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May 30, 2013

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Meeting Announcement

The Lafayette County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting **Tuesday, June 11, 2013 at 2:00 p.m.** in the meeting room of Suwannee River Economic Council located on State Road 27 in Mayo, Florida. This is an important meeting of the Board. At this meeting, the Board will review the Lafayette County Transportation Disadvantaged Service Plan. All Board members are encouraged to attend this meeting.

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

Attachment

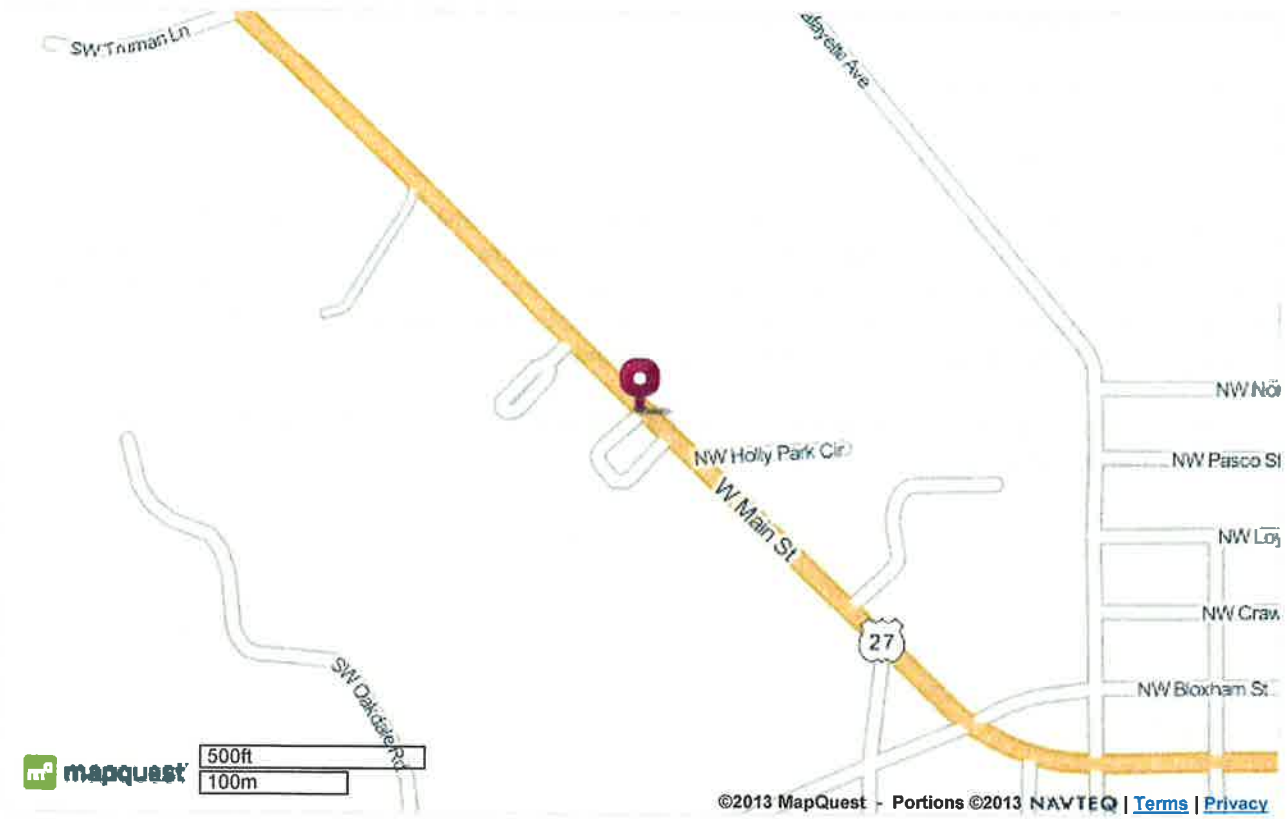
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Dedicated to improving the quality of life of the Region's citizens,  
by coordinating growth management, protecting regional resources,  
promoting economic development and providing technical services to local governments.

Notes



Map of:  
**114 SW Community Cir**  
Mayo, FL 32066-4000



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## LAFAYETTE COUNTY

### TRANSPORTATION DISADVANTAGED COORDINATING BOARD

#### MEETING ANNOUNCEMENT AND AGENDA

Meeting Room  
Suwannee River Economic Council  
Mayo, Florida

Tuesday  
June 11, 2013  
2:00 p.m.

#### I. PUBLIC HEARING – CALL TO ORDER

- A. Pledge of Allegiance
- B. Invocation
- C. Introductions
- D. Receive Public Testimony
- E. Close Public Hearing

#### II. BUSINESS MEETING - CALL TO ORDER

- A. Approval of the Meeting Agenda **ACTION REQUIRED**
- B. Approval of the March 25, 2013 Minutes **ACTION REQUIRED**

#### III. UNFINISHED BUSINESS

- A. Request for Proposals **NO ACTION REQUIRED**

Staff will update the Board on the designation of Suwannee River Economic Council, Inc. as the Lafayette County Community Transportation Coordinator

**IV. NEW BUSINESS**

- A. Memorandum of Agreement and Lafayette County  
Transportation Disadvantaged Service Plan**                      **ACTION REQUIRED**

The Board needs to review and approve the Memorandum of Agreement and Lafayette  
County Transportation Disadvantaged Service Plan

- B. Unmet Needs**    **NO ACTION REQUIRED**

The Board needs to discuss ways to identify unmet transportation needs in  
Lafayette County

- C. Operations Reports**    **NO ACTION REQUIRED**

- D. 2013 Florida Legislative Session**    **NO ACTION REQUIRED**

Staff will report on the 2013 Florida Legislative Session as it relates to the Transportation  
Disadvantaged Program

**V. OTHER BUSINESS**

- A. Comments**

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

**VI. FUTURE MEETING DATES**

- A. Monday, September 23, 2013 at 1:00 p.m.**

- B. Monday, November 18, 2013 at 1:00 p.m.**

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

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

**LAFAYETTE COUNTY  
COORDINATING BOARD**

**Voting Members**

*Chairperson*  
**Commissioner Donnie Hamlin**

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

*Department of Children and Families*  
**Kay Tice - Grievance Committee Member**

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

*Public Education*  
**Ritchie Page**

*Citizen Advocate*  
**Cindy Morgan**

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

*Elderly Representative*  
**Martha Humphries**

*Veteran Representative*  
**Carlton Black - Vice-Chair**

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

*Community Action Agency Representative*  
**Ricky Lyons**

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

*Children at Risk*  
**(Vacant)**

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

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

*Medical Community*  
**Ginger Calhoun**

**Alternate Members**

*Department of Transportation*  
**Janell Damato**

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

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

*Public Education*  
**(Vacant)**

*Citizen Advocate*  
**Rhoda Pate**

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

*Elderly Representative*  
**(Vacant)**

*Veteran Representative*  
**(Vacant)**

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

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

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

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

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

*North Florida Workforce Development Board*  
**(Vacant)**

*Medical Community*  
**(Vacant)**



**LAFAYETTE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

Meeting Room  
Suwannee River Economic Council  
Mayo, Florida

Monday  
March 25, 2013  
1:00 p.m.

**VOTING MEMBERS PRESENT**

Commissioner Donnie Hamlin, Chairman  
Martha Humphries  
Alana McKay, AHCA Medicaid  
Sheryl Rehberg, North Florida Workforce Development Board  
Kay Tice, Florida Department of Children and Families

**VOTING MEMBERS ABSENT**

Carlton Black, Veterans Representative  
Ginger Calhoun, Medical Community  
Sandra Collins, Florida Department of Transportation  
Ricky Lyons, Community Action Agency Representative

**OTHERS PRESENT**

Matthew Pearson, Suwannee River Economic Council

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Chairman Hamlin called the meeting to order at 1:00 p.m.

**A. Pledge of Allegiance**

Chairman Hamlin led the Board in reciting the Pledge of Allegiance.

**B. Invocation**

Matthew Pearson gave the invocation.

**C. Introductions**

There were no introductions.

**D. Approval of the Meeting Agenda**

**ACTION: Sheryl Rehberg moved to approve the meeting agenda. Alana McKay seconded; motion passed unanimously.**

**E. Approval of the November 19, 2012 Meeting Minutes**

**ACTION: Sheryl Rehberg moved to approve the November 19, 2012 meeting minutes. Alana McKay seconded; motion passed unanimously.**

**II. UNFINISHED BUSINESS**

**A. Request for Proposals**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the North Central Florida Regional Planning Council issued a request for proposals for Lafayette County Community Transportation Coordinator on January 3, 2013. She said that, in response to the request for proposals, one proposal was received from Suwannee River Economic Council, Inc.

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



**ACTION:** Kay Tice moved to recommend that Suwannee River Economic Council, Inc. be designated the Lafayette County Community Transportation Coordinator effective July 1, 2013 . Alana McKay seconded; motion passed unanimously.

## II. NEW BUSINESS

### A. Lafayette County Transportation Disadvantaged Service Plan Amendment

Ms. Godfrey stated that the Lafayette County Transportation Disadvantaged Service Plan includes the rates charged for Transportation Disadvantaged and Medicaid Non-Emergency Transportation Program sponsored service. She said Suwannee River Economic Council's proposed Fiscal Year 2013/14 rates are included in the meeting packet for the Board's review and approval.

In addition, Ms. Godfrey stated that the Federal Transit Administration requires that projects selected for Federal Transit Administration funding must be derived from a Coordinated Public Transit-Human Services Transportation Plan. She explained that the Lafayette County Transportation Disadvantaged Service Plan serves as the Coordinated Public Services Transportation Plan for Lafayette County.

Ms. Godfrey stated that Suwannee River Economic Council's U.S.C. Section 5310 Grant project has been included in the Lafayette County Transportation Disadvantaged Service Plan as a draft amendment.

The Board reviewed Suwannee River Economic Council's proposed Fiscal Year 2013/14 rates and the Federal Transit Administration grant project.

**ACTION:** Sheryl Rehberg moved to approve the Lafayette County Transportation Disadvantaged Service Plan amendments. Kay Tice seconded; motion passed unanimously.

### B. Operations Reports

The Board reviewed the operations reports.

**C. 2013 Legislative Priorities**

Ms. Godfrey stated that the Governor's proposed budget includes an increase to the Transportation Disadvantaged Trust Fund.

**ACTION:** Alana McKay moved send a letter to the Lafayette County Legislative Delegation and Senate and House Appropriations Committees supporting the Governor's proposed budget . Martha Humphries seconded; motion passed unanimously.

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

Ms. McKay asked if staff was aware of a Florida Commission for the Transportation Disadvantaged meeting this week.

Ms. Godfrey said she was not aware of this meeting.

**2. Citizens**

There were no citizen comments.

**IV. FUTURE MEETING DATES**

Chairman Hamlin stated that the next Board meeting will be held Monday, May 20, 2013 at 1:00 p.m.

