment rate for Hamilton County in 2010 was 12.2 percent.

According to Table 6.11 of the 2011 Florida Statistical Abstract, the Suwannee County estimated labor force (individuals who are able to work but may not be employed) in 2010 was 18,384 with 16,459 people employed and 1,925 unemployed. The unemployment rate for Suwannee County in 2010 was 10.5 percent.

e. Income

Table 8 shows income and poverty status data for Columbia, Hamilton and Suwannee Counties. Table 9 shows income levels that are currently used to define the federal poverty level. Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use.

Table 8

Income and Poverty Status Data
Columbia, Hamilton and Suwannee Counties

County	Median Household Income 2007-2011	Percent of Persons With Incomes Below Poverty Level 2007-2011
Columbia	$38,589	16.2%
Hamilton	$36,683	23.5%
Suwannee	$37,775	19.6%

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

Table 9

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 10

Public Assistance: Average Monthly Cases by Type of Assistance Columbia, Hamilton and Suwannee Counties December 2009

County	Average Monthly Cases - Aged Assistance	Average Monthly Cases - Aid to the Blind and Disabled
Columbia	144	2,339
Hamilton	58	549
Suwannee	137	1,269

Source: 2011 Florida Statistical Abstract, Table 7.19.

f. Housing

Table 11 presents data on housing units for Columbia, Hamilton and Suwannee Counties.

Table 11

Housing
Columbia, Hamilton and Suwannee Counties

County	Housing Units 2011	Median Value of Owner-Occupied Housing Units 2007-2011	Households 2007-2011	Persons per Household 2007-2011
Columbia	28,910	$127,100	24,127	2.64
Hamilton	5,830	$75,600	4,441	2.71
Suwannee	19,417	$108,900	15,810	2.61

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

g. Health

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

There are no hospitals located Hamilton County. Tables 20.33 and 20.37 of the 2011 Florida Statistical Abstract provide the following information regarding licensed occupations and indicate the limited availability of medical care in the community. There are three licensed doctors of medicine, 132 advanced registered nurse practitioners, registered and practical nurses and 3 dentists located in Hamilton County.

Currently, there is one hospital located Suwannee County. According to Tables 20.33 and 20.37 of the 2011 Florida Statistical Abstract, there are 11 doctors of medicine and 680 registered and practical nurses.

h. Transportation

According to the 2000 Census, there were 1,801 owner-occupied housing units with no vehicle available, and, 4,566 renter-occupied housing units with no vehicle available in Columbia County. There were 244 owner-occupied housing units had no vehicle available and 247 renter-occupied housing units had no vehicle available in Hamilton County. There were 500 owner-occupied housing units with no vehicle available and 514 renter-occupied housing units with no vehicle available in Suwannee County

i. Major Trip Generators/Attractors

Being a rural area, there are a limited number of trip generators in Columbia, Hamilton and Suwannee Counties. Trips are distributed from the outlying areas to and from county seats for business, shopping and recreational activities. Major trip generators/attractors in Columbia County include: Florida Gateway College, the Veterans Affairs Medical Center, Shands at Lake Shore Hospital, Lake City Medical Center, and the Lake City Mall. Major trip generators/attractors for Hamilton County include: Hamilton Correctional Institution, Hamilton County Council on Aging Meal Site and PCS Phosphate. Major trip generators/attractors for Suwannee County include: Suwannee Health Care Center, Suwannee River Economic Council, Inc.'s meal site, Advent Christian Village, Pilgrim's Pride, Comprehensive Community Services and Florida Sheriff's Boys Ranch.

C. Service Analysis

1. Forecasts of Transportation Disadvantaged Population

a. Potential Transportation Disadvantaged Population

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

b. 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. Chaper 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."

c. Forecasting Demand

The Center for Urban Transportation Research at the University of South Florida forcasted transportation demand. The 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, Center for Urban Transportation Research allocated each member of each of these groups to a particular market segment to avoid double and triple counting. Finally, to forecast demand, Center for Urban Transportation Research added the market segments together.

i. Elderly Population

Forecasts of total population and elderly population (i.e., persons age 60 and older) are based on county-level data from the Bureau of Economic and Business Research at the University of Florida. The Bureau of Economic and Business Research provided estimates or forecasts of population by age for the years 1995, 2000, 2005 and 2010. The Center for Urban Transportation Research developed population forecasts for intermediate years using the assumption that the rate of population growth would remain constant within the five-year periods.

ii. Disabled Population

The Center for Urban Transportation Research used county-level data from the 1990 Census and national data from Current Estimates from the National Health Interview Survey, 1990 to develop estimates of the percentage of the 1990 population who were disabled in the 0 to 59 and the 60 and older age groups. The Center for Urban Transportation Research 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.

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

iii. Low Income Population

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

iv. "High Risk" and "At Risk" Children Populations

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, anticipated demand and unmet demand for specialized transportation disadvantaged services can be estimated. Tables 12 through and 23 and Illustrations IV and XV show the transportation disadvantaged population estimates, estimated demand and unmet demand for trips for Columbia, Hamilton and Suwannee Counties.

Table 12

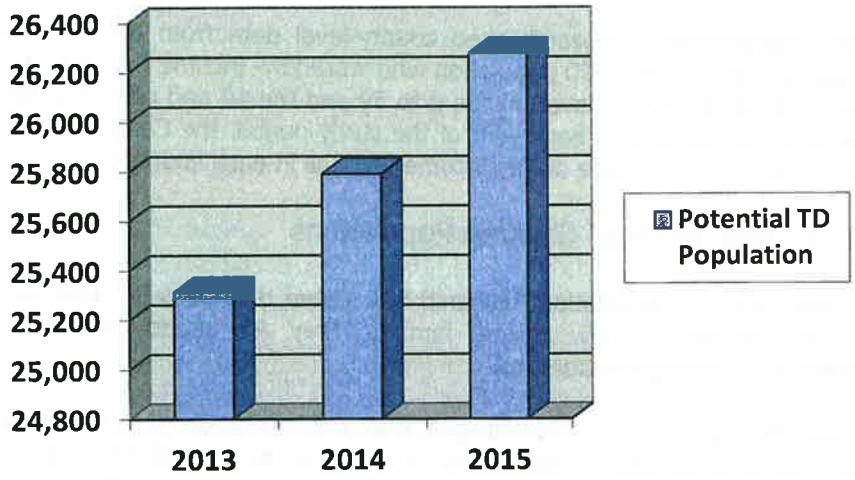
Potential Transportation Disadvantaged Population Estimates Columbia County, 2013-2015

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

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

Illustration IV

Potential Transportation Disadvantaged Population Estimates Columbia County, 2013-2015



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

Table 13

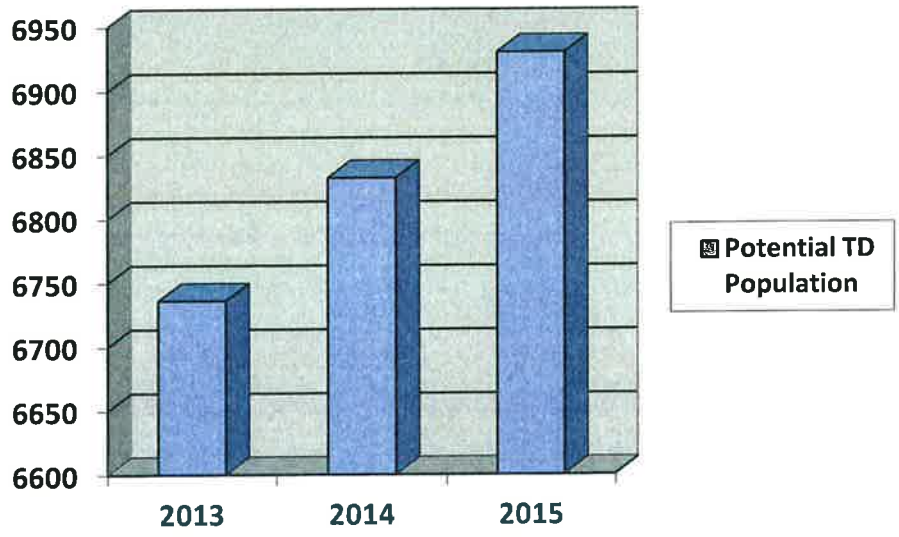
Potential Transportation Disadvantaged Population Estimates Hamilton County, 2013-2015

Potential Transportation Disadvantaged Population	2013	2014	2015
Disabled, Non-Elderly, Low Income	256	258	260
Disabled Non-Elderly, Non-Low Income	677	681	686
Disabled, Elderly, Low Income	359	368	377
Disabled, Elderly, Non-Low Income	866	888	910
Non-Disabled, Elderly, Low Income	440	452	463
Non-Disabled, Elderly, Non-Low Income	1,063	1,089	1,117
Non-Disabled, Non-Elderly, Low Income	3,075	3,096	3,117
Total Population	6,736	6,832	6,930

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

Illustration V

Potential Transportation Disadvantaged Population Estimates Hamilton County, 2013 – 2015



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

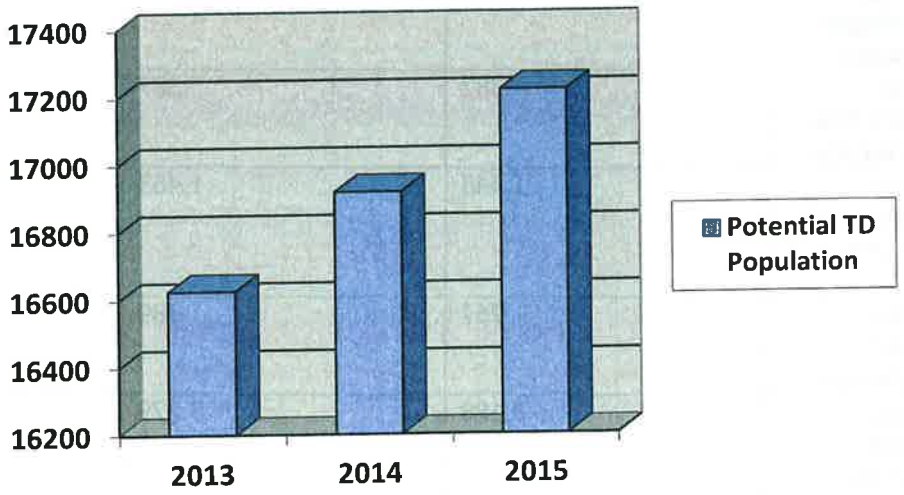
Table 14
Potential Transportation
Disadvantaged Population Estimates
Suwannee County, 2013-2015

Potential Transportation Disadvantaged Population	2013	2014	2015
Disabled, Non-Elderly, Low Income	492	497	502
Disabled, Non-Elderly, Non-Low Income	2,059	2,079	2,100
Disabled, Elderly, Low Income	854	874	896
Disabled, Elderly, Non-Low Income	3,192	3,270	3,349
Non-Disabled, Elderly, Low Income	1,039	1,065	1,090
Non-Disabled, Elderly, Non-Low Income	3,886	3,980	4,078
Non-Disabled, Non-Elderly, Low Income	5,103	5,153	5,204
Total	16,625	16,918	17,219

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

Illustration VI

Potential Transportation Disadvantaged Population Estimates Suwannee County, 2013 – 2015



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

Table 15

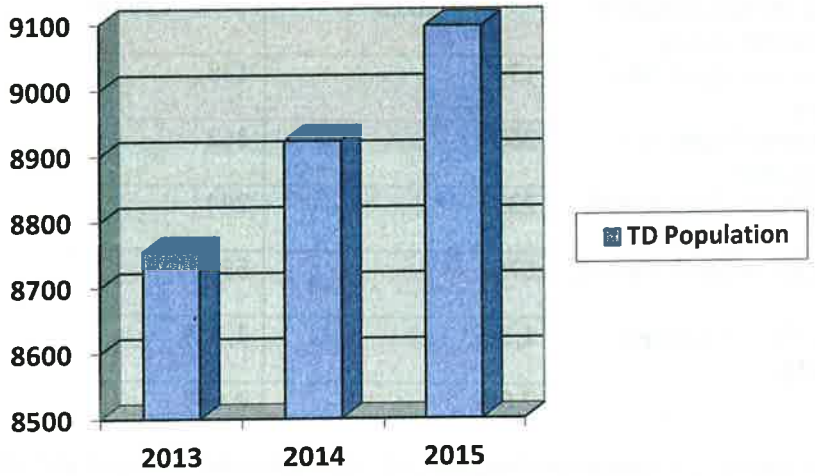
Transportation Disadvantaged Population Estimates Columbia County, 2013-2015

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

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

Illustration VII

Transportation Disadvantaged Population Estimates Columbia County, 2013-2015



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

Table 16

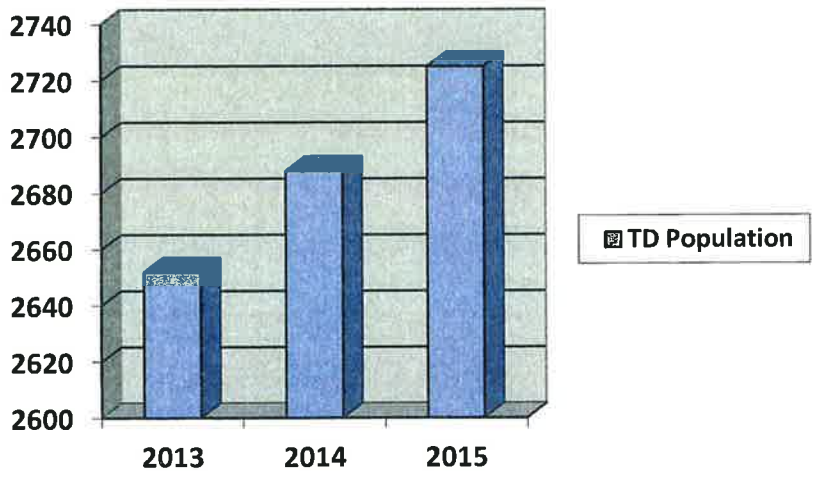
**Transportation Disadvantaged
Population Estimates
Hamilton County, 2013-2015**

Transportation Disadvantaged Population Estimates	2013	2014	2015
Transportation Disadvantaged, Non-Elderly, Low Income	137	138	138
Transportation Disadvantaged, Non-Elderly, Non-Low Income	360	362	366
Transportation Disadvantaged, Elderly, Low Income	238	244	250
Transportation Disadvantaged, Elderly, Non-Low Income	575	590	604
Non-Transportation Disadvantaged, Low Income No Auto	1,342	1,354	1,367
Total Population	2,652	2,688	2,725

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

Illustration VIII

**Transportation Disadvantaged Population
Hamilton County, 2012-2014**



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

Table 17

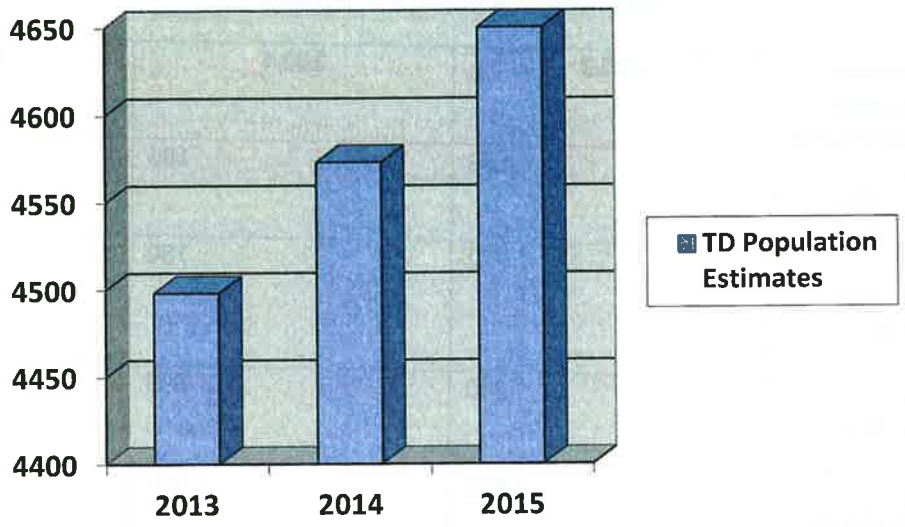
Transportation Disadvantaged Population Estimates Suwannee County 2013-2015

Transportation Disadvantaged Population Estimates	2013	2014	2015
Transportation Disadvantaged, Non-Elderly, Low Income	185	186	188
Transportation Disadvantaged, Non-Elderly, Non-Low Income	772	780	788
Transportation Disadvantaged, Elderly, Low Income	390	399	409
Transportation Disadvantaged, Elderly, Non-Low Income	1,458	1,494	1,530
Non-Transportation Disadvantaged, Low Income, No Auto	1,693	1,714	1,735
Total	4,498	4,573	4,650

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

Illustration IX

Transportation Disadvantaged Population Estimates
Suwannee County, 2013-2015



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

Table 18

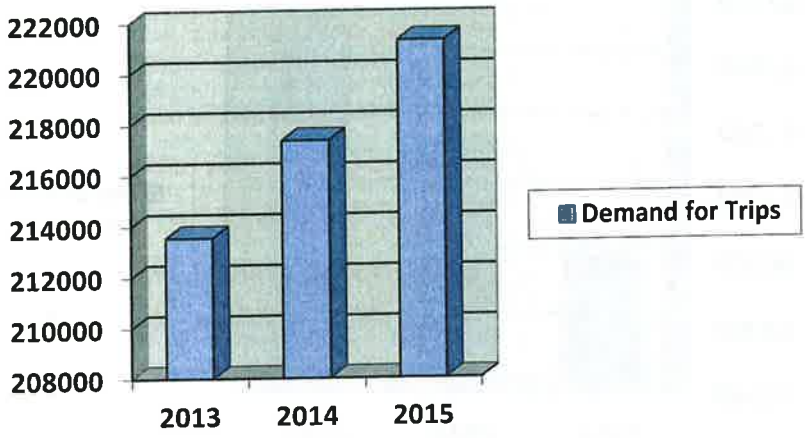
Forecasted Demand for Trips
Columbia County, 2013-2015

Demand for Trips by Year	Estimate
2013	213,542
2014	217,361
2015	221,289

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

Illustration X

Demand for Trips
Columbia County 2013-2015



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

Table 19

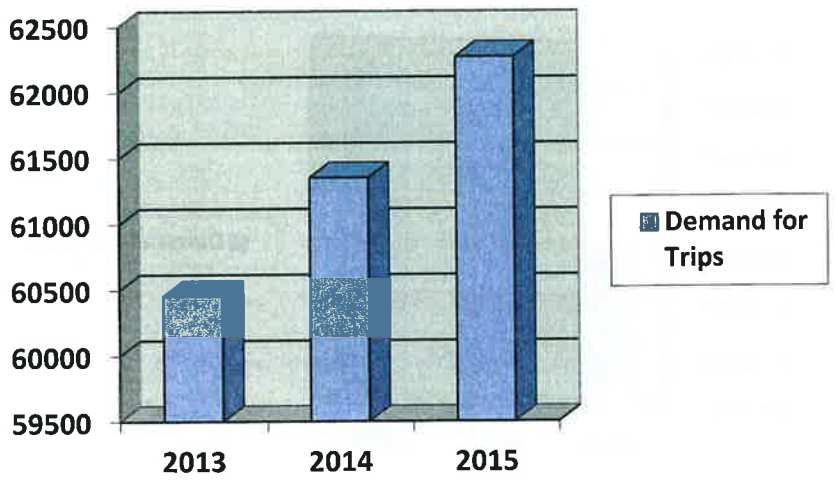
Forecasted Demand for Trips
Hamilton County, 2013-2015

Demand for Trips by Year	Forecast
2013	60,453
2014	61,350
2015	62,268

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

Illustration XI

Demand for Trips
Hamilton County, 2012-2014



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

Table 20

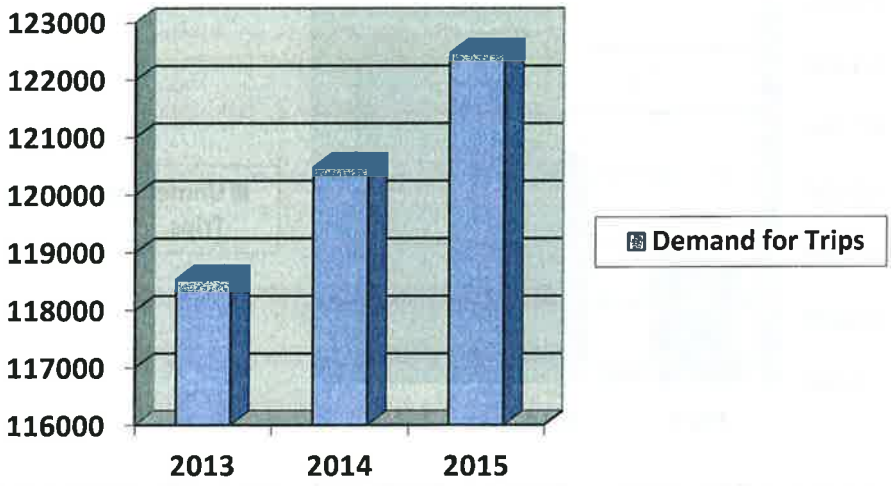
Forecasted Demand for Trips
Suwannee County, 2013-2015

Demand for Trips by Year	Forecast
2013	118,535
2014	120,476
2015	122,458

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

Illustration XII

Demand for Trips
Suwannee County, 2013-2015



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

Table 21

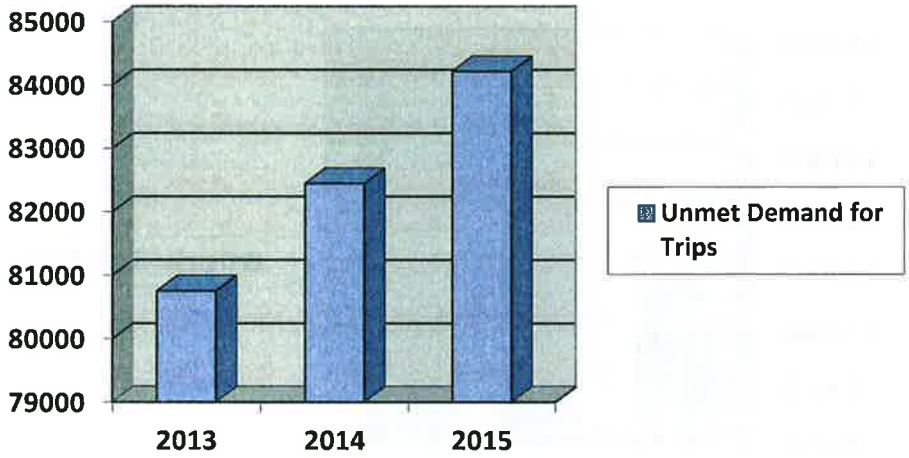
Forecasted Unmet Demand
Columbia County, 2013-2015

Unmet Demand for Trips by Year	Forecast
2013	80,750
2014	82,444
2015	84,213

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

Illustration XIII

Unmet Demand for Trips
Columbia County, 2013-2015



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

Table 22

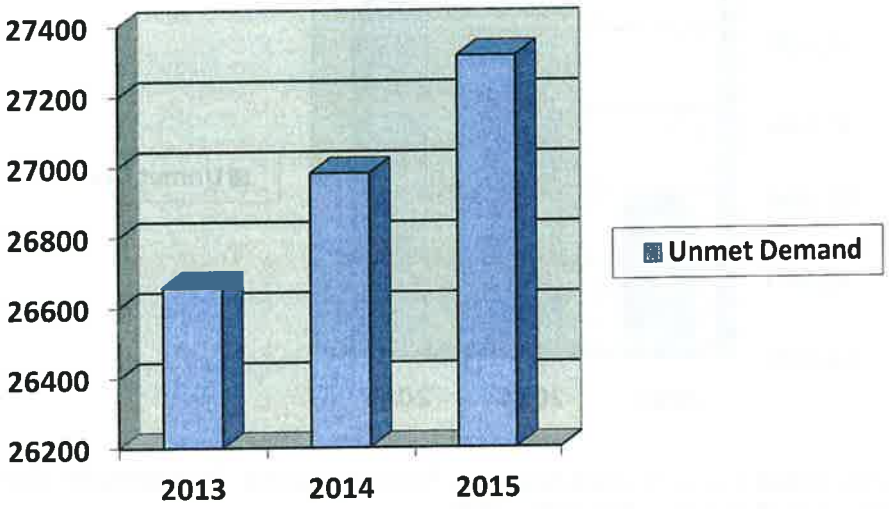
Forecasted Unmet Demand for Trips
Hamilton County 2013-2015

Unmet Demand by Year	Forecast
2013	26,658
2014	26,981
2015	27,314

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

Illustration XIV

Unmet Demand for Trips
Hamilton County, 2012-2014



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

Table 23

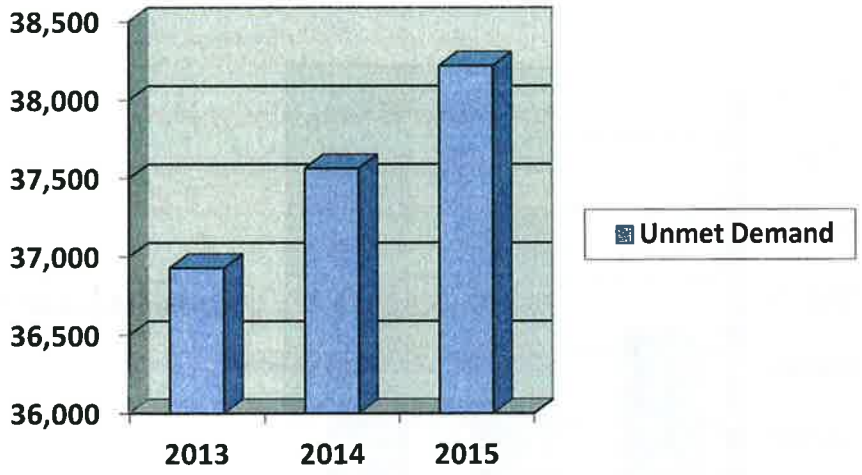
Forecasted Unmet Demand
Suwannee County, 2013-2015

Unmet Demand for Trips by Year	Forecast
2013	36,927
2014	37,562
2015	38,218

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

Illustration XV

Unmet Demand for Trips
Suwannee County, 2013-2015



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

2. Barriers to Coordination

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

Increasing Florida's Transportation Disadvantaged Program requirements is a potential barrier to coordination because increasing requirements add to the cost of transportation services. If transportation services can be purchased at a lesser cost outside of the coordinated system, agencies may choose to do so.