**ADJOURNMENT**

The meeting adjourned at 1:30 p.m.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Date



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May 30, 2013

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

RECOMMENDATION:

**No action required. For the Board's information only.**

BACKGROUND:

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

At its May 21, 2013 meeting, the Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council the Community Transportation Coordinator for Lafayette County. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachments

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Mr. David Darm, Chairman  
Florida Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450

RE: Designation of Lafayette County Community Transportation Coordinator

Dear Commissioner Darm:

This letter is in regard to the designation of the Community Transportation Coordinator for Lafayette County. The North Central Florida Regional Planning Council issued a request for proposals for Lafayette County Community Transportation Coordinator designation on January 3, 2013. The Council received one proposal from Suwannee River Economic Council, Inc. in response to the request for proposals.

The Council authorized the Executive Director to appoint a Technical Review Committee to review and score proposals for the Lafayette County Community Transportation Coordinator. The Technical Review Committee reviewed Suwannee River Economic Council, Inc.'s proposal and determined that it is responsive to the request for proposals.

The Lafayette County Transportation Disadvantaged Coordinating Board, at its March 25, 2013 meeting, recommended that Suwannee River Economic Council, Inc. be designated the Community Transportation Coordinator for Lafayette County.

At its April 25, 2013 meeting, the Council approved the enclosed resolution recommending that the Florida Commission for the Transportation Disadvantaged designate Suwannee River Economic Council, Inc. as the Lafayette County Community Transportation Coordinator for a five-year period effective July 1, 2013. Please find enclosed a copy of Suwannee River Economic Council, Inc.'s proposal.

If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner, at extension 110.

Sincerely,

Scott R. Koons, AICP  
Executive Director

Enclosures

xc: Frances Terry, Executive Director, Suwannee River Economic Council, Inc.  
Lafayette County Transportation Disadvantaged Coordinating Board

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RESOLUTION NO. 2013-04

A RESOLUTION OF THE NORTH CENTRAL FLORIDA REGIONAL PLANNING COUNCIL RECOMMENDING SUWANNEE RIVER ECONOMIC COUNCIL, INC. AS THE COMMUNITY TRANSPORTATION COORDINATOR FOR LAFAYETTE COUNTY

WHEREAS, the North Central Florida Regional Planning Council has the authority to recommend the Community Transportation Coordinator for Lafayette County;

WHEREAS, the North Central Florida Regional Planning Council issued a request for proposals for the Lafayette County Community Transportation Coordinator designation on January 3, 2013;

WHEREAS, the North Central Florida Regional Planning Council received one proposal in response to the request for proposals;

WHEREAS, the North Central Florida Regional Planning Council appointed a Technical Review Committee to score and rank the proposals;

WHEREAS, the Technical Review Committee found Suwannee River Economic Council, Inc.'s proposal to be responsive to the request for proposals;

WHEREAS, the Lafayette County Transportation Disadvantaged Coordinating Board recommended that the North Central Florida Regional Planning Council recommend to the Florida Commission for the Transportation Disadvantaged the designation of Suwannee River Economic Council, Inc. as the Community Transportation Coordinator for Lafayette County;

NOW, THEREFORE, BE IT RESOLVED BY THE NORTH CENTRAL FLORIDA REGIONAL PLANNING COUNCIL THAT:


In accordance with Chapter 427, Florida Statutes, the North Central Florida Regional Planning Council recommends to the Florida Commission for the Transportation Disadvantaged that Suwannee River Economic Council, Inc. be designated the Community Transportation Coordinator for Lafayette County for a five-year period effective July 1, 2013.

APPROVED AND ADOPTED by the North Central Florida Regional Planning Council this 25th day of April 2013.

NORTH CENTRAL FLORIDA  
REGIONAL PLANNING COUNCIL

ATTEST:

  
Scott R. Koons, Executive Director

  
Lorene J. Thomas, Chair



**North  
Central  
Florida  
Regional  
Planning  
Council**

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May 30, 2013

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Memorandum of Agreement and Lafayette County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Memorandum of Agreement and Lafayette County Transportation Disadvantaged Service Plan.

BACKGROUND

The Memorandum of Agreement is a binding contract between the Florida Commission for the Transportation Disadvantaged and a Community Transportation Coordinator. The Memorandum of Agreement recognizes the Community Transportation Coordinator as a State contract vendor for a designated service area. The Memorandum of Agreement contains the Florida Commission for the Transportation Disadvantaged's minimum service requirements. The local Coordinating Board shall approve the Memorandum of Agreement.

Attached is the Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee River Economic Council.

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

Attached is the Lafayette County Transportation Disadvantaged Service Plan. If you have any questions, please do not hesitate to contact me.

**Attachments**

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Contract # \_\_\_\_\_

Effective: \_\_\_\_\_ to \_\_\_\_\_

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
**MEMORANDUM OF AGREEMENT**

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

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the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

\_\_\_\_\_ county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

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

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
  3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
  4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
  2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
  2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
  2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
  3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
  4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

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

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
  1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

\_\_\_\_\_  
\_\_\_\_\_

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

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on \_\_\_\_\_.

\_\_\_\_\_  
Coordinating Board Chairperson

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

COMMUNITY TRANSPORTATION  
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR  
THE TRANSPORTATION DISADVANTAGED:

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Typed Name of Authorized Individual

\_\_\_\_\_  
Typed Name of Authorized Individual

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: Executive Director

Title: \_\_\_\_\_



# LAFAYETTE COUNTY

## TRANSPORTATION DISADVANTAGED SERVICE PLAN



Prepared by the

North Central Florida Regional Planning Council  
2009 Northwest 67th Place, Suite A  
Gainesville, Florida 32653-1603  
352.955.2200

and

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

June 2013



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

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner Donnie Hamlin			
Elderly	Martha Humphries			
Disabled	Vacant			
Citizen Advocate	Cindy Morgan			
Citizen Advocate/User	Vacant			
Children at Risk	Vacant			
Community Action	Ricky Lyons			
Public Education	Ritchie Page			
FDOT	Sandra Collins			
FDCF	Kay Tice			
FDEA	Vacant			
FDOE	Vacant			
FAHCA	Alana McKay			
Regional Workforce Development Board	Sheryl Rehberg			
Veteran Services	Carlton Black			
Local Mass Transit	N/A			
Local Medical Community	Ginger Calhoun			

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

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

\_\_\_\_\_  
Date

Approved by the Florida Commission for the Transportation Disadvantaged.

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

\_\_\_\_\_  
Date

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**DEVELOPMENT PLAN**

**INTRODUCTION TO THE SERVICE AREA**

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

**BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM**

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

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

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

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

In 1990, Rule 41-2 of the Florida Administrative Code was adopted to implement the provisions of Chapter 427, 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 Florida's Transportation Disadvantaged Program.

**FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

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

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

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

### **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 Lafayette County. A few of the Planning Council's responsibilities according to Rule 41-2 of the Florida Administrative Code include:

- Appoint members to the local coordinating boards.
- Provide staff support to the local coordinating boards.
- Recommend to the Florida Commission for the Transportation Disadvantaged the designation of the Community Transportation Coordinator.

### **LOCAL COORDINATING BOARDS**

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

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

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



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

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

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

## **COMMUNITY TRANSPORTATION COORDINATOR**

The Community Transportation Coordinator is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Suwannee River Economic Council is the designated Community Transportation Coordinator for Lafayette County.

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

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

### **DESIGNATION DATE/HISTORY**

Suwannee River Economic Council is a private non-profit 501(c)3 organization chartered by the State of Florida in 1966. In 1972, Suwannee River Economic Council, under funding by the Office of Economic Opportunity, began the Suwannee Valley Transit System operating in Columbia, Suwannee, Hamilton and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created to serve Columbia, Hamilton and Suwannee Counties.

Suwannee River Economic Council has provided transportation services in Lafayette County since 1981. The Florida Commission for the Transportation Disadvantaged officially designated Suwannee River Economic Council as the Community Transportation Coordinator for Lafayette County in 1990, for Bradford County in 1992 and for Dixie and Gilchrist Counties in 1997.

In 2013, the North Central Florida Regional Planning Council issued a request for proposals for Lafayette County Community Transportation Coordinator. The Planning Council received one proposal from Suwannee River Economic Council (SREC). The North Central Florida Regional Planning Council recommended that the Florida Commission for the Transportation Disadvantaged negotiate with Suwannee River Economic Council for the designation of Lafayette County Community Transportation Coordinator.

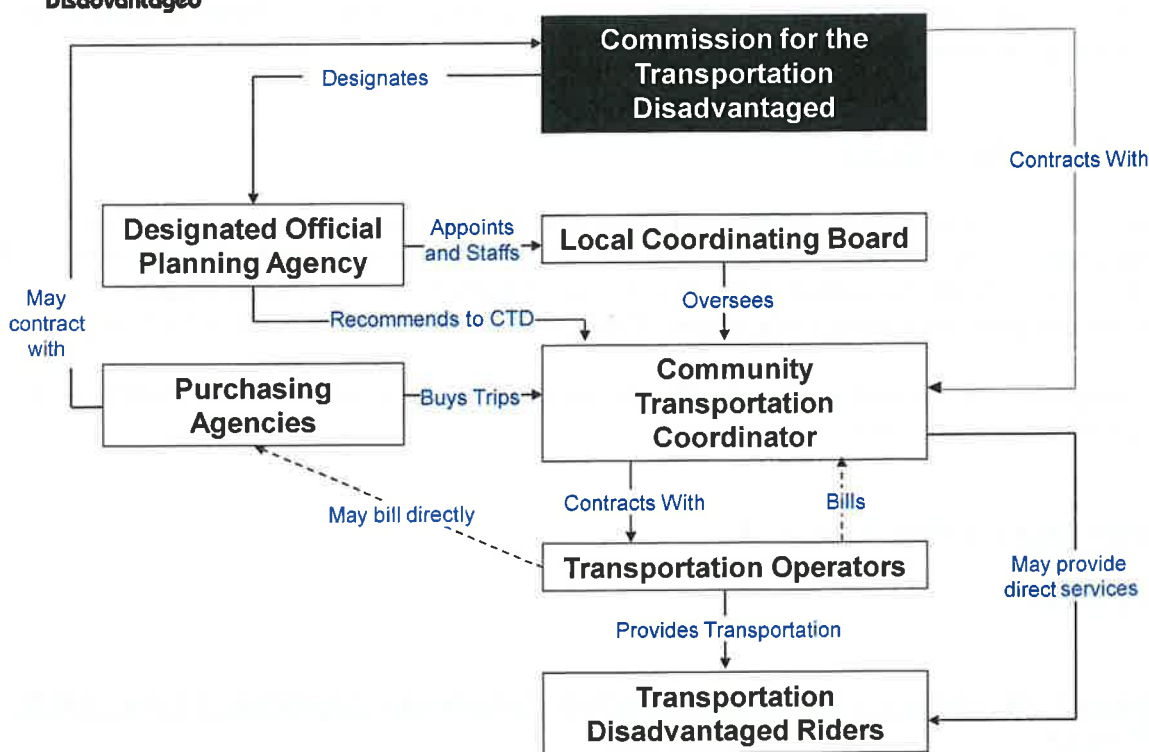
Administrative operations of Suwannee River Economic Council are managed by a Board of Directors. The operation of the transit system is directed by Suwannee River Economic Council's Executive Director. Operational and fiscal personnel are also employed by Suwannee River Economic Council. Suwannee River Economic Council operates a multitude of federal and state funded programs in ten north Florida counties.