3. Needs Assessment

United States Code Section 5310 Grant Program

Project	Project Year	Location	Project Cost	Funding Source
Vehicles for transportation of elders.	2012/13	Columbia County	$50,623 $6,328 $6,328	United States Code. Section 5310 Florida Department of Transportation Columbia County Senior Services, Inc.
Replacement vehicle for transportation of persons with disabilities.	2012/13	Lake City, Columbia County	$33,155 $4,144 $4,144	United States Code. Section 5310 Florida Department of Transportation Columbia ARC
Purchase one replacement vehicle, maintenance lifts, and security cameras.	2012/13	Columbia, Hamilton Suwannee Counties	$92,084 $11,511 $11,511	United States Code Section 5310 Florida Department of Transportation Suwannee Valley Transit Authority
Purchase a vehicle to provide transportation to individuals with intellectual and developmental disabilities residing in Hamilton and Suwannee Counties.	2013/14	Suwannee Hamilton Counties	$36,160 $4,520 $4,520	United States Code Section 5310 Florida Department of Transportation The ARC of North Florida, Inc.

United States Code Section 5311 Grant Program

Project	Project Year	Location	Estimated Cost	Funding Source
Operational assistance.	2012/13	Columbia, Hamilton Suwannee Counties	$2,047,280 $2,047,280	United States Code Section 5311/Florida Department of Transportation Suwannee Valley Transit Authority

Rural Capital Equipment Support Grant

Project	Project Year	Location	Estimated Cost	Funding Source
Purchase replacement vehicles.	2012/13	Columbia, Hamilton Suwannee Counties	$72,000 $8,000	Rural Area Capital Equipment Support Grant Suwannee Valley Transit Authority

Transportation Disadvantaged Trust Fund Grant

Project	Project Year	Location	Grant Allocation	Funding Source
Provide trips to transportation disadvantaged individuals.	2013/14	Columbia County	$322,330 $35,813	Transportation Disadvantaged Trust Fund Suwannee Valley Transit Authority
		Hamilton County	$157,195 $17,466	Transportation Disadvantaged Trust Fund Suwannee Valley Transit Authority
		Suwannee County	$232,970 $25,883	Transportation Disadvantaged Trust Fund Suwannee Valley Transit Authority

Medicaid Non-Emergency Transportation Program

Project	Project Year	Location	Grant Allocation	Funding Source
Provide trips to Medicaid Program beneficiaries.	2013/14	Columbia County Hamilton County Suwannee County	$663,692 $541,344 $882,207	Medicaid Non-Emergency Transportation Program

Other Grant Funding

Project	Project Year	Location	Estimated Cost	Funding Source
Bring together broad-based regional partners from the transportation, employment and training, economic development, business sectors and others to solve a specific job access mobility challenge in their community.	2012/13	Columbia, Hamilton and Suwannee Counties	Not available	Job Access Mobility Institute

4. Goals, Objectives and Strategies

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

OBJECTIVE: Suwannee Valley Transit Authority shall identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through Suwannee Valley Transit Authority. Suwannee Valley Transit Authority shall inform each non-coordinated agency about Chapter 427, Florida Statutes.

Strategy 1(a): Suwannee Valley Transit Authority shall identify agencies located in Columbia, Hamilton and Suwannee Counties that are receiving local, state and/or federal funds to transport clients or to purchase vehicles.

Strategy 1(b): Suwannee Valley Transit Authority shall contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc.

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

GOAL II: **Suwannee Valley Transit Authority shall identify unmet transportation needs of the residents of Columbia, Hamilton and Suwannee Counties.**

OBJECTIVE: Suwannee Valley Transit Authority shall report to the local Coordinating Board the unmet transportation needs of the residents of Columbia, Hamilton and Suwannee Counties.

Strategy 2(a): Suwannee Valley Transit Authority shall report quarterly the number and types of transportation services that are requested which it is unable to provide.

Strategy 2(b): Local Coordinating Board members shall report any identified unmet needs in the service area.

GOAL III: **Suwannee Valley Transit Authority shall provide transportation services that are consumer oriented and effectively group riders.**

OBJECTIVE: The local Coordinating Board shall encourage Suwannee Valley Transit Authority to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

Strategy 3(a): Suwannee Valley Transit Authority shall report on a quarterly basis the number of single passenger trips provided by county.

Strategy 3(b): Suwannee Valley Transit Authority shall encourage passengers to arrange their appointment times in order to group trips.

Strategy 3(c): Suwannee Valley Transit Authority shall attempt to reduce the number of single passenger trips.

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

GOAL IV: **Suwannee Valley Transit Authority shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.**

OBJECTIVE: Suwannee Valley Transit Authority shall comply with the requirements of the Americans with Disabilities Act regarding the access to and provision of transportation services.

Strategy 4(a): Suwannee Valley Transit Authority shall train its staff members regarding the utilization of special equipment for the disabled as well as the abilities of persons with disabilities.

Strategy 4(c): Suwannee Valley Transit Authority shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.

GOAL V: **The local Coordinating Board shall annually evaluate Suwannee Valley Transit Authority's performance based on specific criteria.**

OBJECTIVE: The local Coordinating Board shall annually use the most recent Florida Commission for the Transportation Disadvantaged Evaluation Workbook to evaluate Suwannee Valley Transit Authority's performance.

GOAL VI: **Suwannee Valley Transit Authority shall provide accessible 24-hour, seven days a week transportation service as required in the designated service area by any federal, state or local government agency sponsoring such services.**

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

Strategy 6(a): Suwannee Valley Transit Authority shall contract with an adequate number of transportation operators to provide after hour and weekend transportation services.

Strategy 6(b): Suwannee Valley Transit Authority shall implement an accessible system for individuals to request service after hours and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.

GOAL VII: **Suwannee Valley Transit Authority shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost effective and efficient manner.**

OBJECTIVE: Suwannee Valley Transit Authority shall adhere to a strict budget of Transportation Disadvantaged Trust Funds and shall follow the local Coordinating Board's trip priorities to ensure that these funds are spent in the most efficient manner.

Strategy 7(a): Suwannee Valley Transit Authority and the local Coordinating Board shall determine the most efficient manner to spend the Transportation Disadvantaged Trust Funds.

Strategy 7(b): Suwannee Valley Transit Authority shall inform the local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.

GOAL VIII: **Suwannee Valley Transit Authority shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.**

OBJECTIVE: Suwannee Valley Transit Authority shall complete all reports in a timely manner which require local Coordinating Board review and/or approval.

Strategy 8(a): Final reports shall be completed and submitted to the Designated Official Planning Agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the local Coordinating Board's meeting packet.

Strategy 8(b): Suwannee Valley Transit Authority shall continue to require all subcontractors and coordination contractors to report quarterly operating data by County.

GOAL IX: **Suwannee Valley Transit Authority shall improve the quality of service.**

OBJECTIVE: The local Coordinating Board shall monitor the quality of service provided by Suwannee Valley Transit Authority.

Strategy 9(a): The local Coordinating Board shall annually monitor the quality of service based on input from riders, purchasers and operators.

Strategy 9(b): The local Coordinating Board shall make recommendations to Suwannee Valley Transit Authority to improve the quality of service.

OBJECTIVE: **Suwannee Valley Transit Authority shall provide courteous and professional service.**

Strategy 9(e): Reservationists and other office staff should receive sensitivity and courtesy training annually.

GOAL X: **Suwannee Valley Transit Authority shall ensure the provision of safe transportation services.**

OBJECTIVE: Suwannee Valley Transit Authority shall ensure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and drivers.

Strategy 10(a): Suwannee Valley Transit Authority shall comply with its System Safety Program Plan. The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Chapter 14-90, Florida Administrative Code.

Strategy 10(b): Suwannee Valley Transit Authority shall certify to the local Coordinating Board annually that it has monitored its subcontractors to ensure their compliance with Chapter 14-90, Florida Administrative Code.

Strategy 10(c): All drivers in the coordinated system shall receive driver training annually.

GOAL XI: **Suwannee Valley Transit Authority shall comply with Federal Transit Administration requirements for drug and alcohol testing.**

Strategy 11(a): Suwannee Valley Transit Authority shall certify to the local Coordinating Board annually that it complies with federal drug and alcohol testing.

GOAL XII: **Suwannee Valley Transit Authority shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**

OBJECTIVE: The local Coordinating Board shall encourage Suwannee Valley Transit Authority to provide the greatest number of trips using the most cost effective methods possible.

Strategy 12(a): Suwannee Valley Transit Authority shall maintain a data base with pertinent information relative to clients needs and limitations.

GOAL XIII: **Suwannee Valley Transit Authority shall improve the efficiency and effectiveness of the coordinated transportation system.**

OBJECTIVE: Suwannee Valley Transit Authority shall attempt to improve efficiency and effectiveness areas identified in the annual performance evaluation.

5. Implementation Plan

Strategies	Implementation Date
(1) Identify agencies receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive.	(1) Annually (2) Annually
(1) Identify agencies that receive local, state and/or federal funds that do not include transportation services in their budgets. (2) Review applications for funding to encourage the inclusion of transportation services in agency budgets.	(1) Ongoing (2) As necessary
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests. (3) Ask for additional local funding to help meet the growing demand for transportation disadvantaged services in Columbia, Hamilton and Suwannee Counties.	(1) Quarterly (2) Quarterly (3) Ongoing
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Report the number of single passenger trips provided by county. (3) Encourage passengers to arrange appointments to group trips. (4) Suwannee Valley Transit Authority shall attempt to reduce the number of single passenger trips. (5) Measure total passenger trips per vehicle by county.	(1) Ongoing (2) Quarterly (3) Quarterly (4) Annually (5) Quarterly
(1) Provide alternative methods for accessing transportation services for individuals with disabilities. (2) Make use of special equipment for, and the abilities of, persons with disabilities. (3) Ensure that the transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to persons without disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Evaluate the performance of Suwannee Valley Transit Authority in general and relative to Commission standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	(1) Annually
(1) Provide or contract for the provision of transportation services after Suwannee Valley Transit Authority office hours as required in the designated service area by any federal, state or local government agency sponsoring such services. (2) Continue to contract with transportation operators to provide backup transportation services. (3) Continue to provide an accessible system for individuals to request service after hours and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.	(1) Ongoing (2) Ongoing (3) Ongoing

Strategies	Implementation Date
(1) Adhere to a budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the 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 in a timely manner. (2) Final reports shall be completed and submitted to Designated Official Planning Agency staff a minimum of two weeks prior to next local Coordinating Board meeting. (3) Continue to require all subcontractors and coordination contractors to report quarterly operating data by county.	(1) Ongoing (2) Ongoing (3) Quarterly
(1) Address all written grievances in a timely manner according to the Grievance Procedures. (2) Document all grievances and the grievance process. (3) Report service complaints on a quarterly basis.	(1) Ongoing (2) Ongoing (3) Quarterly
(1) Provide courteous and professional service. (2) Provide sensitivity and courtesy training.	(1) Ongoing (2) Annually
(1) Encourage the provision of the greatest number of trips using the most cost effective methods possible. (2) Maintain a data base with pertinent information relative to clients needs and limitations.	(1) Ongoing (2) Ongoing
(1) The System Safety Program Plan shall meet all established requirements and adhere to Section 341, Florida Statutes and Chapter 14-90, Florida Administrative Code. (2) Certify that Suwannee Valley Transit Authority complies with its System Safety Program Plan and that subcontractors have been monitored for their compliance with Chapter 14-90, Florida Administrative Code.	(1) Annually (2) Annually

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Chapter II: Service Plan

A. Operations

1. Types, Hours and Days of Service

Unavailable at this time.

2. Accessing Services

Unavailable at this time.

3. Transportation Operators and Coordination Contractors

Unavailable at this time.

4. Public Transit Utilization (where applicable)

Unavailable at this time.

5. School Bus Utilization

Unavailable at this time.

6. Vehicle Inventory

Unavailable at this time.

7. System Safety Program Plan Certification

Unavailable at this time.

8. Intercounty Services

Unavailable at this time.

9. Emergency Preparedness and Response

Unavailable at this time.

10. Educational Efforts/Marketing

Unavailable at this time.

11. Acceptable Alternatives

Unavailable at this time.

12. Service Standards

Unavailable at this time.

13. Local Complaint and Grievance Procedure/Process

See Appendix A. The Suwannee Valley Transit Authority Medicaid Non-Emergency Transportation Grievance System is unavailable at this time.

14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

Unavailable at this time.

15. Coordination Contract Evaluation Criteria

Unavailable at this time.

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

Chapter 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.

A. 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 Quality Assurance Program Evaluation/Local Coordinating Board, Community Transportation Coordinator Evaluation Workbook. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators). The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

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Appendix A: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

D. Purpose

(1) The Board shall appoint a Grievance Committee to serve as a mediator to process, and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Board for the improvement of service.

(2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

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

E. Membership

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

(2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

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

G. Meetings

(1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints.

(2) Notice of Meetings. Notices and agendas shall be sent to all Grievance Committee members and other interested parties at least two (2) weeks prior to each Grievance Committee meeting. Such notice shall state the date, time and the place of the meeting.

(3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.

(4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

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

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

(6) Proxy Voting. Proxy voting is not permitted.

(7) Parliamentary Procedures. The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

H. Administration

(1) Staff Support. The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.

(2) Minutes. The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

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

J. Procedures

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

(2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.

(3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603

(4) If requested, the North Central Florida Regional Planning Council staff will provide assistance individuals to prepare written grievances.

(5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.

(6) The grievance shall include:

a. the name, address and telephone number of the Complainant;

b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and

c. an explanation by the Complainant of the improvements needed to address the complaint.

(7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for their response to be included in the Board's response.

(8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.

(9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.

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

(11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

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

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

(14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

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

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

(4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

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

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

(6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.

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

L. Medicaid Non-Emergency Transportation Program Grievance System

(1) The Florida Commission for the Transportation Disadvantaged and Medicaid Subcontracted Transportation Provider shall have a Grievance System in place that includes complaint and grievance processes. The Medicaid Subcontracted Transportation Provider must also have an appeal process and access to the Medicaid Fair Hearing System.

(2) The Florida Commission for the Transportation Disadvantaged Medicaid Grievance System is attached as Appendix A.

M. Suspension Reconsideration

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

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

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

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

N. Prohibition Against Retaliation

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

O. Alternative Recourse

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

Appendix B: Cost/Revenue Allocation and Rate Structure Justification

TRANSPORTATION DISADVANTAGED PROGRAM AND MEDICAID NON-EMERGENCY TRANSPORTATION PROGRAM

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: Suwannee Valley Transit Authority

COUNTIES: Columbia, Hamilton and Suwannee

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 PassengerTrip)
Transportation Disadvantaged Program Ambulatory Service	$2.45/passenger mile
Transportation Disadvantaged Program Wheelchair Service	$4.19/passenger mile
Transportation Disadvantaged Program Stretcher Service	$8.74/passenger mile
Medicaid Non-Emergency Transportation Program Ambulatory Service	$3.07/passenger mile
Medicaid Non-Emergency Transportation Program Wheelchair Service	$5.27/passenger mile
Medicaid Non-Emergency Transportation Program Stretcher Service	$10.98/passenger mile

Preliminary Information Worksheet

Version 1.4

CTC Name: Suwannee Valley Transit Authority
County (Service Area): Columbia & Hamilton & Suwannee
Contact Person: Steele, Wm
Phone # 386-208-6330

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 Valley Transit Authority
County: Columbia & Hamilton & Suwannee

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

	Prior Year's ACTUALS from Oct 1st of 2011 to Sept 30th of 2012	Current Year's APPROVED Budget, as amended from Oct 1st of 2012 to Sept 30th of 2013	Upcoming Year's PROPOSED Budget from Oct 1st of 2013 to Sept 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 A/e > ± 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	$ 59,171	$ 17,092	$ 27,092	-70.8%	58.5%	11-12 data has not been posted yet. SVTA began good record keeping beginning Apr 2012. FROM THAT, SVTA can verify that SVTA did collect $17,092 for TD transportation and $9,662 for Medicaid. SVTA will have a goal to increase as deadjust Medicaid co-pays by 50% of Medicaid (520K increase) and to collect 100% of required TD copay of $10K)
Medicaid Co-Pay Received	$ 3,000	$ 9,662	$ 29,662	222.1%	207.0%	
Donations/ Contributions						
In-Kind, Contributed Services						
Other		$ 20,000	$ 20,000		0.0%	
Bus Pass Program Revenue						
Local Government						
District School Board						COUNTY CASH: By Interlocal Agreement, the three counties together contribute $58,343 to SVTA. This funding is used for "capital match" and the match for the first time. SVTA will approach each county to obtain at least 50% as required local match instead of taking match funds from SVTA Operational funds. For FY 14, that is $40K total from the three counties. SVTA anticipates an increase from $6K to $13.5K of labor value through the Suwannee County and DOJJ Court's Community Services Program. Contributed Services = community service folks providing janitorial, bus washing and other services.
Compl. ADA Services						
County Cash	$ 58,343	$ 58,343	$ 98,343	0.0%	68.6%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services		$ 8,850	$ 13,500		52.4%	
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 618,773	$ 678,372	$ 712,492	9.6%	5.0%	SVTA received a 5% increase in TD funding, but with the 12% cut in the Medicaid funding, SVTA received an overall 7% DECREASE in funding over last year. In FY13, SVTA did NOT apply for a Convoy grant in 12-13. SVTA expects to apply the next cycle with REDI waiver of match.
Non-Spons. Capital Equipment						
Rural Capital Equipment	$ 129,616		$ 129,616	-100.0%		
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						SVTA did request and did receive an Operating Grant under 5311 of 406K in Oct 2011. In FY 13, Administrator did just submit a grant for 5311 Operating which SVTA expects to receive in Oct 2013. Administrator will apply for same grant #2 again Jan 2014. The 60K in "OTHER" is for a "Planning Grant" of $20K that Administrator applied for in Jan 12 and was so granted. In June, this "Planning Grant" was increased to 60K. SVTA will apply for other such grants when need arises and funds are available. 5311 is used as system subsidy.
49 USC 5310		$ 142,925	$ 131,501		-8.0%	
49 USC 5311 (Operating)	$ 406,661	$ 416,243	$ 406,242	-2.4%	-2.4%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	$ 60,000			-100.0%		
Bus Pass Program Revenue						
AHCA						
Medicaid	$ 2,486,139	$ 2,372,021	$ 2,087,243	-4.6%	-12.0%	SVTA received a 12% cut in Medicaid Funding beginning 1 July 2013
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh. 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						Other = 21K was for the old Hamilton Co Mail site run in which SVTA contracted with the Suwannee Economic Council. This contracted ended in Aug 2012
Community Care for Elderly						
Other DOEA (specify in explanation)	$ 21,000			-100.0%		
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Page 1 of 2

SVTA Rate Model for FY 13-14_ColHamSuw_REVISED 25 June 2013.xls: Comprehensive Budget

Comprehensive Budget Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority
County: Columbia & Hamilton & Suwannee

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

	Prior Year's ACTUALS from Oct 1st of 2011 to Sept 30th of 2012	Current Year's APPROVED Budget, as amended from Oct 1st of 2012 to Sept 30th of 2013	Upcoming Year's PROPOSED Budget from Oct 1st of 2013 to Sept 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	$ 500	$ 900	$ 900	80.0%	0.0%	SVTA does, on occasion, conduct trips for Ryan White, Vocation Rehab and Disabilities Determination.
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
CARC	$ 41,409	$ 48,995	$ 48,995	18.3%	0.0%	APC of North Florida for Suwannee and Columbia Counties provides funding to transport their mentally handicap patrons. This funding is provided to SVTA from "Med-Waver" out of Gainesville.
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						SVTA DID RECEIVE A 3.2% DECREASE IN OVERALL FUNDING FROM MEDICAID/TD. SVTA hopes to off set this by starting several fund raising programs such as advertisement for the local HOSPICE and for Shands Hospital groups. Also buy providing transportation to Boy's
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue Is Short By =						
Total Revenues =	$3,883,812	$3,773,412	$3,705,786	-2.8%	-1.8%	

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

Operating Expenditures						
Labor	$ 484,736	$ 909,626	$ 954,365	87.7%	4.9%	LABOR & FRINGE: SVTA will ask for a 5% merit raise for employees of SVTA as last ayear's request was denied. For FY14,SVTA estimates 3.2% increase expected in fringe costs. SVTA is including predicted increase in the cost of auto fuels & oil, auto parts and materials. SVTA is included predicted increase in base utilities, plus, SVTA has installed security lighting for bus lot and building. Predicted incease in base utilities plus additional electric for lighting is 21.1% SVTA predicts a 5.3% increase in administrative expenses. SVTA has a liability in the Wood Legal case which settled for $115K over next 2 years. SVTA anticipates an increase from $9K to $13.5K of labor value through the Suwannee County and DOJJ Courts Community Services Program
Fringe Benefits	$ 173,103	$ 677,404	$ 699,404	291.3%	3.2%	
Services	$ 69,670	$ 135,647	$ 134,647	94.7%	-0.7%	
Materials and Supplies	$ 81,105	$ 377,446	$ 399,446	365.4%	3.4%	
Utilities	$ 16,045	$ 37,892	$ 44,892	136.2%	18.5%	
Casualty and Liability	$ 74,237	$ 82,825	$ 93,825	11.6%	13.3%	
Taxes		$ 177	$ 177		0.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	$ 3,132,160	$ 1,186,560	$ 729,951	-62.8%	-37.4%	suisse Alternative, JD Health, Collins, Peeler, and Parrish Transp. SVTA is committed to increasing multi-load and reducing reliance on subcontracted services. SVTA HAS IMPROVED EFFICIENCY IN ITS TRANSPORTATION OPERATIONS.
Other						
Miscellaneous		$ 176,016	$ 220,087		25.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals		$ 41,953	$ 41,953		0.0%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	$ -	$ 8,859	$ 13,500		52.4%	MISC: postage, late fees & fines, repairs to facility parking lot lighting, building roof replacement, bus camera equipment, building security (re-keying locks) over the next two years.
Allocated Indirect						LEASES & RENTALS: CTS Computer software, radio tower, Microsoft Office 365, equipment rentals.
Capital Expenditures						
Equip. Purchases with Grant Funds	$ 139,500	$ 142,925	$ 367,925	2.5%	157.4%	
Equip. Purchases with Local Revenue	$ 15,500	$ 15,860	$ 14,611	2.5%	-8.0%	
Equip. Purchases with Rate Generated Rev.						5310 and Shirley Conroy
Capital Debt Service - Principal & Interest						Match will be waived for Shirley Conroy grant.
ACTUAL YEAR LOSS	[illegible]					
Total Expenditures =	$4,186,056	$3,773,412	$3,705,786	-9.9%	-1.8%	

See NOTES Below.

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

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SVTA Rate Model for FY 13-14_ColHamSuw_REVISED 25 June 2013.xls: Comprehensive Budget

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority
County: Columbia & Hamilton & Suwannee

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 Oct 1st of 2013 to Sept 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?	local match req.
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 27,092	$ 27,092	$ -		
Medicaid Co-Pay Received	$ 29,662	$ 29,662	$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ 20,000	$ 20,000	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 98,343	$ 21,933	$ 76,410	$ 14,611	
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ 13,500	$ -	$ 13,500		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					
Non-Spons. Trip Program	$ 712,492	$ 712,492	$ -	$ -	$ 79,166
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ 129,816	$ -	$ 129,816	$ 129,816	$ 14,424
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ 131,501	$ -	$ 131,501	$ 131,501	$ 14,611
49 USC 5311 (Operating)	$ 406,242		$ 406,242		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ 2,087,243	$ 2,087,243	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, 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	$ -	$ -	$ -		

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: Suwannee Valley Transit Authority
County: Columbia & Hamilton & Suwannee

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 Oct 1st of 2013 to Sept 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	5
APD				
Office of Disability Determination	$ 900	$ 900	$ -	
Developmental Services	$ -	$ -	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
CARC	$ 48,995	$ 48,995	$ -	
xxx	$ -		$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
0	$ -		$ -	
0	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -	
Total Revenues =	$ 3,705,786	$ 2,948,317	$ 757,469	$ 276,928

EXPENDITURES (CTC/Operators ONLY)

$ 481,541

Amount of Budgeted Operating Rate Subsidy Revenue

Operating Expenditures	
Labor	$ 954,365
Fringe Benefits	$ 699,404
Services	$ 134,647
Materials and Supplies	$ 390,446
Utilities	$ 44,892
Casualty and Liability	$ 93,025
Taxes	$ 177
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ 729,951
Other	$ -
Miscellaneous	$ 220,087
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ 41,953
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ 13,500
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ 367,928
Equip. Purchases with Local Revenue	$ 14,611
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	$ 3,705,786
minus EXCLUDED Subsidy Revenue =	$ 757,469
Budgeted Total Expenditures INCLUDED in Rate Base =	$ 2,948,317
Rate Base Adjustment[1] =	$
Adjusted Expenditures Included in Rate Base =	$ 2,948,317

[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 Revenues for Fiscal Year: **2011 - 2012**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Suwannee Valley T Version 1.4
County: Columbia & Hamilton & Suwannee

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 =	1,050,000
Rate Per Passenger Mile =	$ 2.81
Total Projected Passenger Trips =	80,000
Rate Per Passenger Trip =	$ 36.85

Fiscal Year
2013 - 2014

Avg. Passenger Trip Length = 13.1 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile =	$ 3.53
Rate Per Passenger Trip =	$ 46.32

*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.

Page 1 of 1

SVTA Rate Model for FY 13-14_ColHamSuw_REVISED 25 June 2013.xls: Program-wide Rates

Worksheet for Multiple Service Rates

CTC: Suwannee Valle Version 1.4
County: Columbia & Hamilton & Suwannee

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 the next relevant 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
	Yes	Yes	Yes	Yes
	No	No	No	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

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?	Yes	Yes	Yes	Yes
	No	No	No	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?	Yes	Yes	Yes	Yes
	No	No	No	No
				Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?	Leave Blank	Leave Blank	Leave Blank	
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?				
Effective Rate for **Contracted Services:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per **Passenger Trip** =	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 =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Suwannee Valle Version 1.4
County: Columbia & Hamilton & Suwannee

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 additional 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

Do NOT Complete Section IV

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)
   And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Mulitple 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 (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,050,000	853,434	188,601	7,965	0	
Rate per Passenger Mile =		$2.45	$4.19	$8.74	$0.00 per passenger	$0.00 per group
		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	80,000	64,248	15,272	480		
Rate per Passenger Trip =		$32.00	$54.85	$114.28	$0.00 per passenger	$0.00 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 (Leave Blank)	
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$2.45	$4.19	$8.74	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$3.07	$5.27	$10.95	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$40.22	$68.94	$143.64	$0.00 per passenger	$0.00 per group

Page 2 of 3

SVTA Rate Model for FY 13-14 ColHamSuw_REVISED 25 June 2013 xls Multiple Service Rates

Page 3 of 3

Worksheet for Multiple Service Rates

CTC: Suwannee Valle Version 1.1
County: Columbia & Hamilton & Suwannee

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK BLUE prompts directing you to additional questions based on previous answers

SVTA Rate Model for FY 13-14_CoHamSuw_REVISED 25 June 2013.xls Multiple Service Rates

t:\lynn\service plans\devplan2.scd.docx

North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility

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

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org

TRANSPORTATION DISADVANTAGED PROGRAM
AND
MEDICAID NON-EMERGENCY TRANSPORTATION PROGRAM

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: Suwannee Valley Transit Authority

COUNTIES: Columbia, Hamilton and Suwannee

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 PassengerTrip)
Transportation Disadvantaged Program Ambulatory Service	$2.01/passenger mile
Transportation Disadvantaged Program Wheelchair Service	$3.44/passenger mile
Transportation Disadvantaged Program Stretcher Service	$7.18/passenger mile
Medicaid Non-Emergency Transportation Program Ambulatory Service	$2.50/passenger mile
Medicaid Non-Emergency Transportation Program Wheelchair Service	$4.29/passenger mile
Medicaid Non-Emergency Transportation Program Stretcher Service	$8.93/passenger mile

t:\lynn\tdsp13\columbia\ratesheet1314.doc

Preliminary Information Worksheet

Version 1.4

CTC Name:	Suwannee Valley Transit Authority
County (Service Area):	Columbia & Hamilton & Suwannee
Contact Person:	Steele, Wm
Phone #	386-208-6330

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 Valley Transit Authority
County: Columbia & Hamilton & Suwannee

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

	Prior Year's ACTUALS from Oct 1st of 2011 to Sept 30th of 2012	Current Year's APPROVED Budget, as amended from Oct 1st of 2012 to Sept 30th of 2013	Upcoming Year's PROPOSED Budget from Oct 1st of 2013 to Sept 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	$ 56,171	$ 17,092	$ 27,092	-70.6%	58.5%	11-12 data has not been audited yet. SVTA began good record keeping beginning Apr 2012. FROM THAT, SVTA can verify that SVTA did collect $17,092 for TD transportation and $9,662 for Medicaid. SVTA will have a goal to increase its deliquent Medicaid co-pays by 50% of Medicaid ($20K increase) and to collect 100% of required TD copay of $10K)
Medicaid Co-Pay Received	$ 3,000	$ 9,662	$ 29,662	222.1%	207.0%	
Donations/ Contributions						
In-Kind, Contributed Services						
Other		$ 20,000	$ 20,000		0.0%	
Bus Pass Program Revenue						
Local Government						
District School Board						COUNTY CASH: By Interlocal Agreement, the three counties together contribut $58,343 to SVTA. This funding is used for 'capital match' and the match. For the first time, SVTA will approach each county to obtain at least 50% its required 'local match' instead of taking match funds from SVTA Operational funds. For FY 14, that is 540K total from the three counties. SVTA anticipates an increase from $9K to $13.5K of labor value through the Suwannee County and DOJJ Court's Community Services Program. Contributed Services = community service folks providing janitorial, bus washing and other
Compl. ADA Services						
County Cash	$ 58,343	$ 58,343	$ 98,343	0.0%	68.6%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services		$ 8,859	$ 13,500		52.4%	
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 618,773	$ 678,372	$ 708,162	9.6%	4.4%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	$ 129,816		$ 129,816	-100.0%		In FY13, SVTA did NOT apply for a Conroy grant in 12-13. SVTA expects to apply the next cycle with REDI waiver of match.
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						SVTA did request and did receive an Operating Grant under 5311 of 406K in Oct 2011. In FY 13, Administrator did just submit a grant for 5311 Operating which SVTA expects to receive in Oct 2013. Administrator will apply for same grant again Jan 2014. #2 The 60K in "OTHER" is for a 'Planning Grant" of $20K that Administrator applied for in Jan 12 and was so granted. In June, this 'Planning Grant" was increased to 60K. SVTA will apply for other such grants when need arrises and funds are available. 5311 is used as system subsidy.
49 USC 5310		$ 142,925	$ 131,501		-8.0%	
49 USC 5311 (Operating)	$ 405,661	$ 416,243	$ 437,242	2.4%	5.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	$ 60,000			-100.0%		
Bus Pass Program Revenue						
AHCA						
Medicaid	$ 2,486,139	$ 2,372,021	$ 2,372,004	-4.6%	0.0%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh, 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						Other = 21K was for the old Hamilton Co Meal site run in which SVTA contracted with the Suwannee Economic Council. This contracted ended in Aug 2012.
Community Care for Elderly						
Other DOEA (specify in explanation)	$ 21,000			-100.0%		
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority
County: Columbia & Hamilton & Suwannee

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

	Prior Year's **ACTUALS** from Oct 1st of 2011 to Sept 30th of 2012	Current Year's **APPROVED** Budget, as amended from Oct 1st of 2012 to Sept 30th of 2013	Upcoming Year's **PROPOSED** Budget from Oct 1st of 2013 to Sept 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	$ 500	$ 900	$ 900	80.0%	0.0%	SVTA does, on occasion, conduct trips for Ryan White, Vocation Rehab and Disabilities Determination
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
CARC	$ 41,409	$ 48,995	$ 48,995	18.3%	0.0%	ARC of North Florida for Suwannee and Columbia Counties provides funding to transport their mentally handicap patrons. This funding is provided to SVTA from "Med-Waver" out of Gainesville.
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
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 =	**$3,883,812**	**$3,773,412**	**$4,017,237**	-2.8%	6.5%	

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

Operating Expenditures						
Labor	$ 484,736	$ 909,828	$ 954,395	87.7%	4.9%	LABOR & FRINGE: SVTA will ask for a 5% merit raise for employees of SVTA as last ayear's request was denied. For FY14,SVTA estimates 3.2% increase expected in frindge costs. SVTA is including predicted increase in the cost of auto fuels & oil, auto parts and materials. SVTA is included predicted increase in base utilities, plus, SVTA has installed security lighting for bus lot and building. Predicted incease in base utilities plus additional electric for lighting is 21.1%. SVTA predicts a 5.3% increase in administrative expenses. SVTA has a liability in the Wood Legal case which settled for $115K over next 2 years. SVTA anticipates an increase from $9K to $13.5K of labor value through the Suwannee County and DOJJ Court's Community Services Program
Fringe Benefits	$ 173,103	$ 677,404	$ 699,404	291.3%	3.2%	
Services	$ 69,670	$ 135,647	$ 144,647	94.7%	6.6%	
Materials and Supplies	$ 81,105	$ 377,446	$ 397,446	365.4%	5.3%	
Utilities	$ 16,045	$ 37,892	$ 45,892	136.2%	21.1%	
Casualty and Liability	$ 74,237	$ 82,825	$ 93,825	11.6%	13.3%	
Taxes		$ 177	$ 177		0.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	$ 3,132,160	$ 1,186,560	$ 1,023,402	-62.8%	-12.3%	subs= Alternative, JD Health, Collins, Peeler, and Parrish Transp
Other						
Miscellaneous		$ 176,016	$ 220,087		25.0%	MISC: postage, late fees & fines, repairs to facility parking lot lighting; building roof replacement; bus camera equipment; building security (re-keying locks) over the next two years. LEASES & RENTALS: CTS Computer software; radio tower; Microsoft Office 365; equipment rentals;
Operating Debt Service - Principal & Interest						
Leases and Rentals		$ 41,953	$ 41,953		0.0%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	$ -	$ 8,859	$ 13,500		52.4%	
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	$ 139,500	$ 142,925	$ 367,928	2.5%	157.4%	5310 and Shirley Conroy
Equip. Purchases with Local Revenue	$ 15,500	$ 15,880	$ 14,611	2.5%	-8.0%	Match will be waived for Shirley Conroy grant.
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
ACTUAL YEAR LOSS	($302,244)					
Total Expenditures =	**$4,186,056**	**$3,773,412**	**$4,017,237**	-9.9%	6.5%	

See NOTES Below.

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority

County: Columbia & Hamilton & Suwannee

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 Oct 1st of 2013 to Sept 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?	local match req.
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 27,092	$ 27,092	$ -		
Medicaid Co-Pay Received	$ 29,662	$ 29,662	$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ 20,000	$ 20,000	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 98,343	$ 21,933	$ 76,410	$ 14,611	
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ 13,500	$ -	$ 13,500		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					
Non-Spons. Trip Program	$ 708,182	$ 708,182	$ -	$ -	$ 78,687
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ 129,816	$ -	$ 129,816	$ 129,816	$ 14,424
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ 131,501	$ -	$ 131,501	$ 131,501	$ 14,611
49 USC 5311 (Operating)	$ 437,242		$ 437,242		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ 2,372,004	$ 2,372,004	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, 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	$ -	$ -	$ -		

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: Suwannee Valley Transit Authority

County: Columbia & Hamilton & Suwannee

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 Oct 1st of 2013 to Sept 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	5
APD				
Office of Disability Determination	$ 900	$ 900	$ -	
Developmental Services	$ -	$ -	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
CARC	$ 48,995	$ 48,995	$ -	
xxx	$ -		$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
0	$ -		$ -	
0	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -	
Total Revenues =	$ 4,017,237	$ 3,228,768	$ 788,469	$ 275,928

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures	
Labor	$ 954,365
Fringe Benefits	$ 699,404
Services	$ 144,647
Materials and Supplies	$ 397,446
Utilities	$ 45,892
Casualty and Liability	$ 93,825
Taxes	$ 177
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ 1,023,402
Other	$ -
Miscellaneous	$ 220,087
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ 41,953
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ 13,500
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ 367,928
Equip. Purchases with Local Revenue	$ 14,611
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	$ 4,017,237
minus EXCLUDED Subsidy Revenue =	$ 788,469
Budgeted Total Expenditures INCLUDED in Rate Base =	$ 3,228,768
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	$ 3,228,768

$ 512,541

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 exlanation area of the Comprehensive Budget tab.

[1] The 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 Valley T Version 1.4
County: Columbia & Hamilton & Suwannee

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 = 1,400,000

Rate Per Passenger Mile = $ 2.31

Total Projected Passenger Trips = 86,000

Rate Per Passenger Trip = $ 37.54

Fiscal Year

2013 - 2014

Avg. Passenger Trip Length = 16.3 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = $ 2.87

Rate Per Passenger Trip = $ 46.71

*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 Valle Version 1.4
County: Columbia & Hamilton & Suwannee

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 sections or to further questions and sections based on previous answers

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?	Yes / No	Yes / No	Yes / No	Yes / 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

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?	Yes / No	Yes / No	Yes / No	Yes / 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?	Yes / No	Yes / No	Yes / No	Yes / No
	Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
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?				
Effective Rate for **Contracted Services:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per **Passenger Trip** =				
	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 =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	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 Valle Version 1.4
County: Columbia & Hamilton & Suwannee

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 ..... Pass. Trip / per passenger mile? ..... 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

Do NOT Complete Section IV

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) .....
   ..... 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 (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,400,000 =	1,137,912 +	251,468 +	10,620 +	0	
Rate per Passenger Mile =		$2.01	$3.44	$7.18	$0.00 per passenger	$0.00 per group
		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	86,000 =	69,067 +	16,417 +	516 +		
Rate per Passenger Trip =		$32.60	$55.88	$118.41	$0.00 per passenger	$0.00 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 (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$2.01	$3.44	$7.18	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$2.50	$4.29	$8.93	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$40.56	$69.52	$144.84	$0.00 per passenger	$0.00 per group

Program These Rates into Your Medicaid Encounter Data

Worksheet for Multiple Service Rates

CTC: Suwannee Valle Version 1.4
County: Columbia & Hamilton & Suwannee

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 jump to certain questions and sections based on previous answers

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Transportation Disadvantaged Program
Funding Allocations and Service Rates

County	Fiscal Year 2012/13 Allocation (State Funds*)	Fiscal Year 2013/14 Allocation (State Funds)*	Difference
Columbia	$ 297,917.00	$ 322,329.00	$ 24,412.00
Hamilton	$ 144,112.00	$ 157,194.00	$ 13,082.00
Suwannee	$ 236,409.00	$ 232,968.00	$ (3,441.00)
TOTAL	**$ 678,438.00**	**$ 712,491.00**	**$ 34,053.00**
	Fiscal Year 2012/13 Rates Ambulatory/Passenger Mile	**Fiscal Year 2012/13 Rates Wheelchair/Passenger Mile**	**Fiscal Year 2012/13 Rates Stretcher/Passenger Mile**
Columbia, Hamilton, Suwannee	$ 1.57	$ 2.69	$ 5.61
	Fiscal Year 2013/14 Proposed Rates Ambulatory/Passenger Mile	**Fiscal Year 2013/14 Proposed Rates Wheelchair/Passenger Mile**	**Fiscal Year 2013/14 Proposed Rates Stretcher/Passenger Mile**
Columbia/Hamilton/Suwannee	$ 2.45	$ 4.19	$ 8.74
	Difference	**Difference**	**Difference**
	$ 0.88	$ 1.50	$ 3.13

* The Transportation Disadvantaged Program funds require a 10 percent local match that is not included in these figures.