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

### ORGANIZATION CHART



## Coordinated Transportation System Organization



## **CONSISTENCY REVIEW OF OTHER PLANS**

### **LOCAL GOVERNMENT COMPREHENSIVE PLANS**

The local comprehensive planning process involves essentially four basic steps:

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

The Lafayette County Comprehensive Plan Evaluation and Appraisal Report was adopted in August 1998. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lafayette County Comprehensive Plan.

### **REGIONAL POLICY PLANS**

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

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

### **TRANSIT DEVELOPMENT PLANS**

Not applicable.

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

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

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

**MPO LONG RANGE TRANSPORTATION PLANS**

Not applicable.

**TRANSPORTATION IMPROVEMENT PROGRAM**

Not applicable.

**PUBLIC PARTICIPATION**

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

**LAFAYETTE COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION**

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

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

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

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

REPRESENTATION	MEMBER'S NAME	TERM OF APPOINTMENT
Chairperson	Commissioner Donnie Hamlin	No Term
Elderly	Vacant	1 Year
Persons with Disabilities	Vacant	3 Years
Citizen Advocate	Cindy Morgan	1 Year
Citizen Advocate - User	Vacant	2 Years
Veterans Services	Carlton Black	No Term
Community Action	Ricky Lyons	No Term
Public Education	Vacant	No Term
Florida Department of Transportation	Sandra Collins	No Term
Florida Department of Children and Families	Kay Tice	No Term
Florida Department of Education	Vacant	No Term
Florida Department of Elder Affairs	Vacant	No Term
Florida Agency for Health Care Administration	Alana McKay	No Term
Children at Risk	Vacant	No Term
Workforce Development Board	Sheryl Rehberg	No Term
Local Medical Community	Ginger Calhoun	3 Years
Private Transit Industry	Vacant	2 Years

## SERVICE AREA PROFILE AND DEMOGRAPHICS

### **SERVICE AREA DESCRIPTION**

Lafayette County has a land area of approximately 543 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Madison County, on the east by Suwannee and Gilchrist Counties, on the south by Dixie County and on the west by Taylor County. The Suwannee River forms a boundary on the east.

The land use for approximately 96 percent of the acreage within the unincorporated area of the County has been designated as agricultural, forested lands and approximately 0.5 percent is residential.

### POPULATION/COMPOSITION

Table 1.25 of the 2011 Florida Statistical Abstract estimates Lafayette County's total population in 2010 as 8,870. The 2011 Statistical Abstract reported the population of the Town of Mayo as 1,237 and the unincorporated area as 7,633. As Table 1 shows, 86 percent of the County's population is located within the unincorporated areas.

**TABLE 1**

### **POPULATION COUNTS AND ESTIMATES LAFAYETTE COUNTY**

<b>AREA</b>	<b>POPULATION COUNT 2010</b>	<b>POPULATION ESTIMATE 2010</b>
Lafayette County	8,870	8,870
Town of Mayo	N/A	1,237
Unincorporated Area	N/A	7,633

Source: 2010 Bureau of the Census, State & County Quick Facts, 2010 Florida Statistical Abstract, Table 1.25

According to Table 1.80 of the 2011 Florida Statistical Abstract, 2,016 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

### **POPULATION DENSITIES**

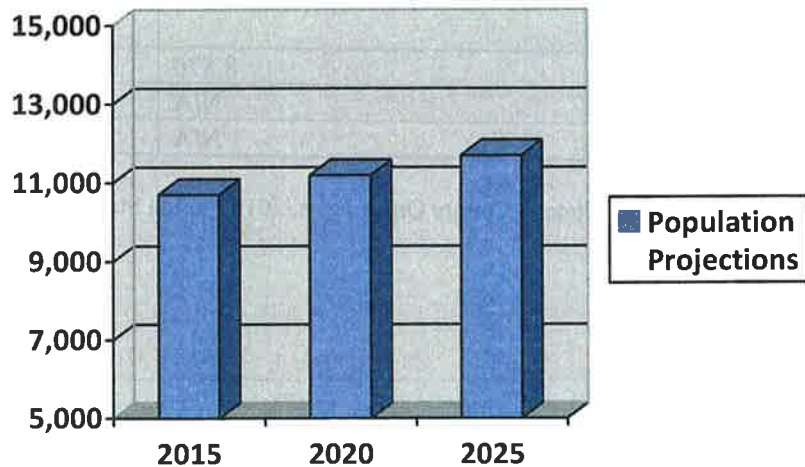
According to the 2010 Bureau of the Census, the persons per square mile in Lafayette County in 2010 was 16.3.

### **POPULATION PROJECTIONS**

According to Table 1.41 of the 2011 Florida Statistical Abstract, Lafayette County will have a total population of 11,700 by the Year 2025. Illustration I shows population projections for 2015, 2020 and 2025.

#### **ILLUSTRATION I**

#### **POPULATION PROJECTIONS LAFAYETTE COUNTY**



Source: 2011 Florida Statistical Abstract, Table 1.41



**POPULATION AGE DISTRIBUTION**

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-44 year-old age group is the single largest age group within the County. The 65 and over population is the smallest age group within the County, comprising 12 percent of the population.

**TABLE 2**

**POPULATION DISTRIBUTION  
LAFAYETTE COUNTY, 2010**

<b>2010 U.S. CENSUS POPULATION</b>	<b>SQUARE MILES</b>	<b>PERSONS PER SQUARE MILE</b>
8,870	543	16.3

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

**TABLE 3**

**POPULATION ESTIMATES BY AGE GROUP  
LAFAYETTE COUNTY, 2010**

<b>AGE GROUP</b>	<b>POPULATION</b>
0-17	1,785
18-34	2,487
35-54	2,588
55-64	926
65-79	849
80 and over	235
<b>TOTAL</b>	<b>8,870</b>

Source: 2011 Florida Statistical Abstract, Table 1.34

**WORK DISABILITY, MOBILITY AND SELF CARE LIMITATIONS**

The 2000 Census reported that 11 percent of civilian residents of Lafayette County who are 16 to 64 years of age and who are not institutionalized have work disabilities. In addition, the work disability prevented 7.4 percent from working. According to this information, 11.7 percent of individuals age 16 to 64 have a mobility limitation (unable to move easily and quickly) and 5.6 percent have a self-care limitation (unable to care for themselves).

The 2000 Census also reported that 35.8 percent of civilian non-institutionalized persons who are 65 years and over have a mobility limitation and 13.5 percent have a self care limitation. It should be noted that some of the 1990 Census information contained in this Chapter is based on samples and is subject to sampling variability.

**EMPLOYMENT**

Table 6.11 of the 2011 Florida Statistical Abstract reports that Lafayette County's labor force (individuals who are able to work but may not be employed) in 2010 was 3066 with 2,813 people employed and 253 unemployed. The unemployment rate for Lafayette County in 2010 was 8.3 percent.

**INCOME**

According to Table 5.48 of the 2011 Florida Statistical Abstract, the median household income for Lafayette County in 2010 was \$36,001. Table 4 characterizes the levels of household income in Lafayette County. Table 5 shows income levels that are currently used to define the federal poverty level.

**TABLE 4  
HOUSEHOLD INCOME  
LAFAYETTE COUNTY, 2010**

PER CAPITAL INCOME 2009	MEDIAN HOUSEHOLD INCOME	PERCENT OF PERSONS BELOW POVERTY LEVEL
\$16,575	\$35,689	24.6%

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

**TABLE 5**

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

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

Source: 2011 Florida Statistical Abstract, Table 5.47

Table 7.20 of the 2011 Florida Statistical Abstract reports the total number of Medicaid recipients for Fiscal Year 2008-2009 in Lafayette County was 1,172. Table 6 shows income and poverty status data for cities and designated census places. Table 7 shows average monthly public assistance cases.

**TABLE 6**

**INCOME AND POVERTY STATUS DATA  
LAFAYETTE COUNTY**

<b>PER CAPITAL INCOME 2009</b>	<b>MEDIAN HOUSEHOLD INCOME</b>	<b>PERCENT OF PERSONS BELOW POVERTY LEVEL</b>
\$16,575	\$35,689	24.6%

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

**TABLE 7**

**PUBLIC ASSISTANCE: AVERAGE MONTHLY  
CASES BY TYPE OF ASSISTANCE  
LAFAYETTE COUNTY, 2009-2010**

<b>TYPE OF ASSISTANCE</b>	<b>AVERAGE MONTHLY CASES</b>
Families	24
Adults	3
Children	35
Persons	39

Source: 2011 Florida Statistical Abstract, Table 7.18

**HOUSING**

Table 2.05 of the 2011 Florida Statistical Abstract estimates that in 2010, the total number of households in Lafayette County was 2,580 and that the average household size was 2.63.

**TABLE 8**

**HOUSING  
LAFAYETTE COUNTY, 2010**

<b>HOUSING UNITS</b>	<b>HOUSEHOLDS</b>	<b>PERSONS PER HOUSEHOLD</b>
3,328	1,918	3.87

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

**HEALTH**

Tables 20.33 and 20.37 of the 2011 Florida Statistical Abstract there is one licensed doctor of medicine, 80 registered and practical and advanced nurses.

**TRANSPORTATION**

According to the 2000 Census, there were 81 owner occupied housing units with no vehicle available. In addition, there were 52 renter occupied housing units with no vehicle available.

## **MAJOR TRIP GENERATORS/ATTRACTORS**

Being a rural area, there are a limited number of trip generators in the County. Trips are distributed from the outlying areas to and from the county seat for business and grocery shopping. Major trip generators/attractors include: Mayo Correctional Institution, Crofts Thriftway, the dental clinic, Blue Springs Park, local government offices and Suwannee River Economic Council's meal site. Travel to Lake City, Live Oak and Gainesville continues to be necessary for many County residents, particularly for medical purposes.

## **SERVICE ANALYSIS**

### **POTENTIAL TRANSPORTATION DISADVANTAGED POPULATION**

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

### **TRANSPORTATION DISADVANTAGED POPULATION**

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

### **FORECASTING DEMAND**

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

### **ELDERLY POPULATION**

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

BEBR provided estimates or forecasts of population by age for the years 1995, 2000, 2005 and 2010. CUTR developed population forecasts for intermediate years under the assumption that the rate of population growth would remain constant within the five-year periods.

## **DISABLED POPULATION**

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

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

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

## **LOW INCOME POPULATION**

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

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

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

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

## **NEEDS ASSESSMENT**

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

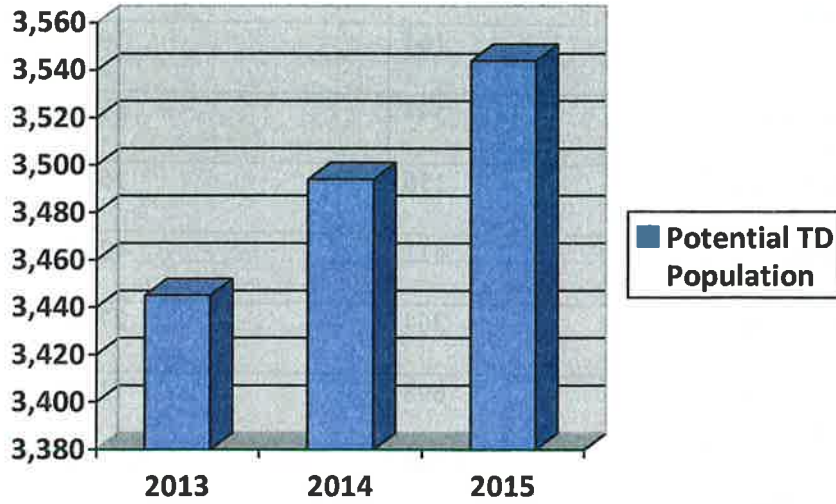
**TABLE 9****POTENTIAL TRANSPORTATION  
DISADVANTAGED POPULATION  
LAFAYETTE COUNTY, 2013-2015**

<b>POTENTIAL TD POPULATION</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Disabled Non-Elderly, Low Income	164	166	167
Disabled, Non-Elderly, Non-Low Income	547	552	557
Disabled, Elderly, Low Income	156	159	162
Disabled, Elderly, Non-Low Income	411	420	429
Non-Disabled, Elderly, Low Income	264	270	276
Non-Disabled, Elderly, Non-Low Income	698	711	725
Non-Disabled, Non- Elderly, Low Income	1,205	1,216	1,228
<b>TOTAL POPULATION</b>	<b>3,445</b>	<b>3,494</b>	<b>3,544</b>

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

**ILLUSTRATION II**

**POTENTIAL TRANSPORTATION  
DISADVANTAGED POPULATION  
LAFAYETTE COUNTY, 2013-2015**



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



**TABLE 11**

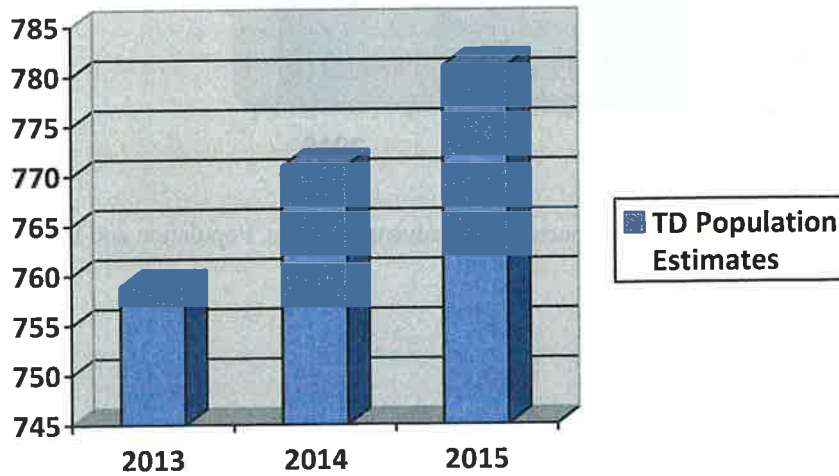
**TRANSPORTATION DISADVANTAGED  
POPULATION ESTIMATES  
LAFAYETTE COUNTY, 2013-2015**

<b>TD POPULATION ESTIMATES</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
TD, Non-Elderly, Low Income	33	33	33
TD, Non-Elderly, Non-Low Income	109	111	112
TD, Elderly, Low Income	74	75	77
TD, Elderly, Non-Low Income	194	198	202
Non-TD, Low Income, No Auto	349	354	357
<b>TOTAL</b>	<b>759</b>	<b>771</b>	<b>781</b>

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

**ILLUSTRATION III**

**TRANSPORTATION DISADVANTAGED  
POPULATION ESTIMATES  
LAFAYETTE COUNTY, 2013-2015**



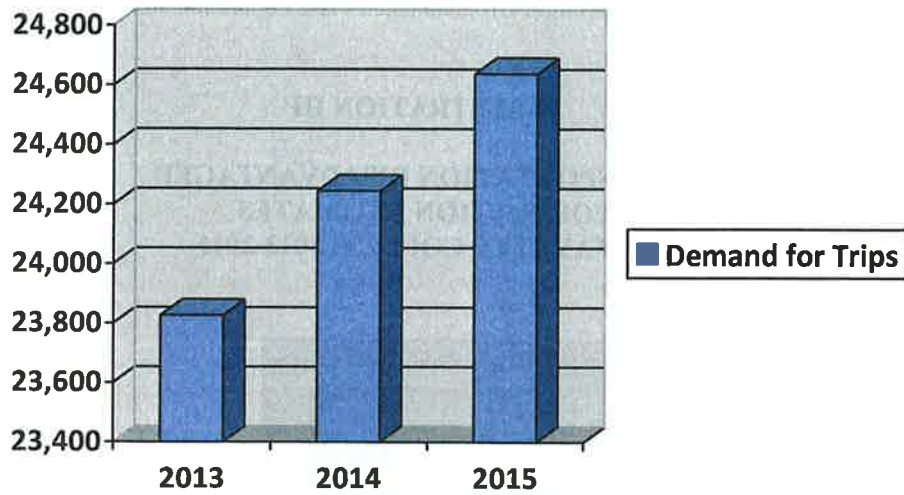
Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 1996

**TABLE 12**  
**FORECASTED DEMAND**  
**FOR TRIPS**  
**LAFAYETTE COUNTY, 2013-2015**

DEMAND FOR TRIPS	FORECAST
2013	23,827
2014	24,245
2015	24,638

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

**ILLUSTRATION IV**  
**DEMAND FOR TRIPS**  
**LAFAYETTE COUNTY 2013-2015**



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

**TABLE 13**

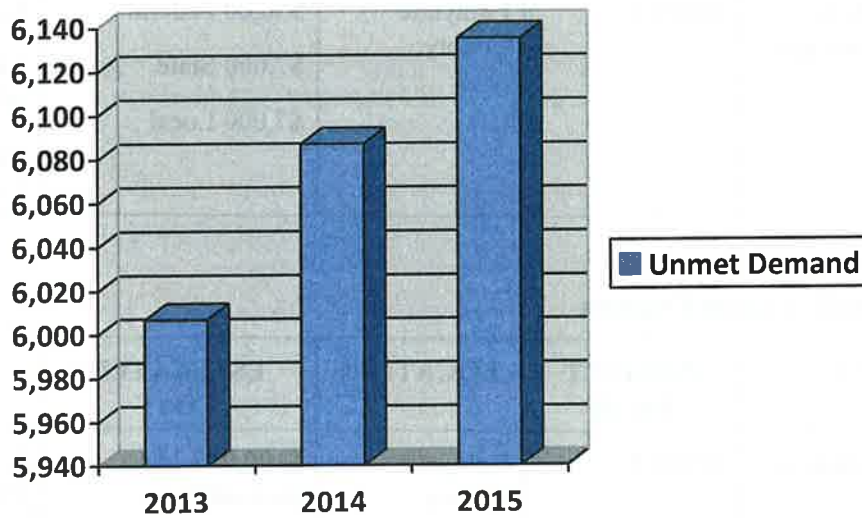
**FORECASTED UNMET DEMAND  
FOR TRIPS  
LAFAYETTE COUNTY, 2013-2015**

<b>UNMET DEMAND FOR TRIPS</b>	<b>FORECAST</b>
2013	6,007
2015	6,087
2015	6,135

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

**ILLUSTRATION V**

**FORECASTED UNMET DEMAND  
FOR TRIPS  
LAFAYETTE COUNTY, 2013-2015**



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

## BARRIERS TO COORDINATION

- Lack of agency knowledge of Chapter 427, Florida Statutes 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.
- Increasing Transportation Disadvantaged Program requirements is a potential barrier to coordination because increasing requirements add to the cost of transportation services. If transportation services can be purchased at a lesser cost outside of the coordinated system, agencies may choose to do so. The Florida Commission for the Transportation Disadvantaged can assist in addressing this barrier by not placing additional requirements on the Community Transportation Coordinator without providing additional funding.

## NEEDS ASSESSMENT

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

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase vehicle to provide transportation services to transportation disadvantaged residents.	2012/13	Lafayette County	\$56,00 Federal \$7,000 State \$7,000 Local	U.S.C. Section 5310 Florida Department of Transportation Suwannee River Economic Council

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

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide transportation services to the transportation disadvantaged.	2013/14	Lafayette County	\$100,000 Federal/State \$100,000 Local	U.S.C. Section 5311/FDOT Suwannee River Economic Council

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

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

**Transportation Disadvantaged Trust Fund Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
<u>Provide trips to transportation disadvantaged individuals.</u>	<u>2013/14</u>	<u>Lafayette County</u>	<u>\$141,783 State</u>  <u>\$15,754 Local</u>	<u>Transportation Disadvantaged Trust Fund</u>  <u>Suwannee River Economic Council</u>

**Medicaid Non-Emergency Transportation Program**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
<u>Provide trips to Medicaid beneficiaries.</u>	<u>2013/14</u>	<u>Lafayette County</u>	<u>\$63,726 State</u>	<u>Medicaid Non-Emergency Transportation Program</u>

**Rural Capital Equipment Support Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>LOCATION</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Purchase one replacement vehicle.	2013/14	Lafayette County	\$59,400 State  \$5,940 Local	Rural Area Capital Equipment Support Grant  Suwannee River Economic Council

**GOALS, OBJECTIVES AND STRATEGIES**

- GOAL I**                      **Coordinate all transportation disadvantaged services that are funded with local, state and/or federal government funds.**
- OBJECTIVE**                By July 1, 2013, the planning agency staff in cooperation with the Community Transportation Coordinator shall identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator. The Community Transportation Coordinator and the local Coordinating Board shall inform each non-coordinated agency about Chapter 427, Florida Statutes.
- Strategy 1(a)**                In cooperation with the Community Transportation Coordinator and the local Coordinating Board, identify agencies located in Lafayette County that are receiving local, state and/or federal funds to transport clients or purchase vehicles.
- Strategy 1(b)**                The Community Transportation Coordinator and planning agency staff shall contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc.
- Strategy 1(c)**                The Community Transportation Coordinator shall determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.
- GOAL II**                      **The local Coordinating Board shall identify unmet transportation needs of individuals in Lafayette County.**

- OBJECTIVE** The local Coordinating Board shall identify unmet transportation needs of the disadvantaged population in Lafayette County and discuss ways to meet these needs at each local Coordinating Board meeting.
- Strategy 1(a)** The Community Transportation Coordinator shall report quarterly the number of trips that are requested which it is unable to provide.
- GOAL III** **The Community Transportation Coordinator shall provide transportation services that are consumer oriented and effectively group passengers.**
- OBJECTIVE** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide transportation services that maximize the use of all vehicles to eliminate duplication of service.
- Strategy 3(a)** The Community Transportation Coordinator shall report on a quarterly basis the number of single passenger trips provided.
- Strategy 3(b)** The Community Transportation Coordinator shall work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments in order to group trips.
- Strategy 3(c)** The Community Transportation Coordinator shall document the reduction of single passenger trips.
- Strategy 3(d)** The local Coordinating Board shall measure the total passenger trips per vehicle.
- GOAL IV** **The Community Transportation Coordinator shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.**
- OBJECTIVE** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy 4(a)** The Community Transportation Coordinator shall provide alternative methods for accessing transportation services for individuals with disabilities (i.e., Telephone Device for the Deaf, radio advertising, close captioned public service announcements, etc.).
- Strategy 4(b)** The Community Transportation Coordinator 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)** The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.