Transportation Disadvantaged Program
Funding Allocations and Service Rates

County	Fiscal Year 2012/13 Allocation*	Fiscal Year 2013/14 Allocation*	Difference
Columbia	$ 331,019.00	$ 358,143.00	$ 27,124.00
Hamilton	$ 160,124.00	$ 174,661.00	$ 14,537.00
Suwannee	$ 262,676.00	$ 258,853.00	$ (3,823.00)
TOTAL	**$ 753,819.00**	**$ 791,657.00**	**$ 37,838.00**
	Fiscal Year 2012/13 Rates Ambulatory/Passenger Mile	**Fiscal Year 2012/13 Rates Wheelchair/Passenger Mile**	**Fiscal Year 2012/13 Rates Stretcher/Passenger Mile**
Columbia, Hamilton, Suwannee	$ 1.57	$ 2.69	$ 5.61
	Fiscal Year 2013/14 Proposed Rates Ambulatory/Passenger Mile	**Fiscal Year 2013/14 Proposed Rates Wheelchair/Passenger Mile**	**Fiscal Year 2013/14 Proposed Rates Stretcher/Passenger Mile**
Columbia/Hamilton/Suwannee	$ 2.45	$ 4.19	$ 8.74
	Difference	**Difference**	**Difference**
	$ 0.88	$ 1.50	$ 3.13

The allocations shown include the 10 percent local match requirement.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
Grants Program Distribution FY 2012/2013
Trip and Equipment Grants

COUNTY	TRIP/EQUIP FUNDS FM/Job # 43202718401	LOCAL TRIP/EQUIP MATCH	TOTAL TRIP/EQUIP FUNDS	VOLUNTARY DOLLARS FM/Job# 43202818401	VOLUNTARY DOLLARS LOCAL MATCH	TOTAL VOLUNTARY DOLLARS	TOTAL ESTIMATED PROJECT FUNDING
Alachua	$497,369	$55,263	$552,632	$378	$42	$420	$553,052
Baker	$153,783	$17,087	$170,870	$3	$0	$3	$170,874
Bay	$357,298	$39,700	$396,998	$61	$7	$68	$397,066
Bradford	$96,009	$10,668	$106,677	$6	$1	$7	$106,684
Brevard	$1,162,684	$129,187	$1,291,871	$692	$77	$768	$1,292,639
Broward	$3,284,467	$364,941	$3,649,408	$2,199	$244	$2,443	$3,651,851
Calhoun	$153,935	$17,104	$171,038	$1	$0	$1	$171,040
Charlotte	$305,273	$33,919	$339,192	$108	$12	$121	$339,312
Citrus	$306,349	$34,039	$340,388	$138	$15	$153	$340,540
Clay	$293,498	$32,611	$326,109	$103	$12	$115	$326,224
Collier	$679,842	$75,538	$755,380	$129	$14	$143	$755,523
Columbia	$297,906	$33,101	$331,006	$11	$1	$13	$331,019
DeSoto	$195,215	$21,691	$216,905	$3	$0	$3	$216,908
Dixie	$159,317	$17,702	$177,019	$2	$0	$2	$177,021
Duval	$1,207,832	$134,204	$1,342,035	$786	$87	$874	$1,342,909
Escambia	$548,754	$60,973	$609,726	$223	$25	$247	$609,974
Flagler	$213,918	$23,769	$237,686	$96	$11	$107	$237,793
Franklin	$141,053	$15,673	$156,725	$5	$1	$6	$156,731
Gadsden	$270,167	$30,019	$300,185	$26	$3	$29	$300,214
Gilchrist	$91,978	$10,220	$102,198	$1	$0	$1	$102,199
Glades	$157,595	$17,511	$175,106	$1	$0	$1	$175,107
Gulf	$140,311	$15,590	$155,901	$0	$0	$0	$155,901
Hamilton	$144,112	$16,012	$160,124	$0	$0	$0	$160,124
Hardee	$198,818	$22,091	$220,909	$6	$1	$7	$220,916
Hendry	$278,933	$30,993	$309,925	$5	$1	$6	$309,931
Hernando	$290,932	$32,326	$323,258	$26	$3	$29	$323,287
Highlands	$364,797	$40,533	$405,330	$6	$1	$7	$405,337
Hillsborough	$1,496,953	$166,328	$1,663,281	$1,100	$122	$1,222	$1,664,502
Holmes	$151,679	$16,853	$168,532	$72	$8	$80	$168,612
Indian River	$262,224	$29,136	$291,360	$68	$8	$76	$291,436
Jackson	$347,375	$38,597	$385,972	$52	$6	$58	$386,030
Jefferson	$142,070	$15,786	$157,855	$0	$0	$0	$157,855
Lafayette	$119,640	$13,293	$132,933	$0	$0	$0	$132,933
Lake	$565,679	$62,853	$628,532	$266	$30	$296	$628,828
Lee	$629,139	$69,904	$699,043	$1,100	$122	$1,222	$700,265
Leon	$433,547	$48,172	$481,718	$366	$41	$407	$482,125
Levy	$288,844	$32,094	$320,937	$11	$1	$12	$320,949
Liberty	$199,946	$22,216	$222,163	$0	$0	$0	$222,163
Madison	$175,181	$19,465	$194,645	$0	$0	$0	$194,645
Manatee	$463,249	$51,472	$514,721	$261	$29	$290	$515,011
Marion	$669,739	$74,416	$744,155	$70	$8	$77	$744,232
Martin	$224,859	$24,984	$249,843	$58	$7	$65	$249,908
Miami-Dade	$7,629,850	$847,761	$8,477,611	$3,331	$370	$3,701	$8,481,312
Monroe	$290,450	$32,272	$322,722	$160	$18	$178	$322,900
Nassau	$234,574	$26,064	$260,638	$41	$5	$46	$260,684
Okaloosa	$379,414	$42,157	$421,571	$71	$8	$79	$421,650
Okeechobee	$203,089	$22,566	$225,655	$3	$0	$3	$225,658
Orange	$1,566,101	$174,011	$1,740,112	$1,231	$137	$1,367	$1,741,479
Osceola	$816,948	$90,772	$907,720	$95	$11	$105	$907,825
Palm Beach	$2,360,095	$262,233	$2,622,328	$1,806	$201	$2,006	$2,624,334
Pasco	$526,858	$58,540	$585,398	$330	$37	$367	$585,765
Pinellas	$1,981,282	$220,143	$2,201,425	$800	$89	$889	$2,202,314
Polk	$945,156	$105,017	$1,050,173	$272	$30	$302	$1,050,475
Putnam	$295,142	$32,794	$327,935	$14	$2	$15	$327,950
Saint Johns	$317,810	$35,312	$353,122	$160	$18	$178	$353,300
Saint Lucie	$377,979	$41,998	$419,976	$141	$16	$157	$420,133
Santa Rosa	$330,322	$36,702	$367,024	$117	$13	$130	$367,154
Sarasota	$552,025	$61,336	$613,361	$984	$109	$1,093	$614,454
Seminole	$545,236	$60,582	$605,818	$428	$48	$476	$606,294
Sumter	$216,959	$24,107	$241,065	$58	$6	$64	$241,129
Suwannee	$236,372	$26,264	$262,635	$37	$4	$41	$262,676
Taylor	$237,064	$26,340	$263,404	$2	$0	$2	$263,406
Union	$82,089	$9,121	$91,210	$8	$1	$9	$91,219
Volusia	$838,518	$93,169	$931,687	$449	$50	$498	$932,185
Wakulla	$157,546	$17,505	$175,051	$4	$1	$5	$175,056
Walton	$303,676	$33,742	$337,418	$17	$2	$19	$337,437
Washington	$177,144	$19,683	$196,826	$1	$0	$1	$196,827
TOTALS	$39,763,962	$4,418,218	$44,182,179	$19,000	$2,111	$21,111	$44,203,290

Allocation of Transportation Disadvantaged Trust Funds to Counties for Fiscal Year 2013-14							
	Trip and Equipment			Voluntary Dollars			Trip/Equip Grant*
County	Funds	Local Match	Total	Funds	Local Match	Total	Allocation
Alachua	$615,151	$68,350	$683,501	$270	$30	$300	**$683,800**
Baker	$185,620	$20,625	$206,245	$1	$0	$1	**$206,246**
Bay	$448,149	$49,794	$497,944	$38	$4	$42	**$497,986**
Bradford	$121,230	$13,470	$134,699	$1	$0	$1	**$134,701**
Brevard	$1,463,241	$162,582	$1,625,823	$737	$82	$819	**$1,626,642**
Broward	$3,718,727	$413,192	$4,131,918	$1,396	$155	$1,551	**$4,133,469**
Calhoun	$179,009	$19,890	$198,899	$2	$0	$2	**$198,902**
Charlotte	$364,324	$40,480	$404,804	$84	$9	$93	**$404,897**
Citrus	$420,411	$46,712	$467,123	$134	$15	$149	**$467,273**
Clay	$364,760	$40,529	$405,288	$101	$11	$112	**$405,401**
Collier	$853,876	$94,875	$948,751	$77	$9	$85	**$948,836**
Columbia	$322,317	$35,813	$358,129	$12	$1	$13	**$358,143**
DeSoto	$229,805	$25,534	$255,339	$4	$0	$4	**$255,343**
Dixie	$191,075	$21,231	$212,305	$3	$0	$3	**$212,308**
Duval	$1,516,228	$168,470	$1,684,698	$715	$80	$795	**$1,685,493**
Escambia	$671,156	$74,573	$745,729	$231	$26	$256	**$745,985**
Flagler	$276,705	$30,745	$307,450	$91	$10	$101	**$307,551**
Franklin	$175,933	$19,548	$195,481	$0	$0	$0	**$195,481**
Gadsden	$318,822	$35,425	$354,246	$30	$3	$33	**$354,279**
Gilchrist	$108,514	$12,057	$120,571	$1	$0	$1	**$120,572**
Glades	$190,284	$21,143	$211,427	$0	$0	$0	**$211,427**
Gulf	$170,210	$18,912	$189,122	$1	$0	$1	**$189,123**
Hamilton	$157,194	$17,466	$174,660	$1	$0	$1	**$174,661**
Hardee	$240,124	$26,680	$266,804	$5	$1	$6	**$266,810**
Hendry	$332,710	$36,968	$369,677	$4	$0	$4	**$369,682**
Hernando	$397,378	$44,153	$441,531	$40	$5	$45	**$441,576**
Highlands	$453,030	$50,337	$503,366	$34	$4	$38	**$503,404**
Hillsborough	$1,988,655	$220,962	$2,209,617	$983	$109	$1,092	**$2,210,709**
Holmes	$185,586	$20,621	$206,207	$60	$7	$67	**$206,274**
Indian River	$313,259	$34,807	$348,066	$34	$4	$38	**$348,104**
Jackson	$400,789	$44,532	$445,321	$35	$4	$39	**$445,360**
Jefferson	$171,983	$19,109	$191,092	$0	$0	$0	**$191,092**
Lafayette	$141,783	$15,754	$157,537	$0	$0	$0	**$157,537**
Lake	$708,711	$78,746	$787,457	$217	$24	$241	**$787,697**
Lee	$763,196	$84,800	$847,996	$1,247	$139	$1,386	**$849,381**
Leon	$510,851	$56,761	$567,612	$365	$41	$406	**$568,018**
Levy	$361,472	$40,164	$401,636	$18	$2	$20	**$401,656**
Liberty	$243,264	$27,029	$270,293	$0	$0	$0	**$270,293**
Madison	$208,724	$23,192	$231,916	$0	$0	$0	**$231,916**
Manatee	$583,934	$64,882	$648,815	$165	$18	$183	**$648,999**
Marion	$830,290	$92,255	$922,545	$75	$8	$83	**$922,628**
Martin	$275,520	$30,613	$306,133	$39	$4	$43	**$306,176**
Miami-Dade	$8,758,528	$973,170	$9,731,698	$3,766	$419	$4,185	**$9,735,883**

Allocation of Transportation Disadvantaged Trust Funds to Counties for Fiscal Year 2013-14							
	Trip and Equipment			Voluntary Dollars			Trip/Equip Grant*
County	Funds	Local Match	Total	Funds	Local Match	Total	Allocation
Monroe	$370,154	$41,128	$411,282	$205	$23	$228	**$411,510**
Nassau	$293,378	$32,598	$325,976	$80	$9	$89	**$326,065**
Okaloosa	$465,613	$51,735	$517,348	$39	$4	$43	**$517,391**
Okeechobee	$253,555	$28,173	$281,728	$0	$0	$0	**$281,728**
Orange	$2,059,802	$228,867	$2,288,668	$784	$87	$870	**$2,289,539**
Osceola	$986,971	$109,664	$1,096,635	$40	$4	$44	**$1,096,679**
Palm Beach	$2,750,961	$305,662	$3,056,623	$1,511	$168	$1,677	**$3,058,300**
Pasco	$657,648	$73,072	$730,720	$227	$25	$252	**$730,972**
Pinellas	$2,193,876	$243,764	$2,437,640	$630	$70	$699	**$2,438,340**
Polk	$1,180,558	$131,173	$1,311,731	$251	$28	$278	**$1,312,009**
Putnam	$331,493	$36,833	$368,326	$31	$3	$34	**$368,360**
Saint Johns	$378,851	$42,095	$420,945	$115	$13	$127	**$421,072**
Saint Lucie	$501,091	$55,677	$556,768	$139	$16	$154	**$556,922**
Santa Rosa	$396,975	$44,108	$441,084	$53	$6	$59	**$441,142**
Sarasota	$627,749	$69,750	$697,499	$525	$58	$583	**$698,082**
Seminole	$680,976	$75,664	$756,640	$355	$40	$394	**$757,034**
Sumter	$285,526	$31,725	$317,251	$50	$6	$55	**$317,306**
Suwannee	$232,949	$25,883	$258,832	$19	$2	$21	**$258,853**
Taylor	$284,073	$31,564	$315,636	$2	$0	$2	**$315,639**
Union	$101,008	$11,223	$112,232	$1	$0	$1	**$112,233**
Volusia	$1,052,132	$116,904	$1,169,036	$432	$48	$480	**$1,169,516**
Wakulla	$189,011	$21,001	$210,012	$3	$0	$3	**$210,015**
Walton	$376,990	$41,888	$418,877	$13	$1	$14	**$418,892**
Washington	$213,434	$23,715	$237,149	$3	$0	$3	**$237,152**
TOTALS	**$47,797,296**	**$5,310,811**	**$53,108,108**	**$16,524**	**$1,836**	**$18,342**	**$53,126,450**

Medicaid Non-Emergency Transportation Program
Funding Allocations and Service Rates

County	Fiscal Year 2012/13 Allocation	Fiscal Year 2013/14 Allocation	Difference
Columbia	$ 754,372.00	$ 663,692.00	$ (90,680.00)
Hamilton	$ 618,386.00	$ 541,344.00	$ (77,042.00)
Suwannee	$ 999,263.00	$ 882,207.00	$ (117,056.00)
TOTAL	**$ 2,372,021.00**	**$ 2,087,243.00**	**$ (284,778.00)**
	Fiscal Year 2012/13 Rates Ambulatory/Passenger Mile	**Fiscal Year 2012/13 Rates Wheelchair/Passenger Mile**	**Fiscal Year 2012/13 Rates Stretcher/Passenger Mile**
Columbia, Hamilton, Suwannee	$ 1.78	$ 3.05	$ 6.35
	Fiscal Year 2013/14 Proposed Rates Ambulatory/Passenger Mile	**Fiscal Year 2013/14 Proposed Rates Wheelchair/Passenger Mile**	**Fiscal Year 2013/14 Proposed Rates Stretcher/Passenger Mile**
Columbia, Hamilton, Suwannee	$ 3.07	$ 5.27	$ 10.98
	Difference	**Difference**	**Difference**
	$ 1.29	$ 2.22	$ 4.63

2012-13 Medicaid Allocation

COUNTY	FY 2012-13 Medicaid Allocation	FY 2012-13 Non-Recurring Add-On	FY 2012-13 Total Allocated Medicaid Funds
Alachua	$1,150,796	$77,933	$1,228,730
Baker	$138,360	$9,370	$147,730
Bay	$533,241	$36,112	$569,352
Bradford	$121,449	$8,225	$129,674
Brevard	$1,638,273	$110,946	$1,749,219
Broward	$2,300,015	$155,760	$2,455,775
Calhoun	$179,475	$12,154	$191,629
Charlotte	$465,186	$31,503	$496,689
Citrus	$417,957	$28,305	$446,261
Clay	$270,827	$18,341	$289,168
Collier	$609,019	$178,481	$787,500
Columbia	$706,526	$47,847	$754,372
DeSoto	$452,064	$30,614	$482,679
Dixie	$152,909	$10,355	$163,264
Duval	$2,916,117	$197,483	$3,113,600
Escambia	$1,026,848	$69,539	$1,096,387
Flagler	$101,552	$6,877	$108,429
Franklin	$271,828	$18,409	$290,236
Gadsden	$556,565	$37,691	$594,256
Gilchrist	$78,389	$5,309	$83,698
Glades	$70,375	$4,766	$75,140
Gulf	$131,673	$8,917	$140,590
Hamilton	$579,165	$39,222	$618,386
Hardee	$417,278	$28,259	$445,536
Hendry	$914,254	$61,914	$976,169
Hernando	$1,095,349	$74,178	$1,169,528
Highlands	$799,168	$54,121	$853,289
Hillsborough	$3,003,301	$203,387	$3,206,689
Holmes	$204,725	$13,864	$218,589
Indian River	$222,815	$15,089	$237,905
Jackson	$582,170	$39,425	$621,595
Jefferson	$443,306	$30,021	$473,327
Lafayette	$65,723	$4,451	$70,174
Lake	$858,116	$58,113	$916,228
Lee	$1,503,493	$101,818	$1,605,311
Leon	$606,362	$41,064	$647,426
Levy	$445,673	$30,182	$475,855
Liberty	$92,004	$6,231	$98,235
Madison	$301,972	$20,450	$322,421
Manatee	$918,979	$62,234	$981,214
Marion	$1,294,205	$87,645	$1,381,850
Martin	$198,990	$13,476	$212,466
Miami-Dade	$8,863,251	$462,993	$9,326,244
Monroe	$578,622	$39,185	$617,807
Nassau	$276,957	$18,756	$295,712
Okaloosa	$247,471	$16,759	$264,230
Okeechobee	$412,156	$27,912	$440,068
Orange	$3,647,504	$247,014	$3,894,518
Osceola	$1,158,809	$78,476	$1,237,285
Palm Beach	$3,558,794	$241,006	$3,799,800
Pasco	$797,646	$54,018	$851,664
Pinellas	$3,235,485	$219,111	$3,454,596
Polk	$1,720,502	$116,515	$1,837,016
Putnam	$491,352	$33,275	$524,627
Santa Rosa	$274,705	$18,603	$293,308
Sarasota	$835,039	$56,550	$891,589
Seminole	$818,465	$55,428	$873,893
St. Johns	$511,725	$34,655	$546,379
St. Lucie	$623,510	$42,225	$665,734
Sumter	$229,672	$15,554	$245,226
Suwannee	$935,883	$63,379	$999,263
Taylor	$223,144	$15,112	$238,256
Union	$100,401	$6,799	$107,201
Volusia	$2,154,059	$145,876	$2,299,935
Wakulla	$44,692	$3,027	$47,719
Walton	$249,299	$16,883	$266,182
Washington	$225,999	$15,305	$241,304
Total	$61,051,633	$4,134,493	$65,186,126

Medicaid Allocation FY 2013-14				
Alachua	$1,088,445		Lee	$1,756,597
Baker	$153,562		Leon	$610,443
Bay	$484,791		Levy	$468,351
Bradford	$144,179		Liberty	$83,224
Brevard	$1,524,081		Madison	$295,730
Broward	$2,430,308		Manatee	$896,935
Calhoun	$173,247		Marion	$1,370,909
Charlotte	$449,971		Martin	$193,504
Citrus	$435,516		Miami-Dade	$8,566,732
Clay	$262,143		Monroe	$594,018
Collier	$868,833		Nassau	$262,667
Columbia	$663,692		Okaloosa	$253,230
DeSoto	$446,401		Okeechobee	$394,252
Dixie	$164,659		Orange	$3,598,613
Duval	$2,849,812		Osceola	$1,135,335
Escambia	$1,098,967		Palm Beach	$3,781,196
Flagler	$115,818		Pasco	$780,405
Franklin	$254,718		Pinellas	$2,966,977
Gadsden	$561,169		Polk	$2,250,585
Gilchrist	$78,246		Putnam	$473,687
Glades	$103,081		Santa Rosa	$327,092
Gulf	$116,746		Sarasota	$807,483
Hamilton	$541,344		Seminole	$825,658
Hardee	$410,716		St. Johns	$472,549
Hendry	$836,255		St. Lucie	$732,527
Hernando	$1,051,414		Sumter	$236,051
Highlands	$806,059		Suwannee	$882,207
Hillsborough	$2,837,946		Taylor	$230,644
Holmes	$190,814		Union	$118,234
Indian River	$249,618		Volusia	$1,888,218
Jackson	$566,799		Wakulla	$54,622
Jefferson	$418,858		Walton	$233,848
Lafayette	$63,726		Washington	$213,109
Lake	$853,471		State	$61,051,033

COMMUNITY TRANSPORTATION COORDINATOR
FISCAL YEAR 2013/14 TRANSPORTATION DISADVANTAGED PROGRAM RATES

COUNTY	COMMUNITY TRANSPORTATION COORDINATOR	FY 2013/14 AMBULATORY RATE	FY 2013/14 WHEELCHAIR RATE	FY 2013/14 STRETCHER RATE
Alachua	MV Transportation, Inc.	$27.47/Trip	$47.10/trip	$98.12/trip
Bradford	Suwannee River Economic Council, Inc.	$1.66/passenger mile	$2.85/passenger mile	$5.94/passenger mile
Columbia/Hamilton/Suwannee	Suwannee Valley Transit Authority	$2.45/passenger mile	$4.19/passenger mile	$8.74/passenger mile
Dixie	Suwannee River Economic Council, Inc.	$1.08/passenger mile	$1.85/passenger mile	$3.85/passenger mile
Gilchrist	Suwannee River Economic Council, Inc.	$1.26/passenger mile	$2.16/passenger mile	$4.49/passenger mile
Lafayette	Suwannee River Economic Council, Inc.	$1.63/passenger mile	$2.79/passenger mile	$5.82/passenger mile
Madison	Big Bend Transit, Inc.	$1.86/passenger mile	$3.20/passenger mile	Not applicable*
Union	A & A Transport, Inc.	$1.64/passenger mile	$2.80/passenger mile	$5.84/passenger mile

* Transportation Disadvantaged Trust Funds are not used to provide stretcher service.

COMMUNITY TRANSPORTATION COORDINATOR
FISCAL YEAR 2013/14 MEDICAID NON-EMERGENCY TRANSPORTATION PROGRAM RATES

COUNTY	COMMUNITY TRANSPORTATION COORDINATOR	FY 2013/14 AMBULATORY RATE	FY 2013/14 WHEELCHAIR RATE	FY 2013/14 STRETCHER RATE
Alachua	MV Transportation, Inc.	$27.85/Trip	$47.74/trip	$99.46/trip
Bradford	Suwannee River Economic Council, Inc.	$2.41/passenger mile	$4.13/passenger mile	$8.61/passenger mile
Columbia/Hamilton/Suwannee	Suwannee Valley Transit Authority	$3.07/passenger mile	$5.27/passenger mile	$10.98/passenger mile
Dixie	Suwannee River Economic Council, Inc.	$1.71/passenger mile	$2.93/passenger mile	$6.11/passenger mile
Gilchrist	Suwannee River Economic Council, Inc.	$2.43/passenger mile	$4.16/passenger mile	$8.66/passenger mile
Lafayette	Suwannee River Economic Council, Inc.	$2.70/passenger mile	$4.63/passenger mile	$9.65/passenger mile
Madison	Big Bend Transit, Inc.	$2.28/passenger mile	$3.91/passenger mile	2.33/passenger mile
Union	A & A Transport, Inc.	$4.10/passenger mile	$7.03/passenger mile	$14.65/passenger mile

North Central Florida Regional Planning Council

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July 19, 2013

TO: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Unmet Transportation Needs

STAFF RECOMMENDATION

Discuss ways to identify unmet transportation needs of Columbia, Hamilton and Suwannee County residents.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged was questioned by the Governor's Office why the Transportation Disadvantaged Program needed all of the $7.6 million in new Transportation Disadvantaged Trust Funds that the Florida Commission for the Transportation Disadvantaged requested in its Fiscal Year 2013/14 Legislative budget request. The Governor's Office also questioned why some Counties need additional Transportation Disadvantaged Trust Funds if they are meeting all of the transportation needs in their communities as reported by zero unmet trip requests the Annual Operations Reports.

In order to assist the Florida Commission for the Transportation provide usable information to the Florida Legislative members so they can make funding decisions, the Board needs to identify unmet transportation needs in Columbia, Hamilton and Suwannee Counties. Attached a sample unmet transportation needs survey. We would like the Board to discuss ways to identify unmet transportation needs by using the attached survey. If you have any questions, please do not hesitate to contact me.

Attachment

t:\lynn\td13\chs\memos\unmetneeds.docx

Date: _____

ALL PERSONAL INFORMATION WILL BE KEPT CONFIDENTIAL WITHIN THE AGENCY

Record of Customer's Unmet Transportation Need

Name of person completing form: _____

Position: _____ **Agency:** _____

Telephone and e-mail: _____

Customer name and contact information: _____

Eligible for ADA-complementary paratransit? ___Yes ___No

Description of problem and impact on customer's ability to access services or job:

_____

TRIP INFORMATION:

Name and address of customer's *originating location (include zip code)*

_____

Geographic location (choose one in each column):

___North
___South
___East
___West

part of

___city or town
___metropolitan area
___county

Time of day needed to travel: _____

Frequency: _____

Type of trip (e.g., medical, social, work, etc.): _____

Name and address of customer's *originating location (include Zip Code)*

_____

Geographic location (choose one in each column):

___North
___South
___East
___West

part of

___city or town
___metropolitan area
___county

Time of day needed to travel: _____

Length of time at destination: _____

PLEASE COMPLETE THE BACK OF THE FORM ALSO!