**GOAL V** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator'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 the Community Transportation Coordinator's performance.

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

**Strategy 6(a)** The Community Transportation Coordinator shall implement an accessible system for individuals to request after hour service and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.

**GOAL VII** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in a cost efficient manner.**

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

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

**Strategy 7(b)** The Community Transportation Coordinator shall inform the local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.



- GOAL VIII**                    **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.**
- OBJECTIVE**                    The Community Transportation Coordinator shall complete all reports that require local Coordinating Board review and/or approval.
- Strategy 8(a)**                    All Community Transportation Coordinator final reports shall be completed and submitted to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the local Coordinating Board's meeting packet.
- 
- GOAL IX**                        **The Community Transportation Coordinator shall improve the quality of transportation services provided to the transportation disadvantaged.**
- OBJECTIVE**                    The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy 9(a)**                    The Community Transportation Coordinator shall report service complaints to the local Coordinating Board quarterly.
- 
- OBJECTIVE**                    **The Community Transportation Coordinator shall provide courteous and professional service.**
- Strategy 9(e)**                    Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- 
- GOAL X**                        **The Community Transportation Coordinator shall insure the provision of safe transportation services.**
- OBJECTIVE**                    The Community Transportation Coordinator shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.
- Strategy 11(a)**                    The System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule and 14-90, Florida Administrative Code*.
- Strategy 11(b)**                    The Community Transportation Coordinator shall adhere to all requirements of the System Safety Program Plan.
- 
- GOAL XII**                      **The Community Transportation Coordinator shall improve the efficiency and effectiveness of the coordinated transportation system.**

**OBJECTIVE**

The Community Transportation Coordinator shall attempt to improve efficiency and effectiveness areas identified in the annual performance evaluation that did not improve.

**IMPLEMENTATION SCHEDULE**

<b>STRATEGIES</b>	<b>RESPONSIBLE PARTY(ies)</b>	<b>IMPLEMENTATION DATE</b>
(1) Identify agencies located in Lafayette County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Community Transportation Coordinator, local Coordinating Board, Planning Agency (2) Community Transportation Coordinator, Planning Agency (3) Community Transportation Coordinator	(1) July 2013 (2) As necessary (3) As necessary
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Community Transportation Coordinator, local Coordinating Board (2) Community Transportation Coordinator	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Measure total passenger trips per vehicle. (4) Report the number of single passenger trips provided. (5) Document the reduction of single passenger trips.	(1) Community Transportation Coordinator (2) Community Transportation Coordinator (3) Planning Agency (4) Community Transportation Coordinator (5) Planning Agency	(1) Ongoing (2) Ongoing (3) Quarterly (4) Quarterly (5) 2013

STRATEGIES	RESPONSIBLE PARTY(ies)	IMPLEMENTATION DATE
<p>(1) Provide alternative methods for accessing transportation services for individuals with disabilities.</p> <p>(2) Train staff members regarding the utilization of special equipment for persons with disabilities.</p> <p>(3) The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.</p>	<p>(1) Community Transportation Coordinator</p> <p>(2) Community Transportation Coordinator</p> <p>(3) Community Transportation Coordinator</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Ongoing</p>
<p>Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Transportation Disadvantaged workbook modules.</p>	<p>Local Coordinating Board, Planning Agency</p>	<p>June 2013</p>
<p>(1) Provide or contract for the provision of transportation services after Community Transportation Coordinator office hours as required in the designated service area by any federal, state or local government agency sponsoring such services.</p> <p>(2) Contract with an adequate number of transportation operators to provide after hours and weekend service as required in the designated service area by any federal, state or local government agency sponsoring such services.</p> <p>(3) Implement an accessible system for individuals to request service after hours and on weekend as required in the designated service area by any federal, state or local government agency sponsoring such services.</p>	<p>(1) Community Transportation Coordinator</p> <p>(2) Community Transportation Coordinator</p> <p>(3) Community Transportation Coordinator</p>	<p>(1) Ongoing</p> <p>(2) As necessary</p> <p>(3) Ongoing</p>

STRATEGIES	RESPONSIBLE PARTY(ies)	IMPLEMENTATION DATE
<p>(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that these funds are spent in the most efficient manner.</p> <p>(2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.</p> <p>(3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.</p>	<p>(1) community transportation coordinator</p> <p>(2) community transportation coordinator, Local Coordinating Board</p> <p>(3) Community Transportation Coordinator</p>	<p>(1) Annually</p> <p>(2) Annually</p> <p>(3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval.</p> <p>(2) Final reports shall be submitted to planning agency staff a minimum of two weeks prior to next Coordinating Board meeting.</p>	<p>(1) Community Transportation Coordinator, Planning Agency</p> <p>(2) Community Transportation Coordinator</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p>
<p>(1) Monitor the quality of service.</p> <p>(2) Report service complaints at Local Coordinating Board meetings.</p> <p>(3) Reservationists and staff shall receive sensitivity and courtesy training annually.</p>	<p>(1) Community Transportation Coordinator</p> <p>(2) Community Transportation Coordinator</p> <p>(3) Community Transportation Coordinator</p>	<p>(1) Ongoing</p> <p>(2) Quarterly</p> <p>(3) Ongoing</p>
<p>(1) The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p> <p>(2)The Community Transportation Coordinator shall adhere to the System Safety Program Plan.</p>	<p>(1) Community Transportation Coordinator</p> <p>(2) Community Transportation Coordinator</p>	<p>(1) Annually</p> <p>(2) Ongoing</p>

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**II**

**SERVICE PLAN**

**OPERATIONS ELEMENT**

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

**TYPES, HOURS AND DAYS OF SERVICE**

<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Stretcher</b>	<b>Advance Reservation</b>	<b>Subscription</b>	<b>Door to Door</b>	<b>Door through door</b>
✓	✓	Contracted when necessary	✓	X	✓	X

**GROUP TRIPS**

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

**SUBSCRIPTION SERVICE**

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

**HOURS OF OPERATION**

Transportation Disadvantaged Program service is provided Monday through Friday, 8:00 a.m. to 4:30 p.m. not including holidays. Twenty-four hour, seven days per week service is available with advance notification.

Medicaid Program sponsored service is provided twenty-four hours per day, seven days per week excluding holidays (see below). Medicaid non-emergency transportation services shall be available on a timely basis, as follows:

#### A. Routine Trips

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

#### B. Hospital/Facility Discharges

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

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

#### C. Urgent Care

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

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

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

#### D. Emergency Room/Facility Discharges

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

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

#### E. Will Call

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

### ACCESSING SERVICES

#### ADVANCE NOTIFICATION TIME

Transportation Disadvantaged Program sponsored service requires twenty-four hours advance notification must be given for trips provided Tuesday through Saturday. Forty-eight hours advance notification must be given for trips provided on Sundays. Seventy-two hours advance notification must be given for trips provided on Mondays.

#### Medicaid Trip Scheduling Time Standards

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

## **OFFICE HOURS**

Suwannee River Economic Council - Monday through Friday, 8:00 a.m. to 4:30 p.m.

## **PHONE NUMBER**

Suwannee River Economic Council - City of Live Oak office: 386-362-4115 or 1-800-597-7579 City of Mayo office: 386-294-2202.

## **TRIP CANCELLATION PROCESS**

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

## **NO-SHOW POLICY**

Trips should be canceled in enough time to inform the driver before leaving to pick up the client (i.e., a minimum of two hours notice). Cancellations at the door will be considered a “no-show,” and if frequent, may result in temporary suspension from the program. Same-day cancellations should be called to the Community Transportation Coordinator or through the operator’s office during regular business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, Cancellations for future dates must be called to the Community Transportation Coordinator’s office. If canceling a trip is necessary outside of regular business hours (i.e., weekends and evenings), then the client will call the service provider directly.

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

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

Clients may only be removed from suspension by the sponsoring agency (i.e., Medicaid). Clients or representatives must be counseled on the policies and responsibilities of using the coordinated system.



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

### **BACK-UP AND AFTER HOURS SERVICE**

An answering service will take requests for after hours transportation service. Transportation services requested after hours will be scheduled the following day.

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

- **Unable to transport themselves:** Individual is not sponsored by any agency or organization for their transportation needs or the ability to operate a vehicle; or
- 
- **Unable to purchase transportation:** Individual's income is at or below the federal poverty level guidelines.
- 
- **Unable to obtain transportation:** Individual does not have an operational vehicle in the household ; the ability to operate a vehicle; or the ability to find transportation from other sources.

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

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

Due to the lack of demand for transportation services in Lafayette County, Suwannee River Economic Council and the Board have not determined a need for establishing trip priorities. Suwannee River Economic Council reports the status of the TD Trust Funds to the Board at each meeting. Suwannee River Economic Council in cooperation with the Board will establish trip priorities if it is determined necessary.

### **PASSENGER CO-PAYMENTS**

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

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

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

## **SERVICE DENIAL**

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

- **Capacity**

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

- **Funding Availability**

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

- **No-Shows**

Transportation service shall be denied if a passenger has violated the no-show policy. Transportation service shall be reinstated as outlined by the policy.

- **Safety**

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

- **Escorts**

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

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

■ **Passenger Property**

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

■ **Advance Reservation Requirement**

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

**TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS**

**CONTRACTING PROCESS/CRITERIA**

Not applicable. Suwannee River Economic Council is the only transportation provider operating in Lafayette County.

**CONTRACTORS**

Not applicable. Suwannee River Economic Council is the only transportation provider operating in Lafayette County.

**PUBLIC TRANSIT UTILIZATION**

Not applicable. There is no fixed route, mass transit system operating in Lafayette County.

### **SCHOOL BUS UTILIZATION**

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

### **VEHICLE INVENTORY**

Suwannee River Economic Council's vehicle inventory is attached.

### **SYSTEM SAFETY PROGRAM PLAN CERTIFICATION**

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

### **INTERCOUNTY SERVICES**

Suwannee River Economic Council provides inter-county transportation services.

### **NATURAL DISASTER/EMERGENCY PREPAREDNESS**

The Lafayette County Emergency Management Department does not have a formal agreement with Suwannee River Economic Council.

### **MARKETING**

Suwannee River Economic Council markets its transportation services using brochures and flyers.

### **ACCEPTABLE ALTERNATIVES**

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

### **OPERATOR CONTRACTS**

Not applicable. Suwannee River Economic Council does not subcontract for transportation services.

## SERVICE STANDARDS

### DRUG AND ALCOHOL POLICY

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

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

### TRANSPORT OF ESCORTS AND DEPENDENT CHILDREN

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

**Local Policy:** Transportation services shall be denied if the passenger requires an escort because of a physical or mental impairment and is not accompanied by an escort. Children under age 16 shall be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the Transportation Disadvantaged Program service rate.

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

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

**Local Policy:** All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device shall be provided by the passenger. Transportation services will be denied to passengers who do not provide an appropriate child restraint device.

### PASSENGER PROPERTY

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

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

## VEHICLE TRANSFER POINTS

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

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

## LOCAL TOLL FREE PHONE NUMBER

**Rule 41-2.006 (4) (f), F.A.C.:** A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local TDSP including, advising the dissatisfied person about the Commission's Helpline Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the Helpline phone number.

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

## OUT-OF-SERVICE AREA TRIPS

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

**Transportation Disadvantaged Program Policy:** Suwannee River Economic Council may require medical provider certification for out of county transportation services that are sponsored by the Transportation Disadvantaged Program.

## VEHICLE CLEANLINESS

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

**Local Policy:** All vehicles operating in the coordinated transportation system shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

## BILLING REQUIREMENTS

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

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

### **PASSENGER/TRIP DATABASE**

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

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

### **ADEQUATE SEATING**

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

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

### **DRIVER IDENTIFICATION**

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

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

## PASSENGER ASSISTANCE

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

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

## SMOKING, EATING, AND DRINKING

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

**Local Policy:** Eating and drinking on board vehicles operating in the coordinated system will not be allowed unless medically necessary. Stops may be made to accommodate the needs of the passengers at the discretion of the driver.

## PASSENGER NO-SHOWS

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

**No-Show Policy:** Trips should be canceled in enough time to inform the driver before leaving to pick up the client (i.e., a minimum of two hours notice). Cancellations at the door will be considered a “no-show,” and if frequent, may result in temporary suspension from the program. Same-day cancellations should be called to Suwannee River Economic Council or through the operator’s office during regular business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, Cancellations for future dates must be called to Suwannee River Economic Council’s office. If canceling a trip is necessary outside of regular business hours (i.e., weekends and evenings), then the client will call the service provider directly.

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



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

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

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

**Local Policy:** Suwannee River Economic Council shall attempt to reduce the number of passenger no shows annually.

## TWO-WAY COMMUNICATIONS

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

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

## AIR CONDITIONING/HEATING

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

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

## FIRST AID

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

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

## **CPR**

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

**Local Policy:** Suwannee River Economic Council's drivers are not required to be trained in CPR.

## **DRIVER CRIMINAL BACKGROUND SCREENING**

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

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

## **PUBLIC TRANSIT RIDERSHIP**

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

**Local Policy:** Not applicable.

## **PICK UP WINDOW**

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

**Local Policy:** There is a thirty (30) minute pick-up window (before or after scheduled pick-up time) in place for all intra-county trips based on the arrival/departure time of the passenger. The passenger is given a pick-up time at the time of scheduling the ride. There is a two hour pick-up window for return trips not scheduled in advance.

## **ON-TIME PERFORMANCE**

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

**Local Policy:** Suwannee River Economic Council will have a 90 percent on-time performance rate for all completed trips. The Commission for the Transportation Disadvantaged has not established a required method for collecting on-time performance data. Therefore, samples will be used to measure on-time performance. These samples will be based on the number trips provided by the coordinated system annually.

### **ADVANCE RESERVATION REQUIREMENT**

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

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

### **SAFETY**

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

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

### **RELIABILITY**

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

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

## ACCESSIBILITY

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

**Local Policy:** This standard is not applicable to this service area.

## QUALITY OF SERVICE

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

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

## LOCAL GRIEVANCE PROCEDURE/PROCESS

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

## PURPOSE OF GRIEVANCE COMMITTEE

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

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

It should be noted that there is a distinct difference between "hearing" a grievance, and "hearing and determining" a grievance. Neither the Grievance Committee nor the Local Coordinating Board has the authority to "hear and determine" a grievance. They only have the authority to "hear" and advise.

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

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

### **DEFINITION OF SERVICE COMPLAINT**

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

All service complaints should be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Local Coordinating Board. If the Community Transportation Coordinator is also an operator, their statistics on service complaints should be included. Service Complaints may include but are not limited to:

- Late trips (late pickup and or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort

### **DEFINITION OF FORMAL GRIEVANCE**

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

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

- Chronic, recurring or unresolved Service Complaints. (Refer to description of service complaints above)

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

### **COMPOSITION OF GRIEVANCE COMMITTEE**

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

### **GRIEVANCE COMMITTEE PROCEDURES**

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

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

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

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

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

The grievance shall include:

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

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

### **GRIEVANCE COMMITTEE MEETING SCHEDULE**

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

The Grievance Committee shall meet to hear the grievance within forty-five (45) days from the date of receipt of the grievance. When appropriate, the Grievance Committee may meet to hear filed grievances immediately following regularly scheduled Coordinating Board meetings. In addition, a regular business meeting of the Grievance Committee may be called when necessary.

### **NOTICE OF HEARING**

Staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the complainant and other interested parties. Certified mailing is recommended. The notice shall clearly state the date, time, and location of the meeting and the purpose of the discussion and a statement of the issues involved.

### **GRIEVANCE COMMITTEE HEARING PROCEDURES**

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

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

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

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

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

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

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

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

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

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

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

1. a statement that a meeting was held in which the involved parties, their representatives and witnesses were given an opportunity to present their grievance;



2. a statement that clearly defines the issues discussed; and
3. the recommendation or explanation of the Grievance Committee based on their investigation and assessment.

## **APPEALS**

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

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

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

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

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

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

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

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

The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435.

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

Similarly, if the grievance showed that one of the parties with whom the 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.

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

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

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

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

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

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

All Community Transportation Coordinators and transportation subcontractors (including coordination contractors) must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of riders. Suwannee River Economic Council's toll-free phone number is 1-800-824-5308.

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

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

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

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

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

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

### **PROHIBITION AGAINST RETALIATION**

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

### **ALTERNATIVE RECOURSE**

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

### **SUSPENSION RECONSIDERATION HEARING**

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

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

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

and

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

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

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

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

## **MEDICAID NET GRIEVANCE SYSTEM**

### Definitions

- a. Complaint Process – the complaint process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Complaints, which are expressions of dissatisfaction about any matter other than an Action that are resolved at the Point of Contact rather than through filing a formal Grievance.
- b. Grievance Process – The Grievance process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any mater other than an Action.
- c. Appeal Process – the Appeal process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Appeals, which are requests for review of an Action.

- d. Medicaid Fair Hearing Process – The Medicaid Fair Hearing process is the administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the Commission or the STP.

#### General Requirements

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

1. Suwannee River Economic Council Inc. herein referred to as the STP, must attain written approval of the Medicaid Grievance/Complaint Process prior to implementation.
2. The STP will refer all Medicaid Beneficiaries who are dissatisfied with the STP or its Actions to the STP's Grievance/Appeal Coordinator for processing and documentation in accordance with the Medicaid contract and established policies and procedures.
3. The STP shall provide reasonable assistance to Medicaid Beneficiaries in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability.
4. The STP shall acknowledge, in writing, the receipt of a Grievance or request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.
5. The STP shall not allow any of the decision makers on a Grievance or Appeal if they were involved in any of the previous levels of review or decision-making when deciding any of the following:
  - a. An Appeal or denial that is based on lack of Medical Necessity; and,
  - b. A Grievance regarding the denial of an expedited resolution of an Appeal.
6. The Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, shall be allowed an opportunity to examine the Medicaid Beneficiary's case file before and during the Grievance or Appeal process, including all Medical Records and any other documents and records held by the STP.
7. The Medicaid Beneficiary and/or the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate shall be considered as parties to the Grievance/Appeal.
8. The STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of the Medicaid contract in order to fulfill the requirements as set forth in this process.
9. The STP shall work with the Commission's Grievance/Appeals Coordinator to resolve all grievance related issues.

- a. The STP shall notify the Medicaid Beneficiary, in writing, using language at, or below the fourth (4<sup>th</sup>) grade reading level, of any action taken by the STP to deny a Transportation Service request, or limit transportation services in an amount, duration, or scope that is less than requested.
- b. The STP shall provide notice to the Medicaid Beneficiary as set forth below:
  - (1) The Action the Recipient has taken or intends to take;
  - (2) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;
  - (3) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;
  - (4) The procedures for filing an appeal;
  - (5) The circumstances under which expedited resolution is available and how to request it; and,
  - (6) The Medicaid Beneficiary's rights to request that transportation services continue pending the resolution of the appeal, how to request the continuation of transportation services, and the circumstances under which the Medicaid Beneficiary may be required to pay the costs of these services.
- c. The STP must provide the notice of action within the following time frames:
  - (1) At least ten (10) calendar days before the date of the action or fifteen (15) calendar days if the notice is sent by surface mail (five [5] calendar days if the recipient suspects fraud on the part of the Medicaid Beneficiary).
  - (2) For denial of the trip request, at the time of any action affecting the trip request.
  - (3) For standard service authorization decision that deny or limit transportation services, as quickly as the Medicaid Beneficiary's health condition requires, but no later than fourteen (14) calendar days following receipt of the request for service.

- d. If the STP extends the time frame for notification, it must:
  - (1) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid beneficiary of the right to file a grievance if the Medicaid Beneficiary disagrees with the recipient's decision to extend the time frame; and,
  - (2) Carry out its determination as quickly as the Medicaid beneficiary's health condition requires, but in no case later than the date upon which the fourteen (14) calendar day extension period expires.
- e. If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a denial and, therefore, an action adverse to the Medicaid Beneficiary.
- f. For expedited Service Authorization decisions, within three (3) business days (with the possibility of a fourteen (14) calendar day extension).

#### The Complaint Process

- 1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a complaint.
- 2. General Duties
  - a. The STP must:
    - (1) Resolve each complaint within fifteen (15) business days from the day the STP received the initial complaint, be it oral or in writing;
      - (a) The STP may extend the complaint resolution time frame by up to ten (10) business days if the Medicaid Beneficiary request an extension, or the Recipient/Subcontractor documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
      - (b) If the STP requests the extension, the Recipient/Subcontractor must give the Medicaid Beneficiary written notice of the reason for the delay.