Options considered:

Private vehicle available? ___Yes ___No

Public transit route available? ___Yes ___No

Paratransit available? ___Yes ___No

Shuttle/circulator bus available: ___Yes ___No

Carpool available? ___Yes ___No

Taxi available? ___Yes ___No

Other option?_____

Comments: _____

_____

_____

Current solution or does problem remain unresolved? _____

_____

_____

_____

Please provide a narrative statement to describe the impact of the newly arranged transportation, or the continuing lack of transportation, on this customer:

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July 19, 2013

TO: Columbia, Hamilton and Suwannee County Transportation Disadvantaged Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Operations Reports

STAFF RECOMMENDATION

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

BACKGROUND

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

1. Suwannee Valley Transit Authority Operations Reports April - June 2013;
2. Fiscal Year 2012/13 Transportation Disadvantaged Trust Fund Status Reports;
3. Medicaid Non-Emergency Transportation Program Encounter Data Reports July 2012-June 2013; and
4. Suwannee Valley Transit Authority Complaint/Commendation Log.

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

Attachments

t:\lynn\td13\chs\memos\statjuly.docx

QUARTERLY OPERATING REPORT
COLUMBIA COUNTY
APRIL-JUNE 2013

JAN (CK)

OPERATING DATA	OPERATOR								
	SVTA	ACV	Adoptive	Alternative	Collins	JD Trans	Parrish	Peeler	TOTAL
TOTAL TRIPS	10,599	0	102	7	13	14	2,730	1,366	14,831
Arc of N FL	533	0	0	0	0	0	0	0	533
Medicaid	6,722	0	102	7	13	10	2,563	1,091	10,508
TD Trust Fund	3,344	0	0	0	0	4	167	275	3,790
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0
Disability Determination	0	0	0	0	0	0	0	0	0
Ryan White	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0
								VERIFIED	14,831
TOTAL DOLLARS INVOICED	$270,666.55	$0.00	$0.00		$0.00	$0.00	$0.00	$0.00	$270,666.55
Arc of N FL	$7,595.54	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,595.54
Medicaid	$188,596.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$188,596.00
TD Trust Fund	$74,475.01	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$74,475.01
Vocational Rehabilitation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Disability Determination	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Ryan White	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Other	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
									$270,666.55
TOTAL VEHICLE MILES(PASSENGER)	115,930	0	4,884	356	362	659	22,558	29,027	173,776
TOTAL VEHICLE HOURS (")	5,276	0	161	9	30	15	1,617	812	7,920
AVERAGE COST PER TRIP									$18.25
Arc of N FL	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$14.25
Medicaid	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$17.95
TD Trust Fund	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$19.65
Vocational Rehabilitation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!
Disability Determination	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!
Ryan White	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!
Other	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!
AVERAGE COST PER MILE	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1.56
AVERAGE COST PER HOUR	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$34.18
TRIP PURPOSE	-	-		-			-		-
Medical	9,071	0	102	7	13	14	2,730	1,366	13,303
Employment/Education/Training	1,386	0	0	0	0	0	0	0	1,386
Shopping	0	0	0	0	0	0	0	0	0
Meal Site	0	0	0	0	0	0	0	0	0
Recreation	118	0	0	0	0	0	0	0	118
Other	24	0	0	0	0	0	0	0	24
								verified	14,831
NUMBER OF TRIPS DENIED	0	0	0	0	0	0	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
PERCENT OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NUMBER OF ACCIDENTS	0	0	0	0	0	0	0	0	0
NUMBER OF VEHICLES	28	3	1	3	1	3	4	4	47
NUMBER OF TRIPS PER VEHICLE	379	0	102	2	13	5	683	342	316
TOTAL ROADCALLS	0	0	0	0	0	0	0	0	0

Medi Dollar Invoiced $188,596.00 / Actual Trip Cost $207,017.11

QUARTERLY OPERATING REPORT
HAMILTON COUNTY
APRIL-JUNE 2013

OPERATING DATA	OPERATOR							
	SVTA	ACV	Alternative	Collins	JD Trans	Parrish	Peeler	TOTAL
TOTAL TRIPS	441	0	7	954	1,530	7	149	3,088
Arc of N FL	0	0	0	0	0	0	0	0
Medicaid	42	0	6	802	1,410	5	110	2,375
TD Trust Fund	399	0	1	152	120	2	39	713
Developmental Service	0	0	0	0	0	0	0	0
Ryan White	0	0	0	0	0	0	0	0
Vocational Rehabilitation	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
							VERIFIED	3,088
TOTAL DOLLARS INVOICED	$194,660.06	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$194,660.06
Arc of N FL	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Medicaid	$154,596.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$154,596.00
TD Trust Fund	$40,064.06	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$40,064.06
Developmental Service	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Ryan White	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Vocational Rehabilitation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Other	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
							VERIFIED	$194,660.06
TOTAL VEHICLE MILES(PASSENGER)	17,242	0	177	44,024	51,585	401	3,641	117,070
TOTAL VEHICLE HOURS (")	574	0	5	981	1,646	11	91	3,308
AVERAGE COST PER TRIP								$0.00
Arc of N FL	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Medicaid	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$65.09
TD Trust Fund	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$56.19
Developmental Service	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Ryan White	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Vocational Rehabilitation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Other	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
AVERAGE COST PER MILE	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1.66
AVERAGE COST PER HOUR	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$58.85
TRIP PURPOSE	-	-	-			-		-
Medical	437	0	7	954	1,530	7	149	3,084
Employment	4	0	0	0	0	0	0	4
Education/Training	0	0	0	0	0	0	0	0
Shopping	0	0	0	0	0	0	0	0
Meal Site	0	0	0	0	0	0	0	0
Recreation	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
							verified	3,088
NUMBER OF TRIPS DENIED	0	0	0	0	0	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
PERCENT OF SINGLE PASSENGER TRIPS PROVIDED								
NUMBER OF ACCIDENTS	0	0	0	0	0	0	0	0
NUMBER OF VEHICLES	28	3	3	1	3	4	4	46
NUMBER OF TRIPS PER VEHICLE	16	0	2	954	510	2	37	67
TOTAL ROADCALLS	0	0	0	0	0	0	0	0

Medi Dollar Invoiced $154,598.00 / Actual Trip Cost $186,119.36

QUARTERLY OPERATING REPORT
SUWANNEE COUNTY
APRIL-JUNE 2013

OPERATING DATA	OPERATOR								
	SVTA	ACV	Adoptive	Alternative	Collins	JD Trans	Parrish	Peeler	TOTAL
TOTAL TRIPS	4,884	143	64	1,192	21	42	804	113	7,263
Arc of N FL	971	0	0	0	0	0	0	0	971
Medicaid	2,281	143	64	1,023	19	41	801	109	4,481
TD Trust Fund	1,630	0	0	169	2	1	3	4	1,809
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0
Disability Determination	0	0	0	0	0	0	0	0	0
Ryan White	2	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0	0
								VERIFIED	7,263
TOTAL DOLLARS INVOICED	$315,945.02	$0.00	$0.00		$0.00	$0.00	$0.00	$0.00	$315,945.02
Arc of N FL	$6,964.82	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,964.82
Medicaid	$249,824.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$249,824.00
TD Trust Fund	$59,091.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$59,091.00
Vocational Rehabilitation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Disability Determination	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Ryan White	$65.20	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$65.20
Other	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
								VERIFIED	
TOTAL VEHICLE MILES(PASSENGER)	101,196	6,528	2,050	28,666	1,171	1,328	19,427	3,484	163,850
TOTAL VEHICLE HOURS (")	3,973	175	73	1,089	35	36	724	90	6,195
AVERAGE COST PER TRIP									$43.50
Arc of N FL	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7.17
Medicaid	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$55.75
TD Trust Fund	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$32.67
Vocational Rehabilitation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!
Disability Determination	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!
Ryan White	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$32.60
Other	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!
AVERAGE COST PER MILE	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1.93
AVERAGE COST PER HOUR	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$51.00
TRIP PURPOSE	-	-		-			-		-
Medical	3,702	143	64	1,192	21	42	804	113	6,081
Employment	58	0	0	0	0	0	0	0	58
Education/Training	1,123	0	0	0	0	0	0	0	1,123
Shopping	0	0	0	0	0	0	0	0	0
Meal Site	0	0	0	0	0	0	0	0	0
Recreation	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	0	1
								verified	7,263
NUMBER OF TRIPS DENIED	0	0	0	0	0	0	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	0	0	0	0	0	0	0	0
PERCENT OF SINGLE PASSENGER TRIPS PROVIDED	0%	0%		0%	0%	0%	0%	0%	0%
NUMBER OF ACCIDENTS	0	0	0	0	0	0	0	0	0
NUMBER OF VEHICLES	28	3	2	3	1	3	4	4	48
NUMBER OF TRIPS PER VEHICLE	174	48	32	397	21	14	201	28	151
TOTAL ROADCALLS	0	0	0	0	0	0	0	0	0

Medi Dollar Invoiced $249,824.00 / Actual Trip Cost $231,224.53

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

2012-2013 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
COLUMBIA COUNTY

		GRANT AMOUNT	NUMBER OF TRIPS PROVIDED	AVERAGE COST PER TRIP
CONTRACT AMT	$297,906.00			
MONTH/YEAR				
12-Jul		$24,842.00	1041	$23.86
12-Aug		$24,825.00	1212	$20.48
12-Sep		$24,825.00	1133	$21.91
12-Oct		$24,825.00	1357	$18.29
12-Nov		$24,825.00	1146	$21.66
12-Dec		$24,825.00	1145	$21.68
13-Jan		$24,825.00	1297	$19.14
13-Feb		$24,825.00	1395	$17.80
13-Mar		$24,825.00	1269	$19.56
13-Apr		$24,825.01	1250	$19.86
13-May		$24,825.00	1263	$19.66
13-Jun		$24,825.00	1277	$19.44
Total		$297,917.01	14,785	

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

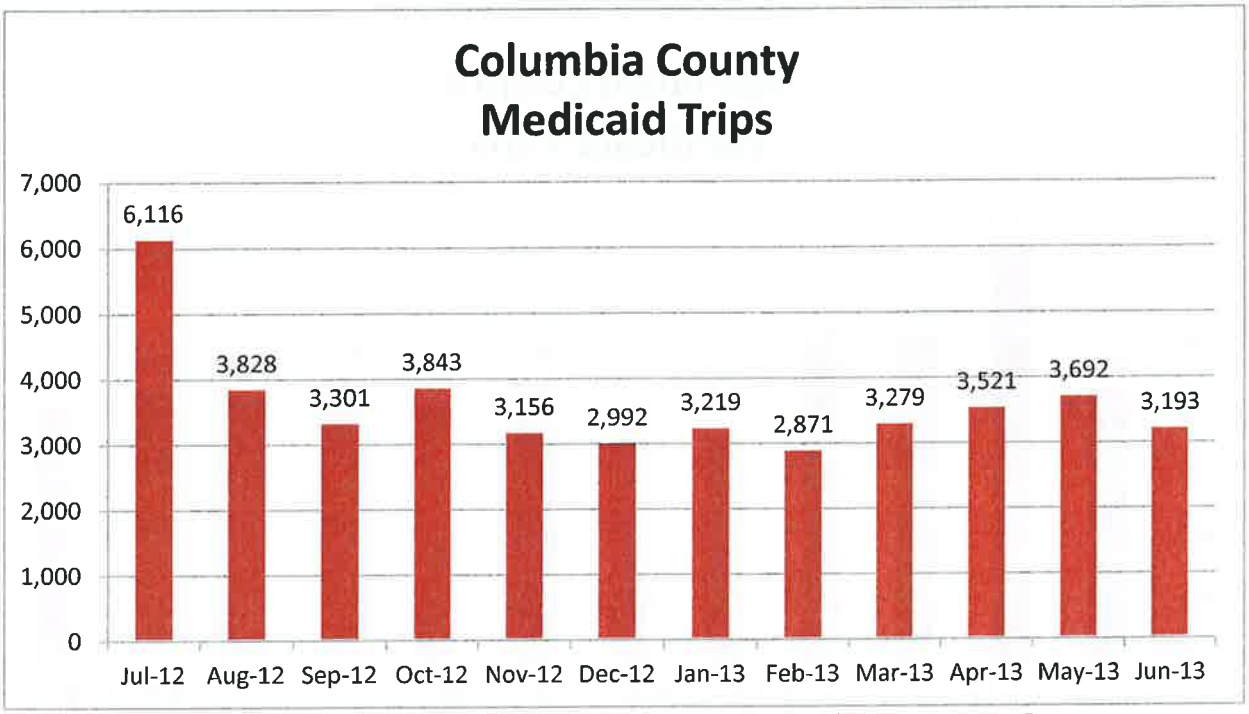
2012-2013 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
HAMILTON COUNTY

		GRANT AMOUNT	NUMBER OF TRIPS PROVIDED	AVERAGE COST PER TRIP
CONTRACT AMT	$144,112.00			
MONTH/YEAR				
12-Jul		$11,376.77	355	$32.05
12-Aug		$12,009.00	346	$34.71
12-Sep		$12,009.00	218	$55.09
12-Oct		$12,009.00	236	$50.89
12-Nov		$12,009.00	253	$47.47
12-Dec		$12,009.00	258	$46.55
13-Jan		$12,009.00	261	$46.01
13-Feb		$12,009.00	238	$50.46
13-Mar		$12,009.00	235	$51.10
13-Apr		$12,009.01	259	$46.37
13-May		$12,009.00	227	$52.90
13-Jun		$12,009.00	227	$52.90
Total		$143,475.78	3,113	

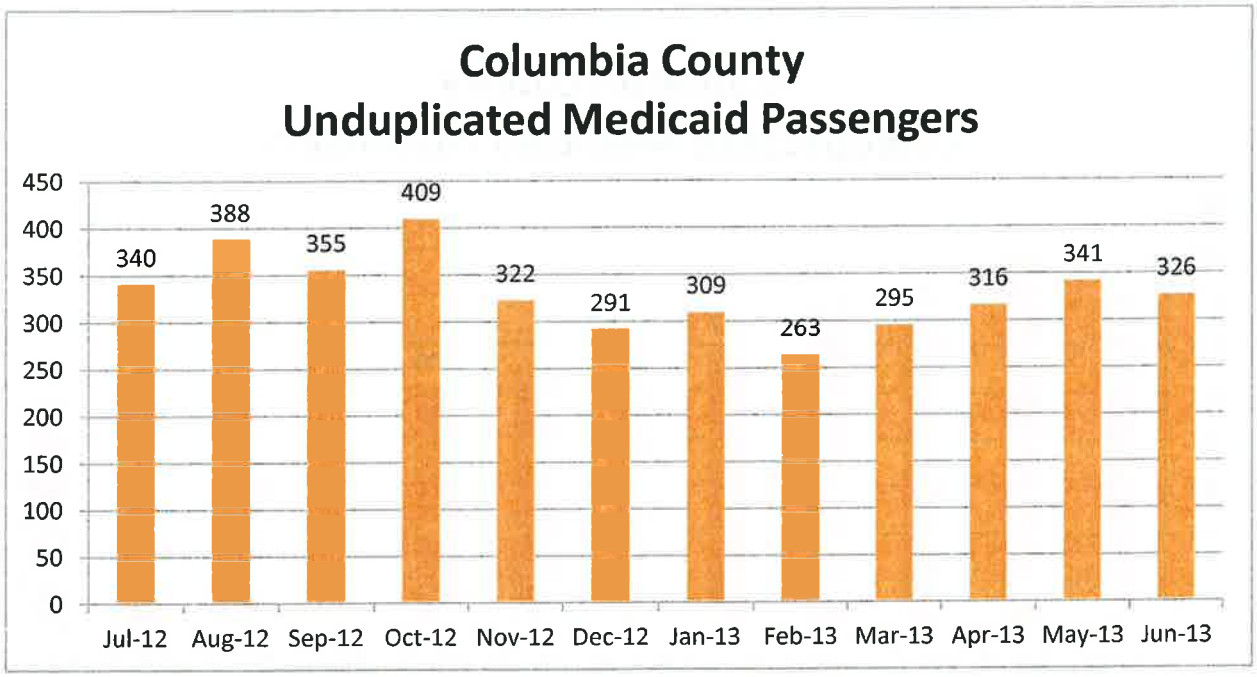
Rates Charged for TD Service:
$1.57 per passenger mile (ambulatory)
$2.69 per passenger mile (wheelchair)
$5.61 per passenger mile (stretcher)

2012-2013 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
SUWANNEE COUNTY

		GRANT AMOUNT	NUMBER OF TRIPS PROVIDED	AVERAGE COST PER TRIP
CONTRACT AMT	**$236,372.00**			
MONTH/YEAR				
12-Jul		$19,742.00	575	$34.33
12-Aug		$19,697.00	555	$35.49
12-Sep		$19,697.00	525	$37.52
12-Oct		$19,697.00	549	$35.88
12-Nov		$19,697.00	498	$39.55
12-Dec		$19,697.00	524	$37.59
13-Jan		$19,697.00	561	$35.11
13-Feb		$19,697.00	536	$36.75
13-Mar		$19,697.00	603	$32.67
13-Apr		$19,697.00	608	$32.40
13-May		$19,697.00	632	$31.17
13-Jun		$19,697.00	569	$34.62
Total		$236,409.00	6,735	



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



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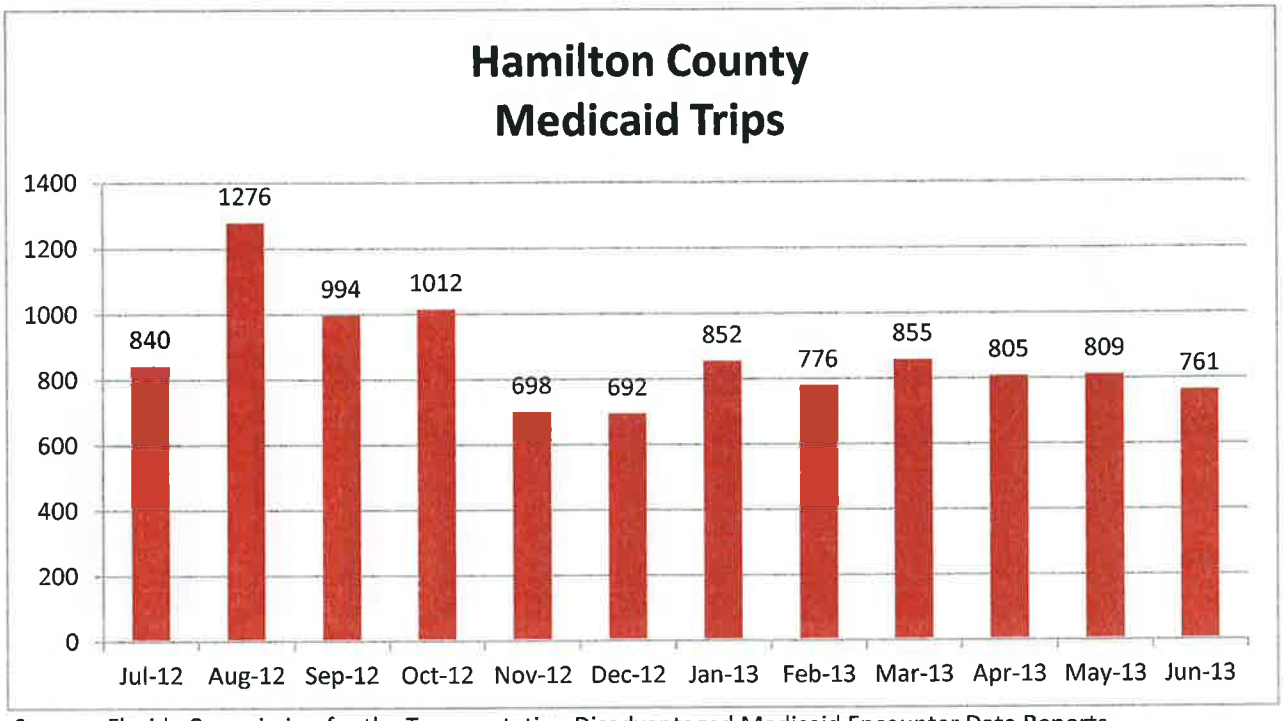

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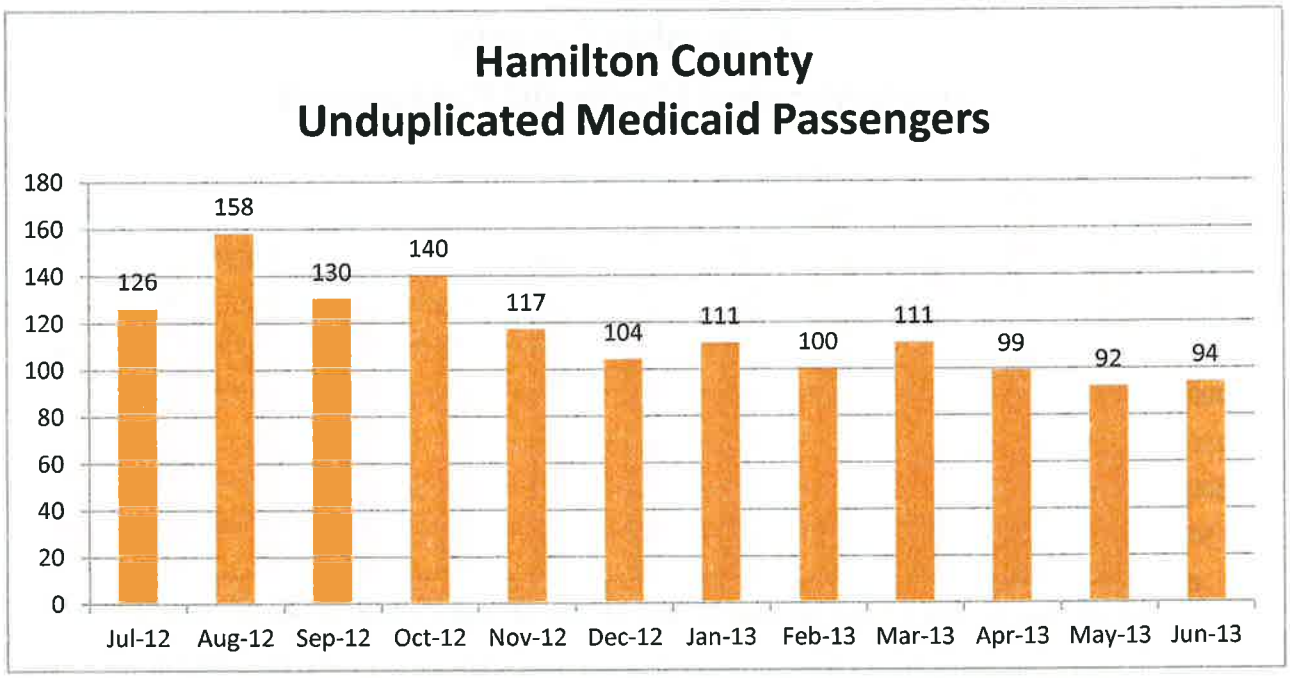

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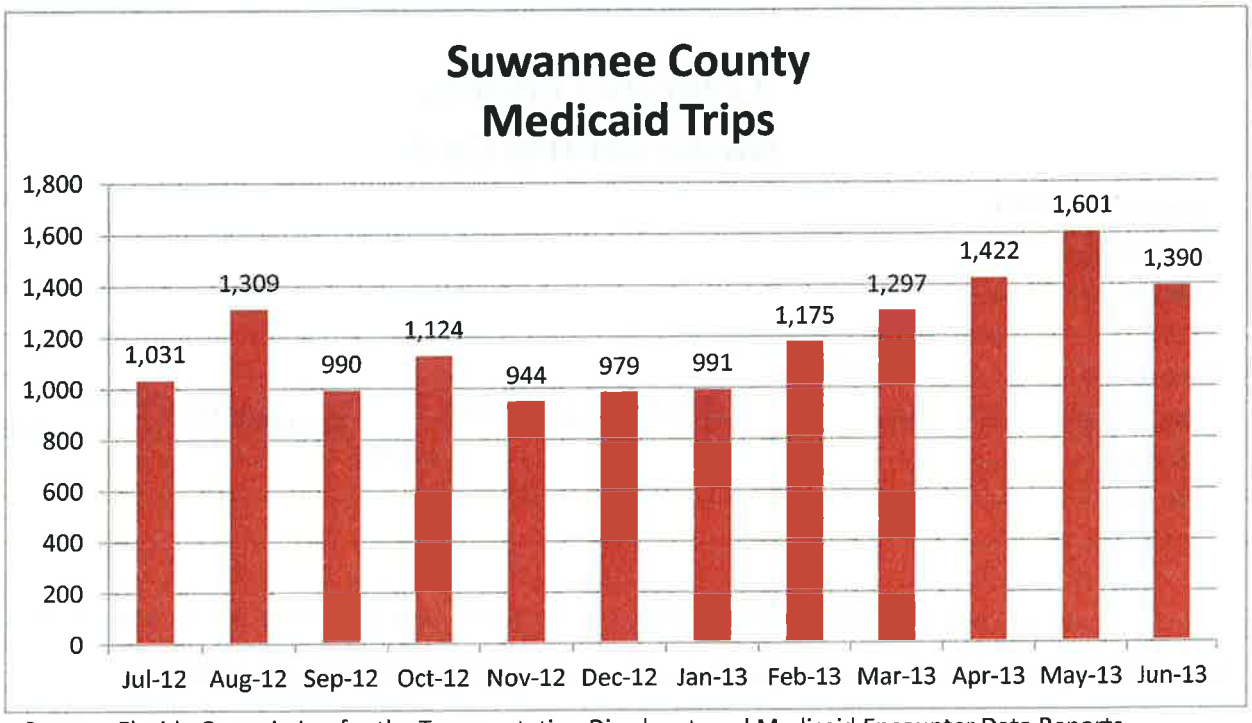

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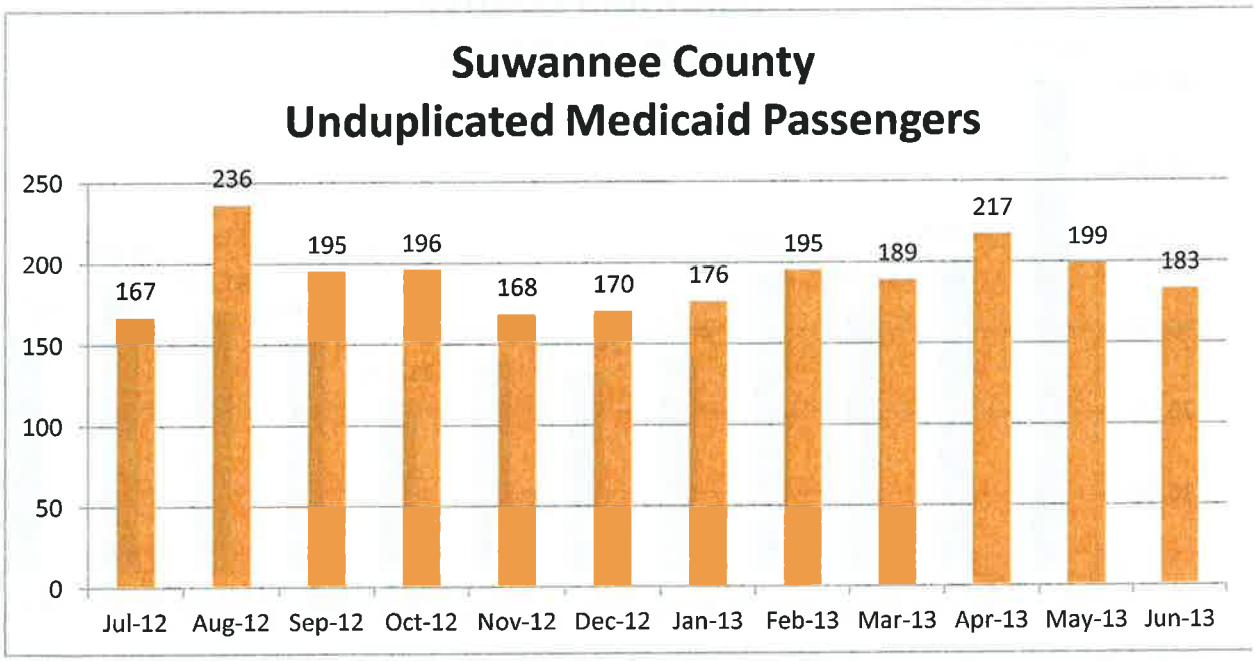

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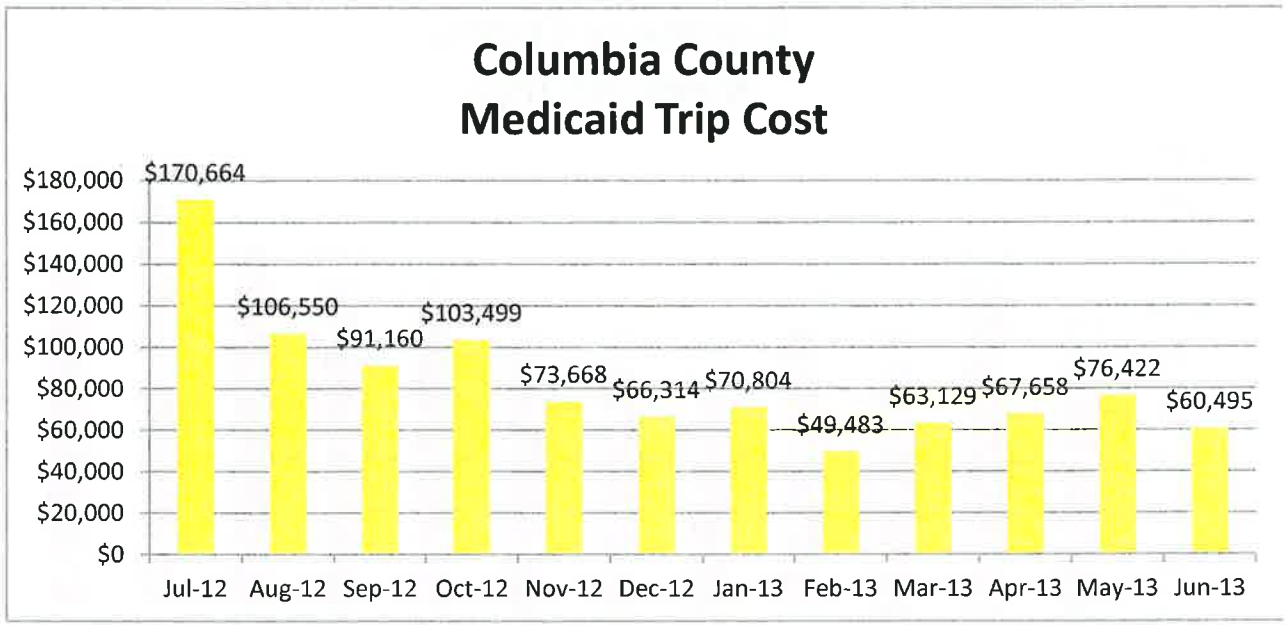

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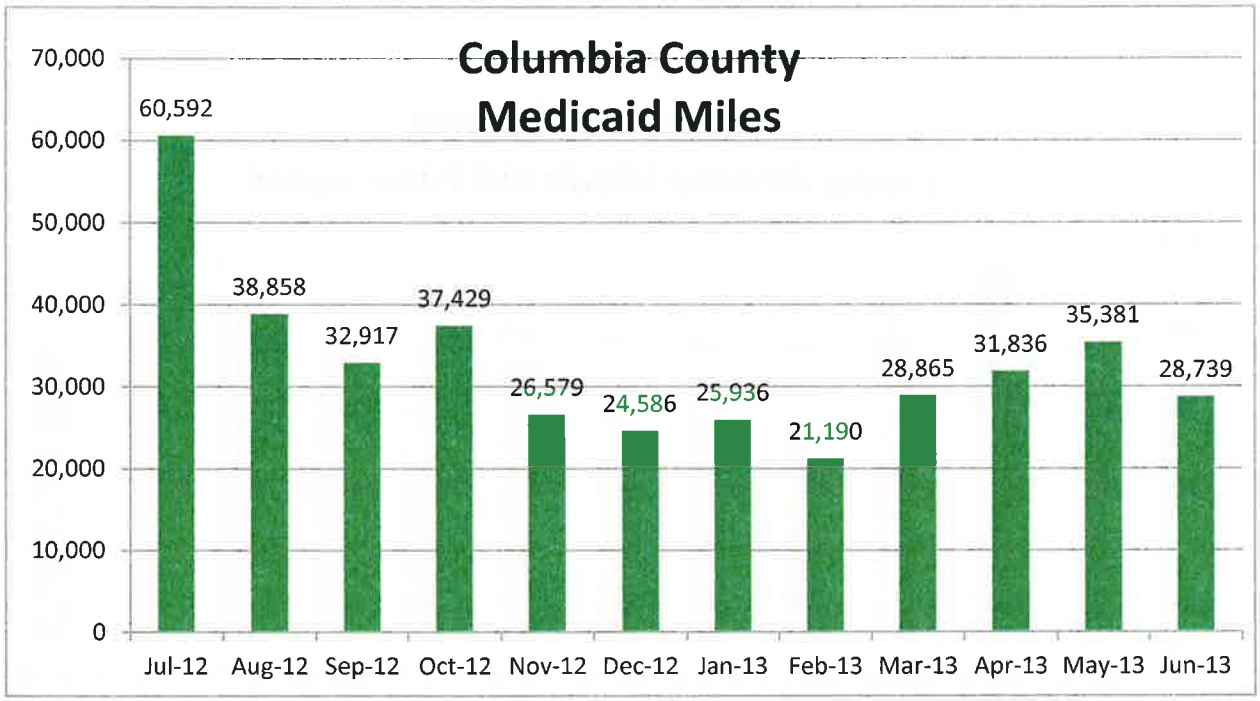

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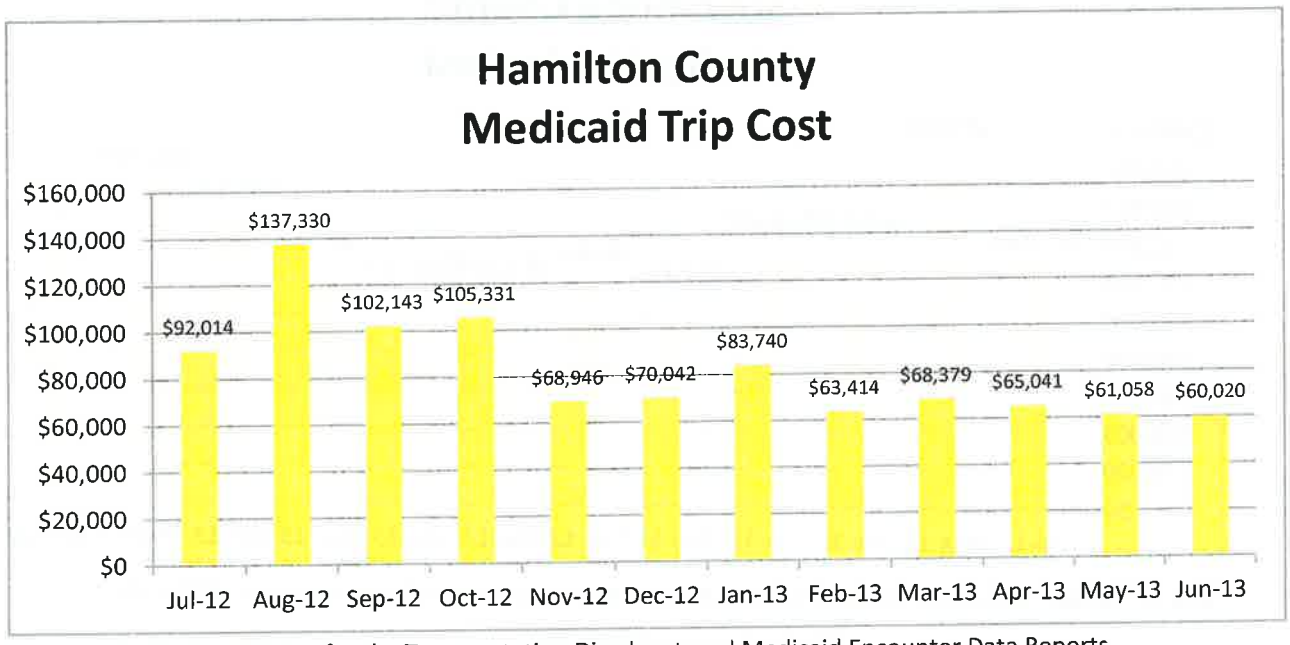

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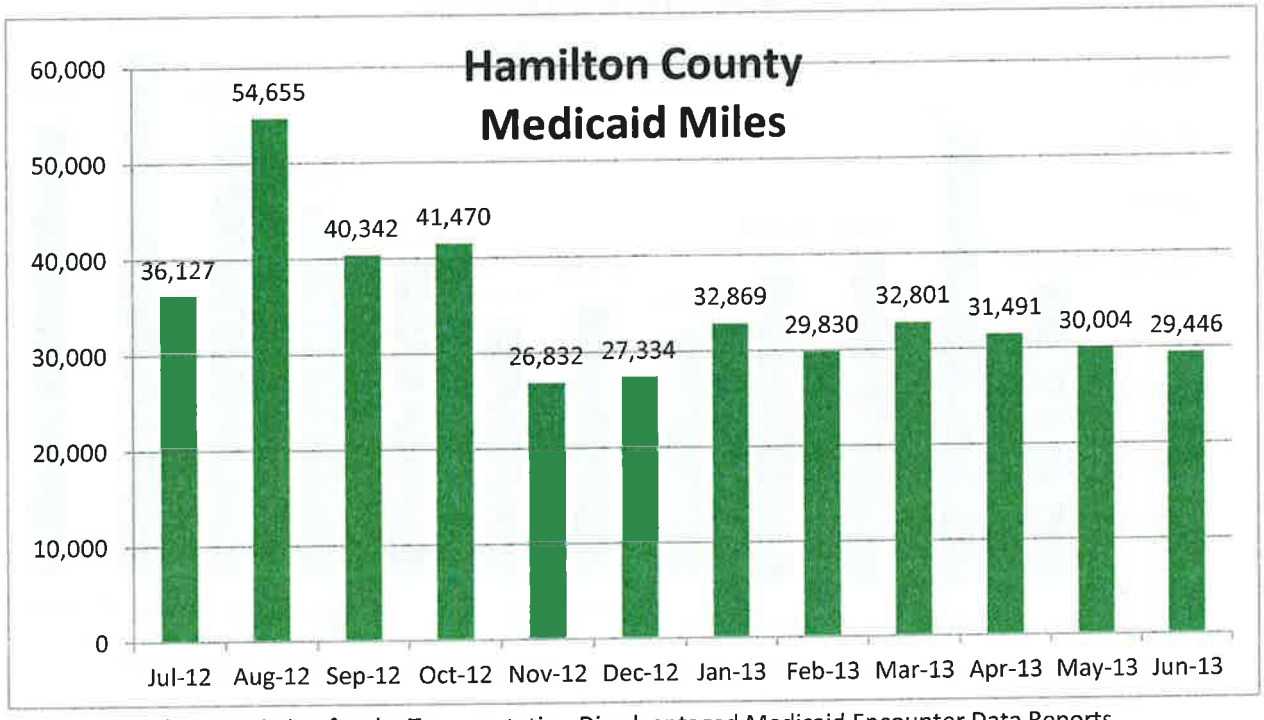

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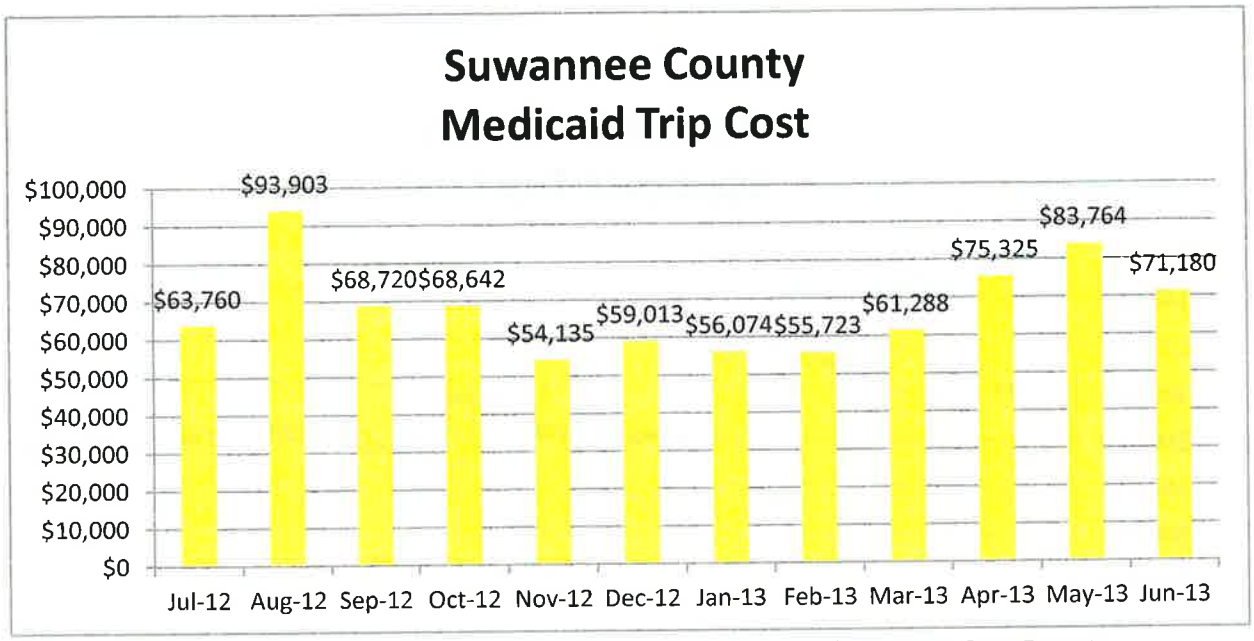

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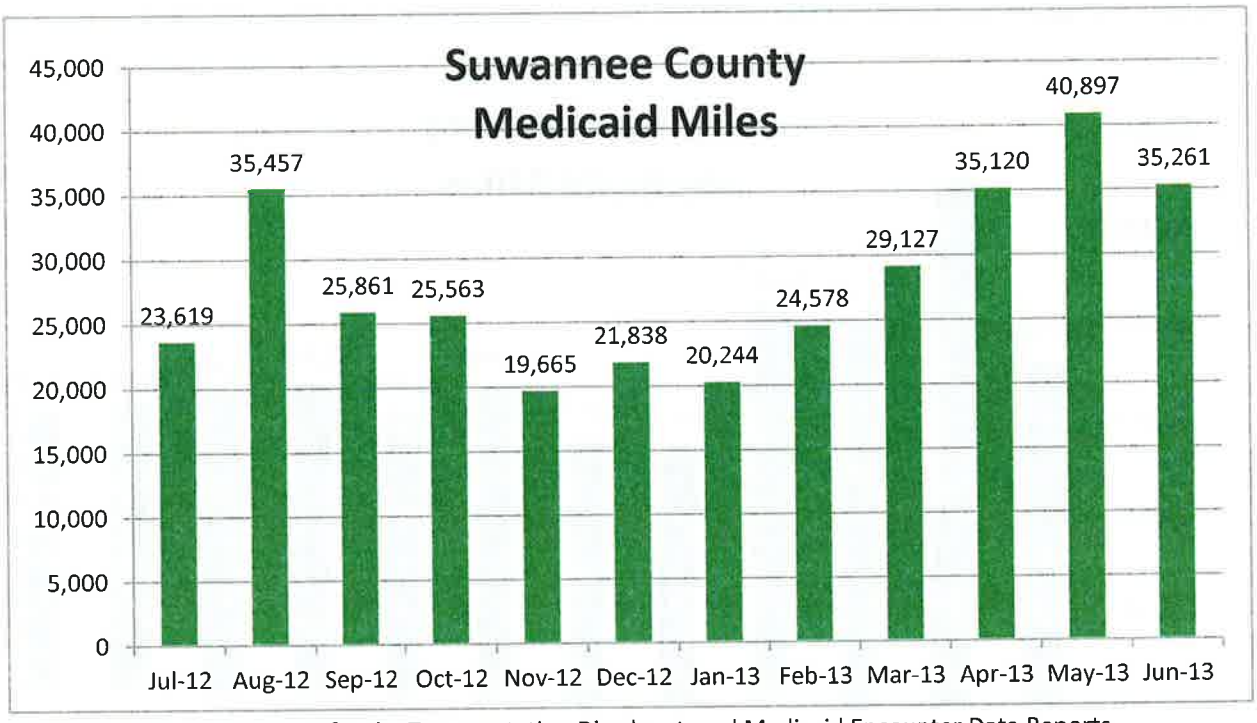

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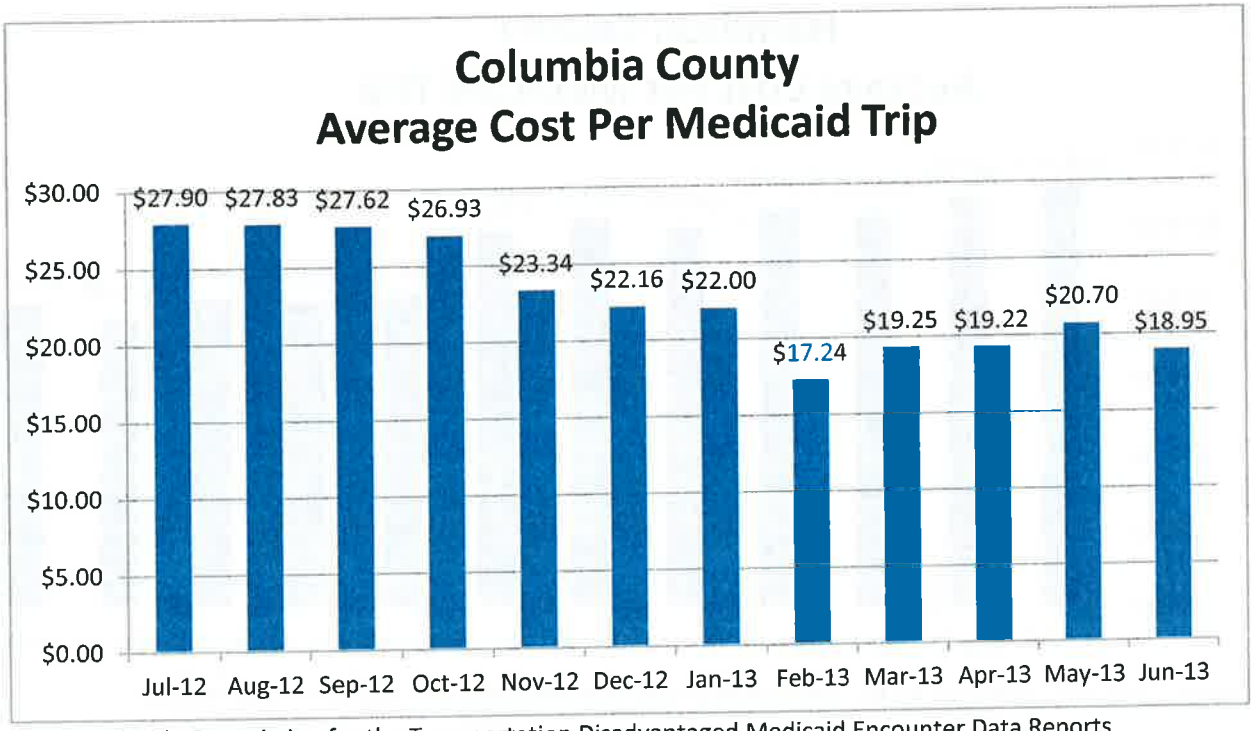