- (2) Notify the Medicaid Beneficiary, in writing, within five (5) business days of the resolution of the complaint if the Medicaid Beneficiary is not satisfied with the STP's resolution. The notice of disposition shall include the results and date of the resolution of the complaint, and shall include:
  - (a) A notice of the right to request a grievance or appeal, whichever is the most appropriate to the nature of the objection; and,
  - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair Hearing System Section).
- (3) The STP shall provide the Commission with a report detailing the total number of complaints received, pursuant to reporting requirements of the contract with the Commission.
- (4) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files a complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's complaint.

b. Filing Requirements

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

The Grievance Process

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



1. General Duties

a. The STP must:

- (1) Resolve each grievance within ninety (90) calendar days from the day the STP received the initial grievance request, be it oral or in writing;
- (2) Notify the Medicaid Beneficiary, in writing, within thirty (30) calendar days of the resolution of the grievance. The notice of disposition shall include the results and date of the resolution of the grievance, and for decisions not wholly in the Medicaid Beneficiary's favor, the notice of disposition shall include:
  - (a) Notice of the right to request a Medicaid Fair Hearing, if applicable; and,
  - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair hearing System Section below);
- (3) Provide the Commission with a copy of the written notice of disposition upon request;
- (4) The STP nor any Transportation Provider shall take any punitive action against a physician or other health care provider who files a grievance on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's grievance; and,
- (5) Provide the Commission with a report detailing the total number of Grievances received, pursuant to the Reporting Requirements Section of these procedures.

b. The STP may extend the Grievance resolution time frame by up to fourteen (14) calendar days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.

- (1) If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.

c. Filing Requirements

- (1) The Medicaid Beneficiary or provider must file a grievance within one (1) year after the date of occurrence that initiated the grievance.

- (2) The Medicaid Beneficiary or provider may file a grievance either orally or in writing. The Medicaid Beneficiary may follow up an oral request with a written request, however the timeframe for resolution begins the date the STP receives the oral request.

## The Appeal Process

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

### 1. General Duties

#### a. The STP shall:

- (1) Confirm in writing all oral inquiries seeking an appeal, unless the Medicaid Beneficiary or provider request an expedited resolution.
- (2) If the resolution is in favor of the Medicaid Beneficiary, provide the services as quickly as the Medicaid Beneficiary's health condition requires;
- (3) Provide the Medicaid Beneficiary or provider with a reasonable opportunity to present evidence and allegations of fact or law, in person and/or in writing;
- (4) Allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity, before and during the appeal process, to examine the Medicaid Beneficiary's case file, including all documents and records;
- (5) Consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the appeal;
- (6) Continue the Medicaid Beneficiary's transportation services if:
  - (a) The Medicaid Beneficiary files the appeal in a timely manner, meaning on or before the later of the following:
  - (b) Within ten (10) business days of the date on the notice of action (add five [5] business days if the notice is sent via surface mail); or,
  - (c) The intended effective date of the STP's proposed action.

- (d) The appeal involves the termination, suspension, or reduction of a previously authorized transportation service;
  - (e) The transportation was for a Medicaid compensable service ordered;
  - (f) The authorization period has not expired; and/or,
  - (g) The Medicaid Beneficiary requests extension of transportation services.
- (7) Provide written notice of the resolution of the appeal, including the results and date of the resolution within two (2) business days after the resolution. For decision not wholly in the Medicaid Beneficiary's favor, the notice of resolution shall include:
- (a) Notice of the right to request a Medicaid Fair Hearing;
  - (b) Information about how to request a Medicaid Fair Hearing, including the DCF address necessary for pursuing a Medicaid Fair Hearing, as set forth in Medicaid Fair Hearing System Section, below;
  - (c) Notice of the right to continue to receive transportation services pending a Medicaid Fair Hearing;
  - (d) Information about how to request the continuation of transportation services; and
  - (e) Notice that if the STP's action is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued transportation services.
- (8) Provide the Commission with a copy of the written notice of disposition upon request;
- (9) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files an appeal on behalf of a Medicaid Beneficiary or supports a Medicaid Beneficiary's appeal; and,
- (10) Provide the Commission with a report detailing the total number of appeals received, pursuant to reporting requirements of this process.
- b. If the STP continues or reinstates the Medicaid Beneficiary's transportation services while the appeal is pending, the STP must continue providing the transportation services until one (1) of the following occurs:

- (1) The Medicaid Beneficiary withdraws the appeal;
  - (2) Ten (10) business days pass from the date of the STP's notice of resolution of the appeal if the resolution is adverse to the Medicaid Beneficiary and if the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of transportation services until a Medicaid Fair Hearing decision is reached;
  - (3) The Medicaid Fair Hearing panel's decision is adverse to the Medicaid Beneficiary; or,
  - (4) The authorization to provide services expires, or the Medicaid Beneficiary meets the authorized service limits.
- c. If the final resolution of the appeal is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished from the Medicaid Beneficiary while the appeal was pending, to the extent that the STP furnished the services solely because of the requirements of this section.
  - d. If the STP did not furnish services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.
  - e. If the STP furnished services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.

### 3. Filing Requirements

- a. The Medicaid Beneficiary or his/her representative must file an appeal within thirty (30) calendar days of receipt of the notice of the STP's action.
- b. The Medicaid Beneficiary may file an appeal either orally or in writing. If the filing is oral, the Medicaid Beneficiary must also file a written, signed appeal within thirty (30) calendar days of the oral filing. The STP shall notify the requesting party that it must file the written request within ten (10) business days after receipt of the oral request. For oral filings, time frames for resolution of the appeal begin on the date the STP receives the oral filing.
- c. The STP shall resolve each appeal within State-established time frames not to exceed forty-five (45) calendar days from the day the STP received the initial appeal request, whether oral or in writing.

- d. If the resolution is in favor of the Medicaid Beneficiary, the STP shall provide the services as quickly as the Medicaid Beneficiary's health condition requires.
  - e. The STP may extend the resolution time frames by up to fourteen (14) calendar days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
    - (1) If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.
    - (2) The STP must provide written notice of the extension to the Medicaid Beneficiary within five (5) business days of determining the need for an extension.
4. Expedited Process
- a. The STP shall establish and maintain an expedited review process for appeals when the STP determines, the Medicaid Beneficiary requests or the provider indicates (in making the request on the Medicaid Beneficiary's behalf or supporting the Medicaid Beneficiary's request) that taking the time for a standard resolution could seriously jeopardize the Medicaid Beneficiary's life, health or ability to attain, maintain or regain maximum function.
  - b. The Medicaid Beneficiary may file an expedited appeal either orally or in writing. No additional written follow-up on the part of the Medicaid Beneficiary is required for an oral request for an expedited appeal.
  - c. The STP must:
    - (1) Inform the Medicaid Beneficiary of the limited time available for the Medicaid Beneficiary to present evidence and allegations of fact or law, in person and in writing;
    - (2) Resolve each expedited appeal and provide notice to the Medicaid Beneficiary, as quickly as the Medicaid Beneficiary's health condition requires, within State established time frames not to exceed seventy-two (72) hours after the Recipient/Subcontractor receives the appeal request, whether the appeal was made orally or in writing;
    - (3) Provide written notice of the resolution in accordance with the appeal process section, of the expedited appeal to the Medicaid Beneficiary;

- (4) Make reasonable efforts to provide oral notice of disposition to the Medicaid Beneficiary immediately after the appeal panel renders a decision; and,
- (5) The STP nor any transportation provider shall take any punitive action against a physician or other health care provider who requests an expedited resolution on the Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for expedited resolution of an appeal.
  - a. If the STP denies a request for an expedited resolution of an appeal, the STP must:
    - (1) Transfer the appeal to the standard time frame of no longer than forty-five (45) calendar days from the day the recipient/subcontractor received the request for appeal (with a possible fourteen [14] day extension);
    - (2) Make all reasonable efforts to provide immediate oral notification of the recipients/subcontractor's denial for expedited resolution of the appeal;
    - (3) Provide written notice of the denial of the expedited appeal within two (2) calendar days; and,
    - (4) Fulfill all requirements set forth in the appeal process section above.

#### Medicaid Fair Hearing Process

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

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

2. Filing Requirements

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

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

3. General Duties

- a. The STP must:

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

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

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

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

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

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

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

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

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

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

Type	Time Frame to File	Provide Transportation Services During Review	Time Frame to Resolve	Extension Time Frame	Time Frame to Send Notification of Resolution	Next Step (if any)
Complaint	Ninety (90) calendar days from the date	Yes	Fifteen (15) business	Ten (10) business	Five (5) business days from the date	File a grievance.



	of the incident that precipitated the complaint.		days.	days.	of the complaint.	
Grievance	Ninety (90) calendar days from the date of the action that precipitated.	Yes	Ninety (90) calendar days.	Fourteen (14) calendar days.	Thirty (30) calendar days from the date of the resolution of the grievance.	Medicaid Fair Hearing.

**GRIEVANCE FORM**

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

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

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

4. Grounds for Grievance  
  
Please describe the basis for the grievance. Provide the date(s) of the occurrence(s) and any supporting documentation.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Improvements Needed  
Please provide an explanation of the improvements needed to address the grievance.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

PLEASE SUBMIT TO:

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

## PASSENGER CODE OF CONDUCT

### GENERAL

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

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

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

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

No passenger may refuse to pay the approved fare.

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

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

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

### VERBAL ABUSE

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

### PHYSICAL

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

### SUBSTANCE

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

## PENALTIES

### **VERBAL ABUSE**

1. First offense – written warning
2. Second offense – one week suspension of services
3. Third offense – 30 day suspension of services
4. Fourth offense – 90 day suspension of services
5. Fifth offense – permanently removed from service

### **PHYSICAL ABUSE**

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

## APPEALS

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

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

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

and

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

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

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

### **EVALUATION PROCESSES**

#### **COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS**

Not applicable.

#### **COORDINATION CONTRACT EVALUATION CRITERIA**

Not applicable.

#### **COST REVENUE ALLOCATION/RATE STRUCTURE JUSTIFICATION**

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

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

**SERVICE RATES**

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

**COUNTY:** Lafayette

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

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

<b>PROGRAM/SERVICE TYPE</b>	<b>COST PER UNIT (Passenger Mile or Passenger Trip)</b>
TDTF ambulatory	\$1.63/passenger mile
TDTF wheelchair	\$2.79/passenger mile
TDTF stretcher	\$5.82/passenger mile
Medicaid NET ambulatory	\$2.70/passenger mile
Medicaid NET wheelchair	\$4.63/passenger mile
Medicaid NET stretcher	\$9.65/passenger mile

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# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Suwannee River Economic Council, Inc.  
**County (Service Area):** Lafayette  
**Contact Person:** Matt Pearson  
**Phone #:** 386-362-4115 ext 242

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

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



# Comprehensive Budget Worksheet

Version 1.4

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

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

1	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	7
	from July 1st of 2011 to June 30th of 2012	from July 1st of 2012 to June 30th of 2013	from July 1st of 2013 to June 30th of 2014			

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

### Local Non-Govt

Farebox	\$ 733	\$ 742	\$ 742	1.2%	0.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services		\$ 6,600	\$ 6,600		0.0%	
Other	\$ 12,292	\$ 51,244	\$ 34,106	316.9%	-33.4%	
<b>Bus Pass Program Revenue</b>						

### Local Government

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

### CTD

Non-Spons. Trip Program	\$ 110,626	\$ 119,640	\$ 126,946	8.1%	6.1%	
Non-Spons. Capital Equipment						
Rural Capital Equipment		\$ 59,400	\$ 59,400		0.0%	
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)	\$ 48,747	\$ 50,700	\$ 50,700	4.0%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid	\$ 67,675	\$ 66,118	\$ 66,116	-2.6%	0.0%	
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