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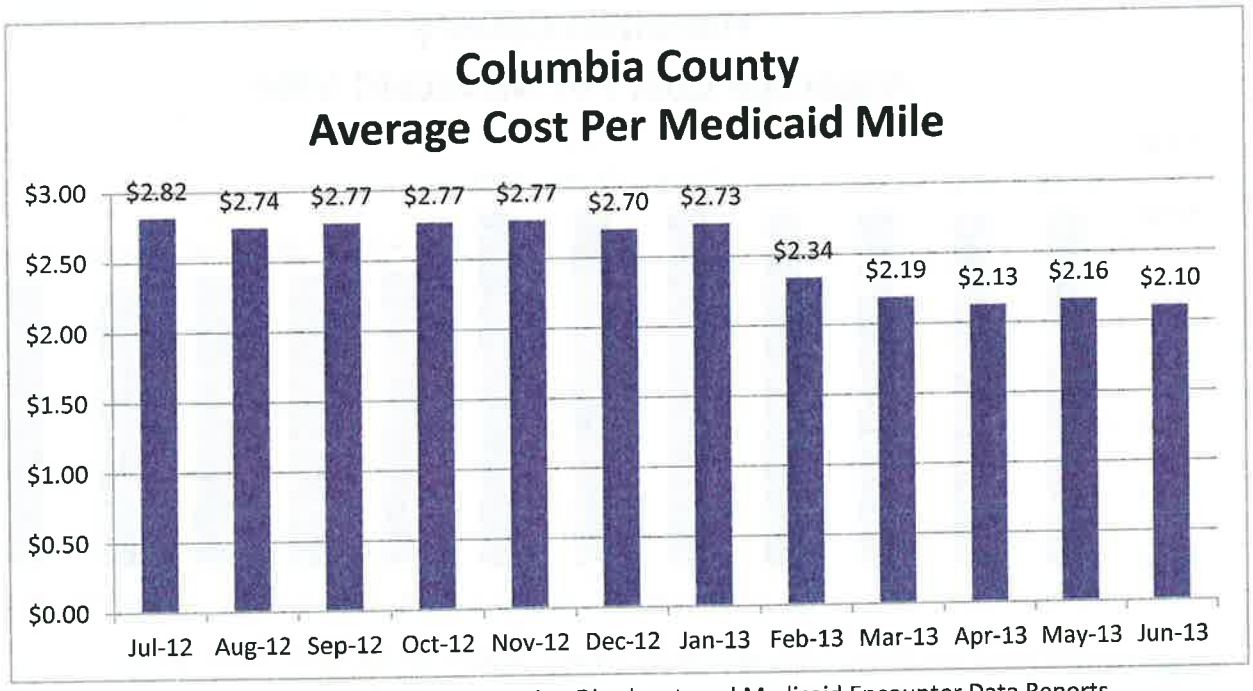

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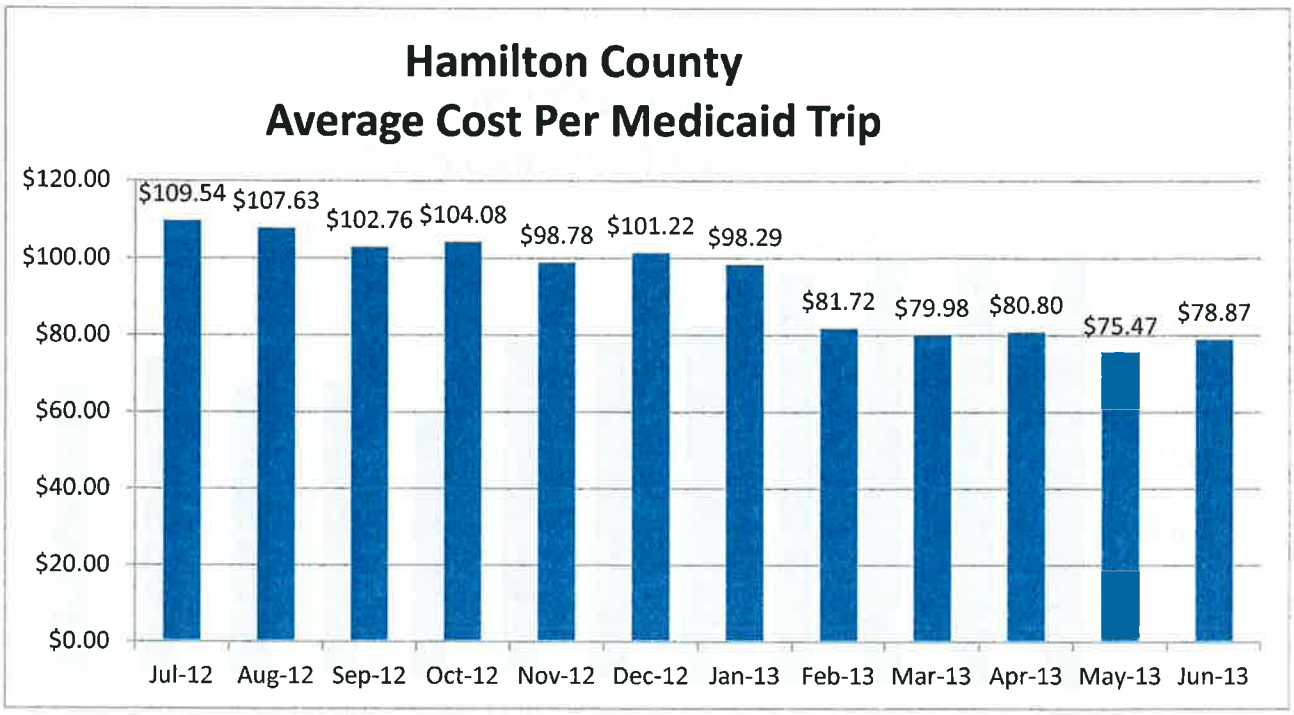

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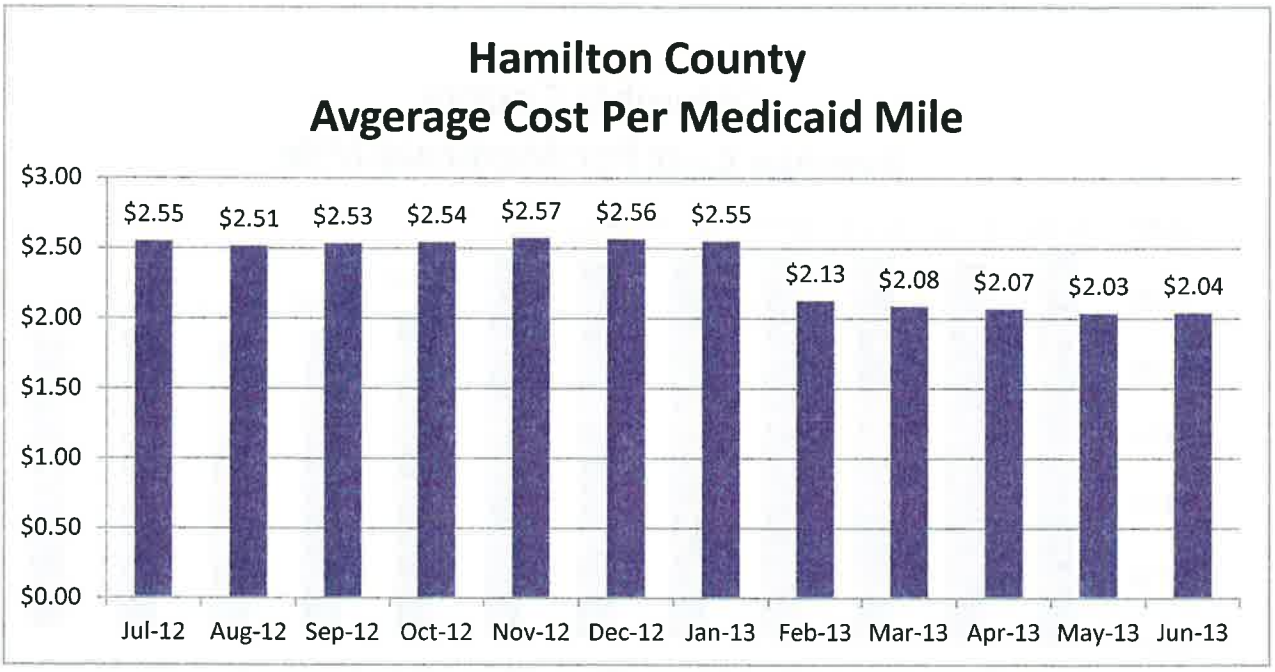

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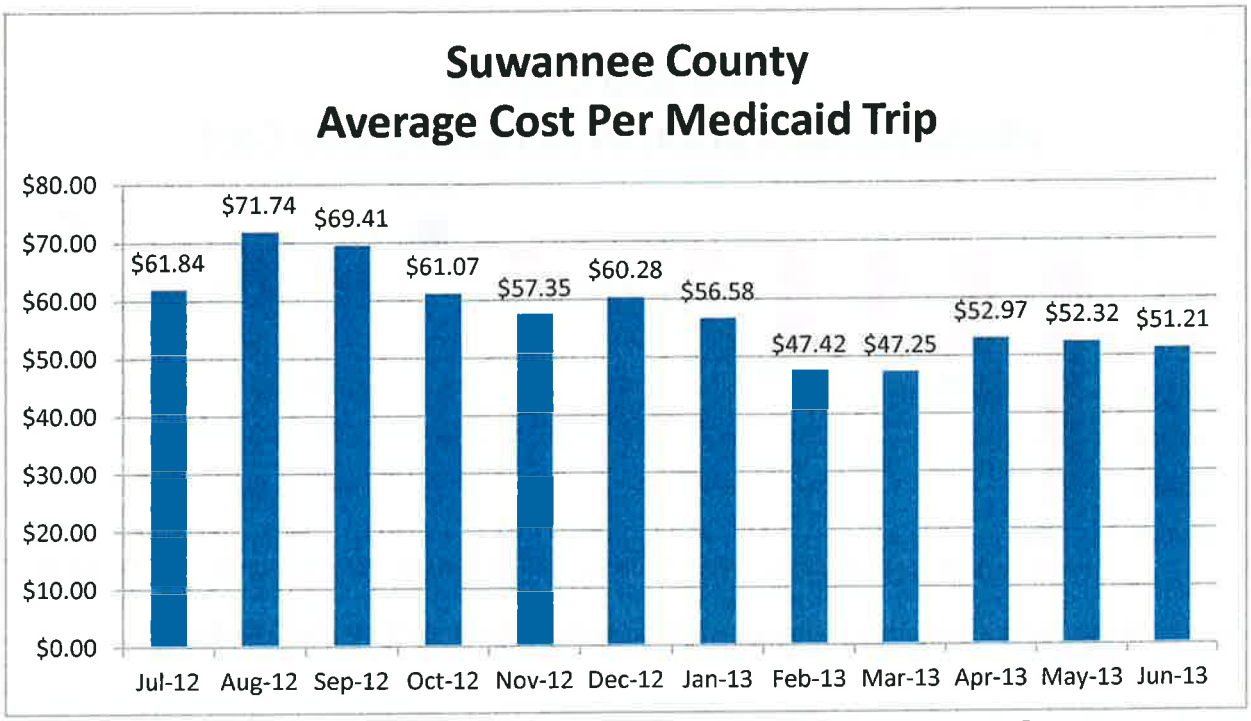

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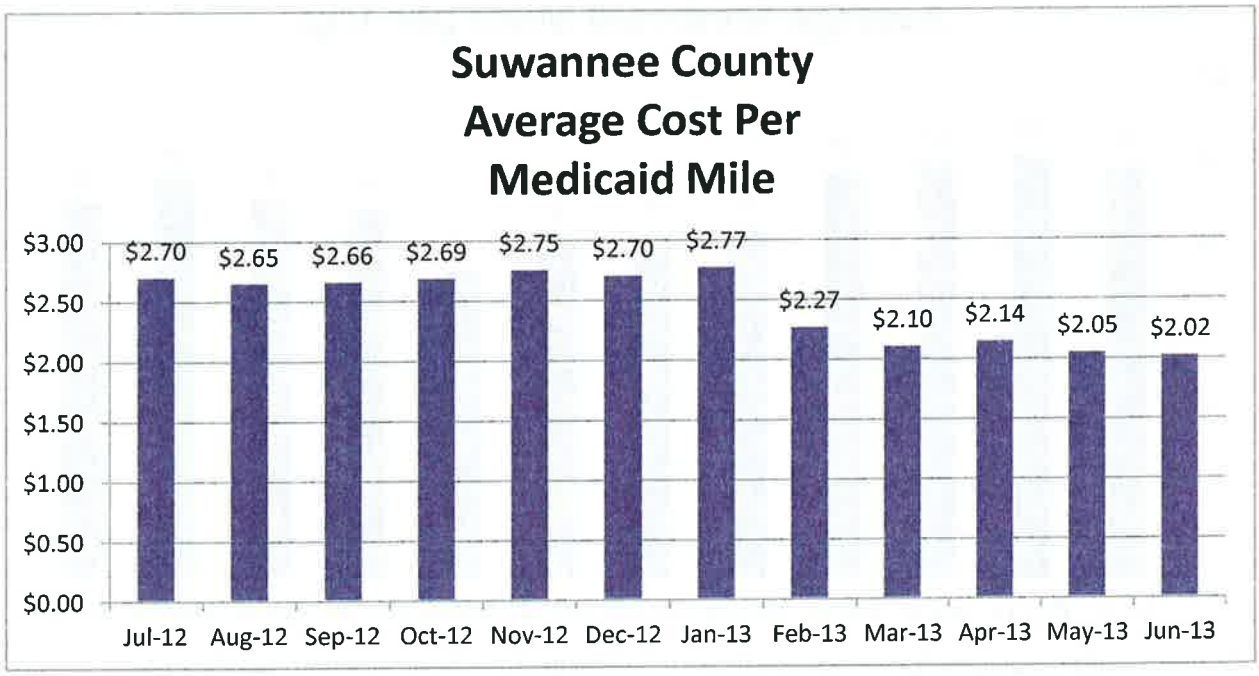

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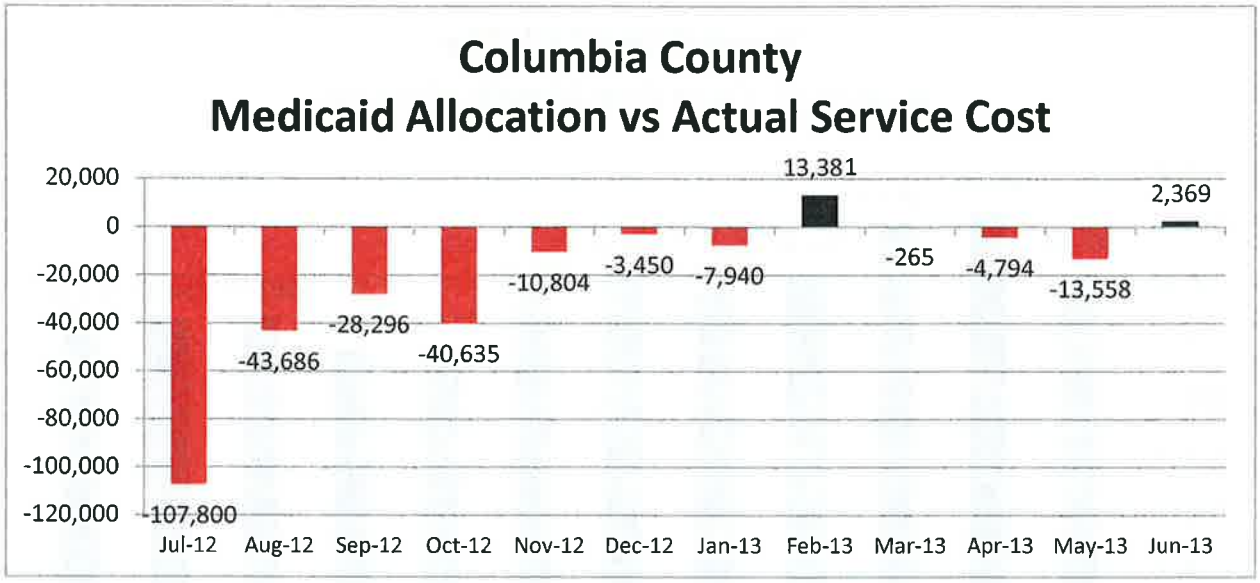

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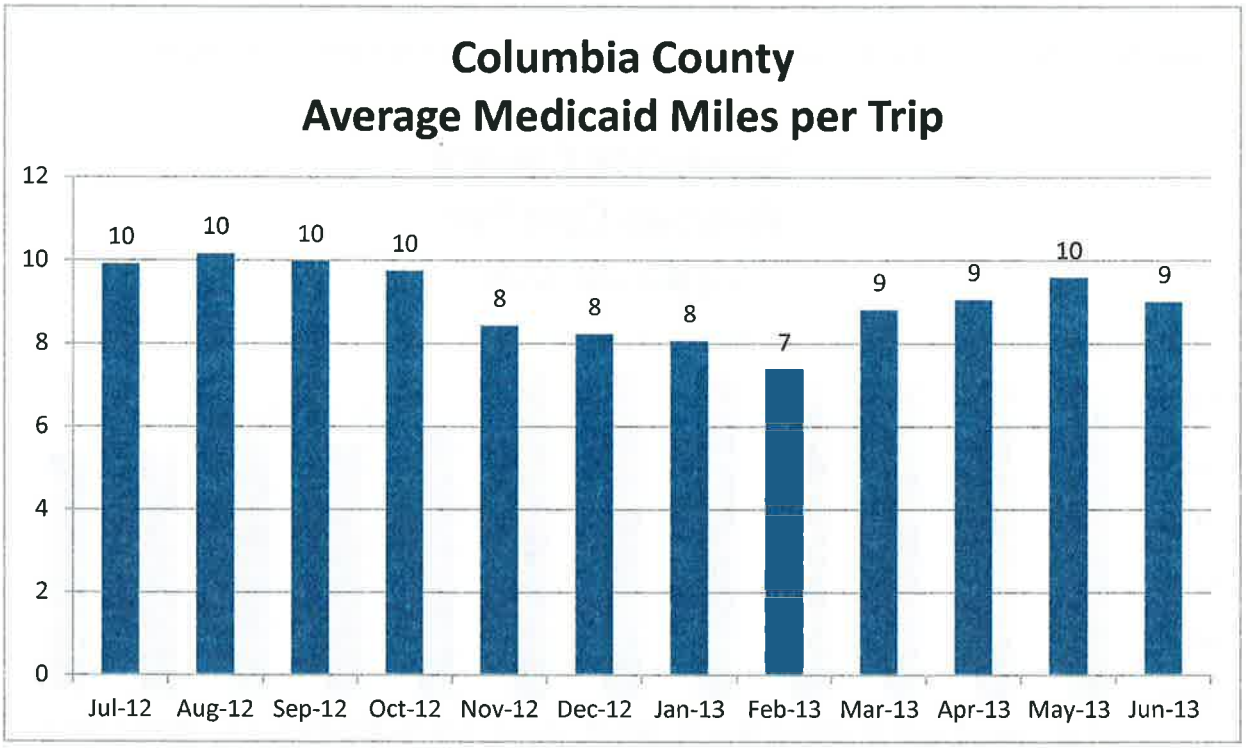

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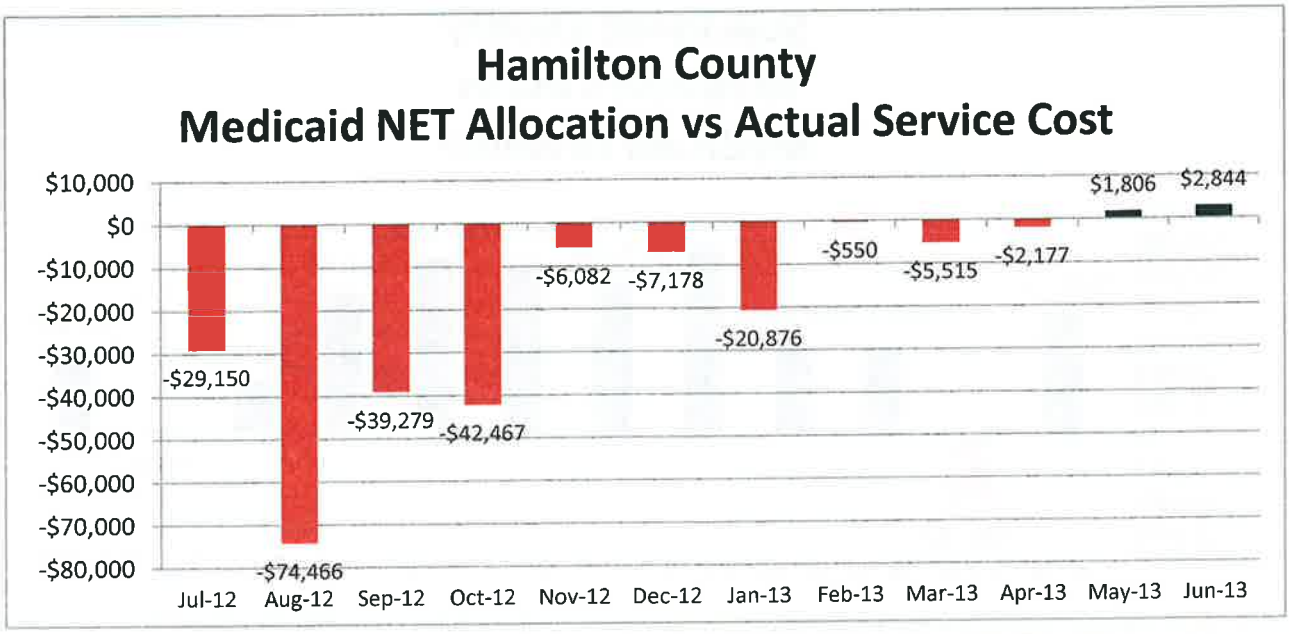

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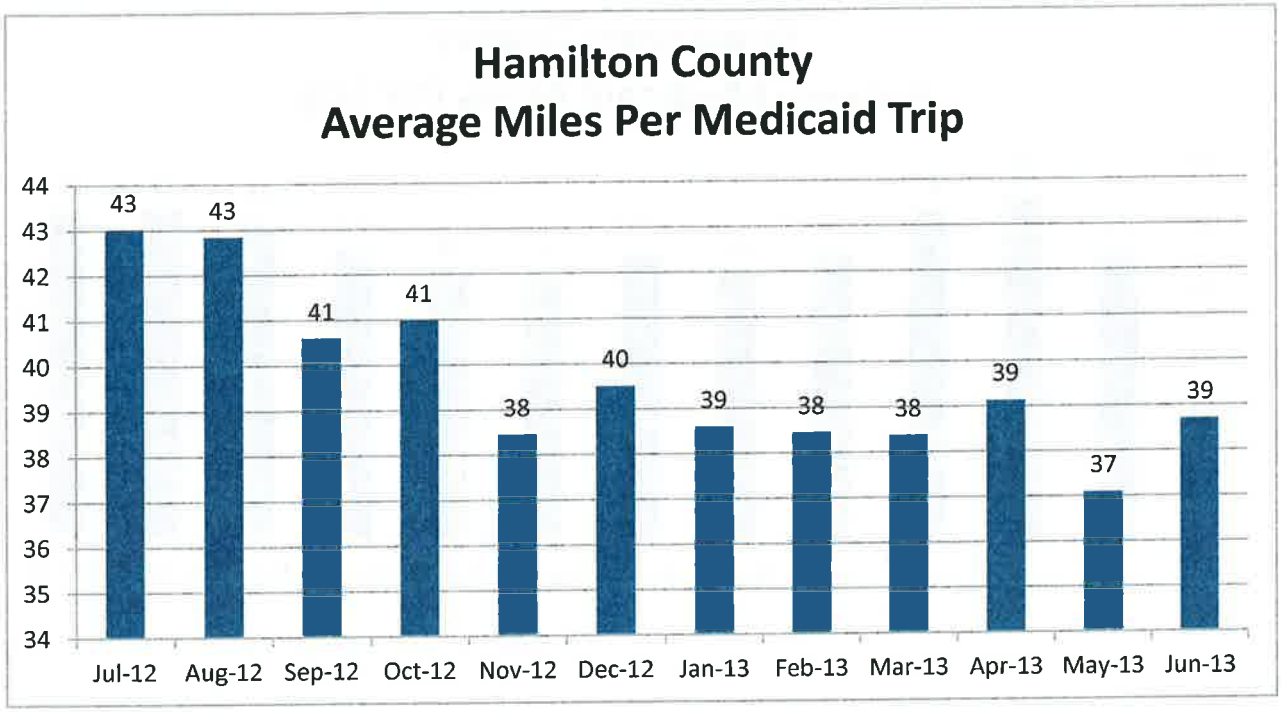

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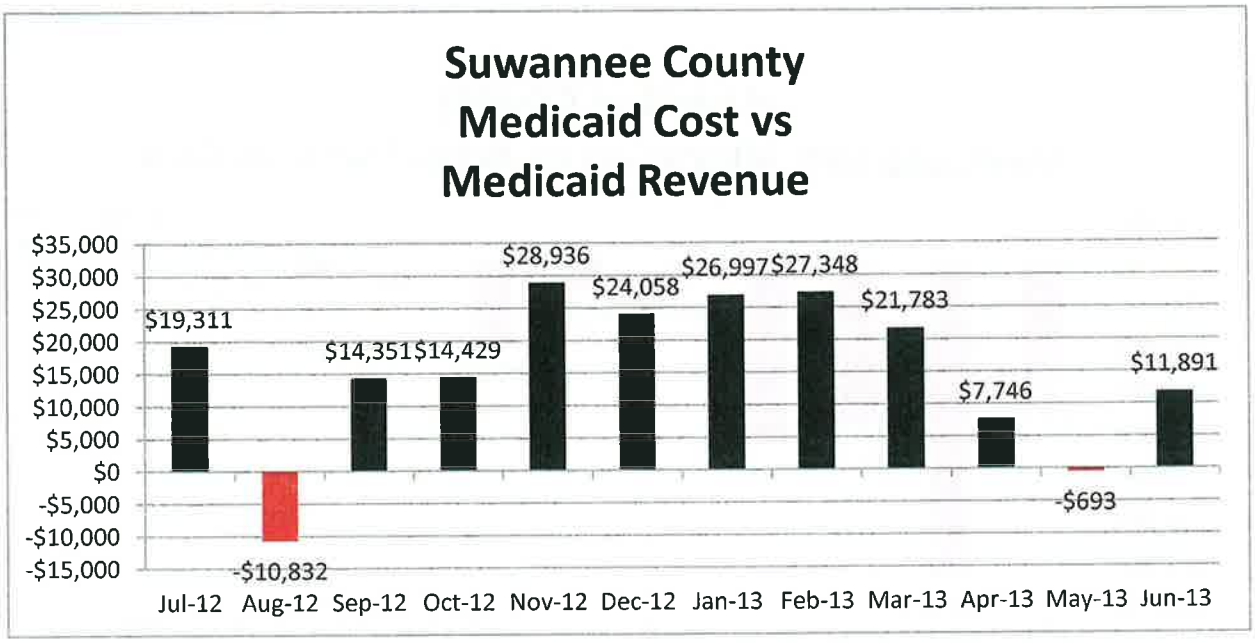

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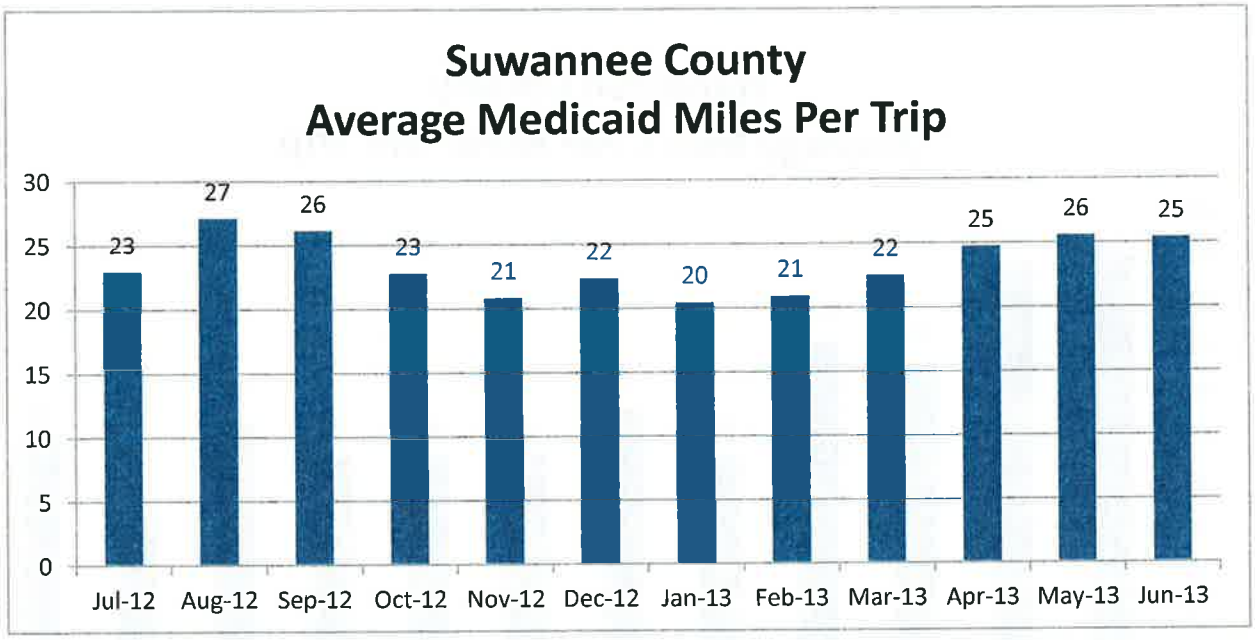

COMPLAINT #	2013-04_03
DATE OF COMPLAINT	4/10/2013
TIME OF COMPLAINT	16:54
COMPLAINANT'S NAME	[redacted] (Columbia)
COMPLAINT'S POC	[redacted]
COMPLAINT'S ISSUE	Rudeness by the call taker: Complaintant called in for an appointment and believes that the call taker was not respectful to him in the conversation. Complaintant stated she refused to give her name. Supervisor over heard conversation and states the call taker was not out of line in any way. Complaintant demands action be taken against call taker
SVTA'S ACTION TAKEN	Reservationist stated that Complaintant became upset when she told him that she could not put "Jesus" down as his escort. [redacted] acknolwdged that he did demand such. Though he denied getting an appointment set, he was given an appointment and a confirmation #. that was given to him again by DO.
RESOLUTION	No action required.

COMPLAINT #	2013-06_01
DATE OF COMPLAINT	6/7/2013
TIME OF COMPLAINT	1435 hrs
COMPLAINANT'S NAME	[redacted] (Columbia)
COMPLAINT'S POC	([redacted]
COMPLAINT'S ISSUE	Driver is falling asleep at the wheel. On above date and time, complaintant stated that while enroute from her house to her appointment in Gainesville, she noted that the driver appeared to be 'nodding off' and falling asleep. Complainant felt that she did not want to ride back with this driver, and asked that SVTA send another driver. NOTE: The Complaintant's husband took over the call and stated that he did not have time to discuss this complaint at this time. I asked him to call back at his very first opportunity today.
SVTA'S ACTION TAKEN	SVTA had a vehicle in the area that was ready to return home from Gainesville. That SVTA Driver was directed to pick up the Complainant.
RESOLUTION	After fixing the problem the complaint decided to go ahead and ride back with Parrish. As of 10 Jun, the Complaintant did not call back, so SVTA considers this complaint invalid and thus is closed. Complaint also indicated that she did not like having to wait for pick up after the appointment.

COMPLAINT #	2013-04_02
DATE OF COMPLAINT	4/10/2013
TIME OF COMPLAINT	1504 hrs
COMPLAINANT'S NAME	[redacted] (Hamilton Co)
COMPLAINT'S POC	[redacted]
COMPLAINT'S ISSUE	Failure to Pick up in a timely manner and attitude of call taker.
SVTA'S ACTION TAKEN	On 8 Apr, 1330 hrs Complaintant states that she finished an appointment [redacted]. Complaintant called SVTA for Pick up. Compaintant called several times at 30 min intervals - being told that a bus was on the way. Complaintant states that she was not picked up until 1630 hrs. Each time Complainant called, she was advised that someone was in route. During the 3rd call, complainant asked to speak to a supervisor. Complaintant states the superviosr (an unknown female) was just rude.
RESOLUTION	Veh was in route for pickup as scheduled, but had a mechanical issue. A second veh was dispatched, but the Driver misunderstood the Rider's location. Dispatcher stated that he called complainant, provided the facts about the delay and apologized for the unforseen incident that caused the delay. Supervisor overheard conversations between rider and supervisor and stated dispatcher was not rude in any way. [redacted] has a previous complaint about rudeness from JD's transport. (See # 2013-02_02) Driver's Courtesy is a topic for Training Session set for 13 May's Training.
COMPLAINT #	2013-04_04
DATE OF COMPLAINT	4/15/2013
TIME OF COMPLAINT	0:00
COMPLAINANT'S NAME	Alana McKay (ACHA) on behalf of [redacted] of (Hamilton)
COMPLAINT'S POC	[redacted]
COMPLAINT'S ISSUE	Failure to make reservation: ACHA states that SVTA refused to make a reservation for [redacted]. ACHA eluded that the reservation should be made as 'urgent on-set' simply because the doctor wanted to see her on 17 Apr
SVTA'S ACTION TAKEN	SVTA found that SVTA took [redacted] to her physician but that the physician could not see her due to scheduling and asked [redacted] to return on the 17th the earliest opening. [redacted] thus called for a reservation but was denied because it was not within the 3 day rule. the Reservationist found that the request did not qualify for urgent onset.
RESOLUTION	No action or change to SVTA SOP, or policy required. SVTA followed SOP and the rules IAW the contract. This case was not 'urgent on-set'. ACHA wanted SVTA to violate SOP due to a scheduling issue with the physician's office. However, in this case, a one time exception to policy was granted. A request to forward TD commission asked the TD to instruct ACHA to review the entire circumstances before directed SVTA to violation SOP and contract. (see e-mail dated 4-16-13 in ACHA Folder)

COMPLAINT #	2013-04_05
DATE OF COMPLAINT	4/18/2013
TIME OF COMPLAINT	18:30
COMPLAINANT'S NAME	[redacted] (Hamiton
COMPLAINT'S POC	([redacted]

COMPLAINT'S ISSUE	On 8 Apr, Complainant states that she had an appointment in Gainesville at 10:00. I was picked up by JD at 0630am. I told JD that I would be done by 11:00. Complainant states that she finished at 11:15. Complainant states that she called JD at 11:15. Complainant states that she stated he would be there. Complainant states that she waited for 2 hrs. Complainant states that she called him again and he stated that he was on his way. Complainant states that she called again at 1530hrs and again he stated that he was on his way. JD finally arrived just before 1700 hrs. JD offered to stop for refreshments but didn't stop. Complainant states that she then went to pick up another rider. Complainant states that she waited there for another rider and after another hour, and she was still not ready, JD decided to move me home. Complainant states that she arrived home at 0730. Further Complainant states that she noted that JD did not secure my wheel chair. Another Rider pointed this out to me. Complainant states that she told JD and he then did secure my wheel chair. During my wait for JD, Complainant states that she observed several other SVTA which I was hoping would pick me up. Further more, JD directed that I am NOT to call SVTA. Lastly, according to the Complainant, JD refused to give me any receipt. JD constantly refused to give me a receipt.
SVTA'S ACTION TAKEN	SVTA sent the issue to JD. He responded. SVTA finds that JD took appropriate action and followed proper procedures and policies on all three issues.
RESOLUTION	Complaint is UNFOUNDED. There is no evidence to support the Complaint's claims. This complaint provides no reason to alter policy or procedures. Current SVTA policy and procedures remain in effect and in place.

COMPLAINT #	2013-05-02
DATE OF COMPLAINT	5/15/2013
TIME OF COMPLAINT	1844 hrs
COMPLAINANT'S NAME	[redacted] (Hamilton)
COMPLAINT'S POC	[redacted]
COMPLAINT'S ISSUE	Issue: Unsafe Illegal U-turn on an Interstate. This caused the rider to be late for her VA appointment. Complainant stated that on May 9, at about 0800 hrs., she was riding with JD Transport and traveling south on I-75. When just passing the scales and the Ag station, she heard the driver state "oh shit, I forgot someone". While in the center lane, the driver slowed down. He merged into the fast lane, slowed down even more and made a U-turn. Complainant stated that JD did turn slowly and then entered the north bound fast lane. Complainant stated that she felt in danger; so much so that she found another way home. The driver is JD. when asked if she knew whether or not JD had called the authority and requested to make a U-turn at their station, she stated that she did NOT hear JD call anyone and ask permission to make the U-turn. Complainant stated that she would have heard JD converse if he was on the phone with someone because she was sitting right behind him and clearly in hearing distance.
SVTA'S ACTION TAKEN	SVTA sent the complaint to JD for his response. JD stated that he did have permission from the AG station to make that u-turn, though SVTA cannot confirm this. Furthermore, JD states that he did make the U-turn safely and at no time was there any danger to his riders or to the motoring public.

RESOLUTION	SVTA recommended to JD that while he may have had authority to do so, and though he may have made the turn safely, the better action would be to just go to the next exit and re-enter the interstate via proper entrance ramp. Based on the appearance of unsafe driver, this complaint is considered valid and recommendation for improvements were made to JD Transport.

COMPLAINT #	2013-06_03
DATE OF COMPLAINT	6/25/2013
TIME OF COMPLAINT	9:50 Hrs.
COMPLAINANT'S NAME	Ms. Mary [redacted] on behalf of Mr [redacted] (Hamilton Co)
COMPLAINT'S POC	[redacted]
COMPLAINT'S ISSUE	Failure to get Client to appointment on time. Complainant stated that JD Transport did pick up [redacted] at 10:10 for a 11:30 appointment in Gainesville - well within time to make the 11:30am appointment. The Complainant stated that [redacted] was not seen. By hearsay, the Complaint understands that the reason [redacted] was not seen was because the Doctor ran out of time. However, the Complaint later learned that was not true. From Mr. [redacted] daughter, the Complainant learned that Mr. [redacted] was not seen because he did not get to the appointment until 12:10, some 30-40 minutes late.
SVTA'S ACTION TAKEN	JD advises that he was late and takes responsibility for this. On this trip he also had a dialysis patient and that leg of the trip took longer than expected causing him to arrive later than scheduled. The proper solution would be for JD to have called the doctor's office and advised him/her of the delay.
RESOLUTION	SVTA demands vendors multi-load which is what JD did. Unforseen delays, as in this case, is an accepted fact that must be dealt with. HOWEVER, in this case, the driver could have safely pulled over, and called ahead to inform the provider of the delay. JD is reminded of the importance of getting clients to their appointments on time and calling ahead. Though this act does not give cause for SVTA to alter policy or procedures, this complaint is considered as "founded" as a reasonable action by the Vendor could have reduced the impact of this action.

COMPLAINT #	2013-04_01
DATE OF COMPLAINT	4/10/2013
TIME OF COMPLAINT	9:38hrs
COMPLAINANT'S NAME	[redacted] on behalf of [redacted] (Suwannee County)
COMPLAINT'S POC	([redacted]
COMPLAINT'S ISSUE	Rider does not want to ride a bus. Insists that she ride in a Vendor's private van. Also complained about the uncaring attitude of the Administrator and me.
SVTA'S ACTION TAKEN	Reviewed mode of ride and determined that [redacted] is on the best mode based on allocations and resources.
RESOLUTION	SVTA is following policy and procedures. No changed required or justified. Advise complainant that rider does not have the option to choose the mode of transportation; SVTA must do that based on resources and allocations.

COMPLAINT #	2013-05_01
DATE OF COMPLAINT	5/1/2013
TIME OF COMPLAINT	18:12 hrs
COMPLAINANT'S NAME	[redacted] (Suw Cty)
COMPLAINT'S POC	(386) 590-1214
COMPLAINT'S ISSUE	Observed SVTA Van 1020 driving at excessive speed & tailgating for about 4 miles. Complaint states that while traveling west on US Rt. 90, at about 1700 hrs, an SVTA come veh came upon him at a high rate of speed and tail gated him for several miles. The van then passed and continued on a high rate. Speed limit is 60, and complaint stated he was exceeding by about 5 when the SVTA Veh van passed him. At the intersection of Houston Ave at 90, the veh ran the red light. Complaint could not ID the driver nor state if other persons were on the van. Complaint has not called in before.
SVTA'S ACTION TAKEN	SVTA did ID the van and driver (#139). Driver denies allegation and states that she was doing below the speed limit at all times. She did not recall passing any veh on US 90. DofO verified that there were no passengers on the van at that time, thus no independant confirmation can be made. This complaint is founded based on the resonableness of the issue.
RESOLUTION	SVTA will counsel all drivers once again on the importance of safety and 'appearance of unprofessionalism' when driving in an aggressive manner.
COMPLAINT #	2013-06_02
DATE OF COMPLAINT	6/21/2013
TIME OF COMPLAINT	0945 hrs
COMPLAINANT'S NAME	[redacted] (Suwannee)
COMPLAINT'S POC	([redacted]
COMPLAINT'S ISSUE	Late Pick up for appointment. Complainant states that she not picked up in time for her 1415 hr appointment in Lake City. Complainant states that her house is properly marked and her street is marked. Complaintant added that is has happened in the past but oculd not give any dates or time.

SVTAS ACTION TAKEN	Director of OPS determined that a communications problem existed here. In this case Driver was not communicating with Dispatch when he determined that he was going to be late for the appointment. Dispatch did not monitor the manifest to notice that the pick up time was near, but driver was not in route.
RESOLUTION	Director of OPS re-trained dispatch to more closely monitor manifest. Dispatch must be aware of approaching 'pick up times' and communicate with drivers to make sure that pick up time will be made and if not, make appropriate arrangements so pick up time is made. Drivers will be retained on communications as well, in that they must notify Dispatch if they believe that they will not make the pick up time. This communications must be made in advance of the scheduled pick up time.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
GLOSSARY OF TERMS AND ABBREVIATIONS

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of $1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

(AER) **Actual Expenditure Report:** an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

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

(ADA) **Americans with Disabilities Act:** a federal law, P .L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

(AOR) **Annual Operating Report:** an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

(APR) **Annual Performance Report:** an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

(ASE) **Automotive Service Excellence:** a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Lane: a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

(CUTR) **Center for Urban Transportation Research:** a research group located at the University of South Florida's College of Engineering.

(CMBE) **Certified Minority Business Enterprise:** any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

(CDL) **Commercial Driver's License:** a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more

passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission: the Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.

(CTD) **Commission for the Transportation Disadvantaged:** an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

(CTC) **Community Transportation Coordinator:** (formerly referred to as "coordinated community transportation provider") a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Complete (or Full) Brokerage: type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Deadhead: the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response: a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

Driver Hour: the period of one hour that a person works whose main responsibility is to drive vehicles.

Economies of Scale: cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

Efficiency Measure: a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fund: transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees: the total number of persons employed in an organization.

Fixed Route: (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guideway).

(FAC) **Florida Administrative Code:** a set of administrative codes regulating the state of Florida.

(FCTS) **Florida Coordinated Transportation System:** a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

(FDOT) **Florida Department Of Transportation:** a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.

(FS) **Florida Statutes:** the laws governing the state of Florida.

(FTE) **Full Time Equivalent:** a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

(FAC) **Fully Allocated Costs:** the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

Grievance Process: a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

In Service: the time a vehicle begins the route to provide transportation service to the time the route is completed.

In-Take Clerk/Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Latent Demand: demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

Limited Access: the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

Load Factor: the ratio of use to capacity of equipment or a facility during a specified time period.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan: a plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.

(LCB) **Local Coordinating Board:** an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

(MIS) **Management Information System:** the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

(MOA) **Memorandum of Agreement:** the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the

provision of transportation disadvantaged services for a designated service area.

(MPO) **Metropolitan Planning Organization:** the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

Nonsponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

(OPA) **Official Planning Agency:** the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Operating Cost per Driver Hour: operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

Operating Cost per Passenger Trip: operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile: operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment: describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other

transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Passenger Miles: a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip: a 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. This unit of service is also known as a one-way passenger trip.

Passenger Trips per Driver Hour: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in

nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

(RFB) **Request for Bids:** a competitive procurement process.

(RFP) **Request for Proposals:** a competitive procurement process.

(RFQ) **Request for Qualifications:** a competitive procurement process.

Reserve Fund: transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours: total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles: the total number of paratransit service miles driven while TD passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Subscription Service: 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.

(SSPP) **System Safety Program Plan:** a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

(TQM) **Total Quality Management:** a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

(TD) **Transportation Disadvantaged:** those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

Transportation Disadvantaged Population: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

(TDSP) **Transportation Disadvantaged Service Plan:** a three-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

Transportation Disadvantaged Trust Fund: a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry

out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

Transportation Operator Contract: the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis: a common technique used to analyze the performance of an organization over a period of time.

Trip Priorities: various methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

(UPHC) **Unduplicated Passenger Head Count:** the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Demand: the number of trips desired but not provided because of insufficient service supply.

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size of density.

(USDHHS) **U.S. Department of Health and Human Services:** a federal agency regulating health and human services.

(USDOT) **U.S. Department of Transportation:** a federal agency regulating the transportation field.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

Vehicle Inventory: an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Will-Calls: these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but can not schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.