Older Americans Act	\$ 3,808	\$ 2,980	\$ 2,000	-21.7%	-32.9%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

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



# Comprehensive Budget Worksheet

Version 1.4

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

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

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

<b>APD</b>						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
<b>DJJ</b>						
(specify in explanation)						
Bus Pass Program Revenue						
<b>Other Fed or State</b>						
XXX						
XXX						
XXX						
Bus Pass Program Revenue						
<b>Other Revenues</b>						
Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
<b>Total Revenues =</b>	<b>\$244,053</b>	<b>\$357,424</b>	<b>\$346,612</b>	<b>-46.4%</b>	<b>-3.0%</b>	

<b>EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors)</b>						
<b>Operating Expenditures</b>						
Labor	\$ 66,047	\$ 88,874	\$ 91,663	34.6%	3.1%	
Fringe Benefits	\$ 37,818	\$ 44,086	\$ 46,450	16.5%	9.9%	
Services	\$ 10,514	\$ 13,000	\$ 15,000	23.8%	15.4%	
Materials and Supplies	\$ 34,660	\$ 49,400	\$ 49,488	42.6%	0.0%	
Utilities	\$ 6,731	\$ 8,872	\$ 10,300	31.8%	16.1%	
Casualty and Liability	\$ 9,073	\$ 12,971	\$ 14,000	43.0%	7.9%	
Taxes	\$ 150	\$ 156	\$ 200	4.0%	28.2%	
<b>Purchased Transportation</b>						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 550	\$ 45,809	\$ 20,000	8228.9%	-56.3%	
Other						
Miscellaneous	\$ 127	\$ 254	\$ 254	100.0%	0.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 7,229	\$ 9,130	\$ 11,452	26.3%	25.4%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ 6,600	\$ 6,600		0.0%	
Allocated Indirect	\$ 12,292	\$ 12,292	\$ 13,293	0.0%	8.1%	
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds		\$ 66,000	\$ 66,000		0.0%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
<b>ACTUAL YEAR GAIN</b>	<b>\$48,982</b>					
<b>Total Expenditures =</b>	<b>\$185,131</b>	<b>\$357,424</b>	<b>\$346,612</b>	<b>93.1%</b>	<b>-3.0%</b>	
See NOTES Below.						

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

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

**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Suwannee River Economic Council, Inc.

County: Lafayette

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	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?
	July 1st of 2013			
	to June 30th of 2014			
1	2	3	4	5

**REVENUES (CTC/Operators ONLY)**

Local Non-Govt

Farebox	\$ 742
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ 6,600
Other	\$ 34,106
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

Local Government

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

CTD

Non-Spons. Trip Program	\$ 126,946
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ 59,400
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 50,700
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

AHCA

Medicaid	\$ 65,116
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

DCF

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

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

DOE (state)

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

AWI

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

DOEA

Elder Americans Act	\$ 2,000
Community Care for Elderly	\$ -
Other DOEA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

DCA

Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

	\$ 742	
	\$ -	
	\$ -	
	\$ -	
	\$ 6,600	
	\$ 34,106	\$ 20,000
	\$ -	\$ -

	\$ -	\$ -	
	\$ -	\$ -	
	\$ -	\$ -	
	\$ -	\$ -	
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	\$ -	\$ -	
	\$ -	\$ -	
	\$ -	\$ -	

	\$ 126,946	\$ -	\$ -	
	\$ -	\$ -	\$ -	
	\$ -	\$ 59,400	\$ -	\$ 59,400
	\$ -	\$ -	\$ -	
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	\$ 65,116	\$ -	
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	\$ 2,000	\$ -	
	\$ -	\$ -	
	\$ -	\$ -	
	\$ -	\$ -	

	\$ -	\$ -	
	\$ -	\$ -	
	\$ -	\$ -	

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.

local match req  
\$ 14,105  
\$ -  
\$ 6,600





# Worksheet for Program-wide Rates

CTC: Suwannee River Et Version 1.4  
 County: Lafayette

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

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

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger Miles =	116,000	2013 - 2014
<b>Rate Per Passenger Mile = \$</b>	<b>1.80</b>	
Total Projected Passenger Trips =	4,870	
<b>Rate Per Passenger Trip = \$</b>	<b>42.95</b>	<b>Avg. Passenger Trip Length = 23.8 Miles</b>
<b>Rates If No Revenue Funds Were Identified As Subsidy Funds</b>		
<b>Rate Per Passenger Mile = \$</b>	<b>2.99</b>	
<b>Rate Per Passenger Trip = \$</b>	<b>71.17</b>	

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

**Worksheet for Multiple Service Rates**

CTC: Suwannee River Version 1.4  
 County: Lafayette

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

**SECTION I: Services Provided**

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

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

**SECTION II: Contracted Services**

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	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?

<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
--	--	--	--

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

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

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

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

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

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



### Worksheet for Multiple Service Rates

CTC: Suwannee River Version 1.4  
 County: Lafayette

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

#### SECTION III: Escort Service

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

#### SECTION IV: Group Service Loading

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

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

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

		RATES FOR FY: 2013 - 2014			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	116,000	105,000	8,600	2,400	Leave Blank 0
Rate per Passenger Mile =		\$1.63	\$2.79	\$5.82	\$0.00 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	4,870	4,300	500	70	Leave Blank 0
Rate per Passenger Trip =		\$38.68	\$66.32	\$138.16	\$0.00 per passenger per group
2. If you answered #1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,		Combination Trip and Mile Rate			
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					Leave Blank \$0.00
Rate per Passenger Mile for Balance =		\$1.63	\$2.79	\$5.82	\$0.00 per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.70	\$4.03	\$9.65	\$0.00 per passenger per group
Rate per Passenger Trip =		\$64.10	\$109.89	\$228.94	\$0.00 per passenger per group

Program Takes Rates into Your Medicaid Reimbursement Data

**Worksheet for Multiple Service Rates**

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

CTC: Suwannee River / Version 1.4  
County: Lafayette

**Suwannee River Economic Council, Inc.**  
**TRANSPORTATION VEHICLE INVENTORY**

**Updated 5/30/2013**

<b>COUNTY</b>	<b>BUS #</b>	<b>VEHICLE IDENTIFICATION NUMBER</b>	<b>YEAR</b>	<b>MAKE</b>	<b>MODEL</b>	<b>SEATS</b>	<b>SOURCE</b>	<b>MILES</b>
Lafayette	3	1GBJG31U371245113	2008	Chevy Cutaway	G31	5+2	FDOT 5310	104,366
Lafayette	4	1FTNE24W63HB48581	2003	Ford Van	E350	9	TD-RC	99,391
Lafayette	7	1GBJG31K181231940	2009	Chevy Cutaway	BUS	8+2	TD-RC	38,453
Lafayette	8	1FDWE45S19DA88331	2009	Ford Cutaway	E450	12+2	5311-STIM	41,310
Lafayette	5	1GBJG31U361140568	2007	Chevy Cutaway	BUS	5+2	TD-AOG52	109,702
Lafayete	6	1FDWE35L56HA89036	2006	Ford Cutaway	E350	6+2	TD	211,248





**Bus Transit System Annual Safety and Security Certification**

*Certifying Compliance with Rule 14-90, FAC to the  
Florida Department of Transportation (FDOT)*

Certification Date (Current): 2013

Certification Year: (Previous): 2012

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

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

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

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

Name: Frances L. Terry Title: Executive Director

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

Name: See Attached

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

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

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

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

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

### III

#### QUALITY ASSURANCE

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

#### COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS

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





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May 30, 2013

TO: Lafayette 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 Lafayette 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 Lafayette County. 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\lafayette\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):*

<input type="checkbox"/> North		<input type="checkbox"/> city or town
<input type="checkbox"/> South	part of	<input type="checkbox"/> metropolitan area
<input type="checkbox"/> East		<input type="checkbox"/> county
<input type="checkbox"/> West		

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):*

<input type="checkbox"/> North		<input type="checkbox"/> city or town
<input type="checkbox"/> South	part of	<input type="checkbox"/> metropolitan area
<input type="checkbox"/> East		<input type="checkbox"/> county
<input type="checkbox"/> West		

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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May 30, 2013

TO: Lafayette County Transportation Disadvantaged Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Operations Reports

STAFF RECOMMENDATION

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

BACKGROUND

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

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

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

Attachment



**QUARTERLY OPERATING REPORT  
SUWANNEE RIVER ECONOMIC COUNCIL, INC.  
LAFAYETTE COUNTY  
JANUARY - MARCH 2013**

OPERATING DATA	SREC	DIXIE COUNTY EMS	TOTAL	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	1,012	0	1,012	907
Medicaid	256	0	256	160
TD Trust Fund	627	0	627	624
S.R.E.C. - Title III-B Meal Site	129	0	129	123
<b>TOTAL VEHICLE MILES</b>	13,537	0	13,537	15,202
<b>TOTAL REVENUE VEHICLE MILES</b>	10,617	0	10,617	13,467
<b>TOTAL VEHICLE HOURS</b>	535	0	535	728
<b>TOTAL DOLLARS INVOICED</b>	\$65,259.81	\$0.00	\$65,259.81	\$53,111.00
Medicaid	\$29,875.15	\$0.00	\$29,875.15	\$21,656.00
TD Trust Fund	\$34,352.66	\$0.00	\$34,352.66	\$30,727.00
S.R.E.C. - Title III-B Meal Site	\$1,032.00	\$0.00	\$1,032.00	\$728.00
<b>AVERAGE COST PER TRIP</b>	\$64.49	#DIV/0!	\$64.49	\$58.56
Medicaid	\$116.70	#DIV/0!	\$116.70	\$135.35
TD Trust Fund	\$54.79	#DIV/0!	\$54.79	\$49.24
S.R.E.C. - Title III-B Meal Site	\$8.00	#DIV/0!	\$8.00	\$5.92
<b>AVERAGE COST PER VEHICLE MILE</b>	\$4.82	#DIV/0!	\$4.82	\$3.49
<b>AVERAGE COST PER REVENUE VEHICLE MILE</b>	\$6.15	#DIV/0!	\$6.15	\$3.94
<b>AVERAGE COST PER VEHICLE HOUR</b>	\$121.98	#DIV/0!	\$121.98	\$72.95
<b>TRIP PURPOSE*</b>				
Medical	883	0	883	784
Employment	0	0	0	0
Education/Training	0	0	0	0
Shopping	0	0	0	0
Meal Site	129	0	129	123
Recreation	0	0	0	0
Other	0	0	0	0
<b>NUMBER OF TRIPS DENIED</b>	0	0	0	0
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	59	0	59	53
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	6%	#DIV/0!	6%	6%
<b>NUMBER OF ACCIDENTS</b>	0	0	0	0
<b>NUMBER OF VEHICLES</b>	4	2	6	5
<b>AVERAGE TRIPS PER VEHICLE</b>	253	0	169	181
<b>AVERAGE MILES PER TRIP</b>	13	#DIV/0!	13	17
<b>NUMBER OF ROADCALLS</b>	0	0	0	0
<b>MILES BETWEEN ROADCALLS</b>	13,537	0	13,537	15,202

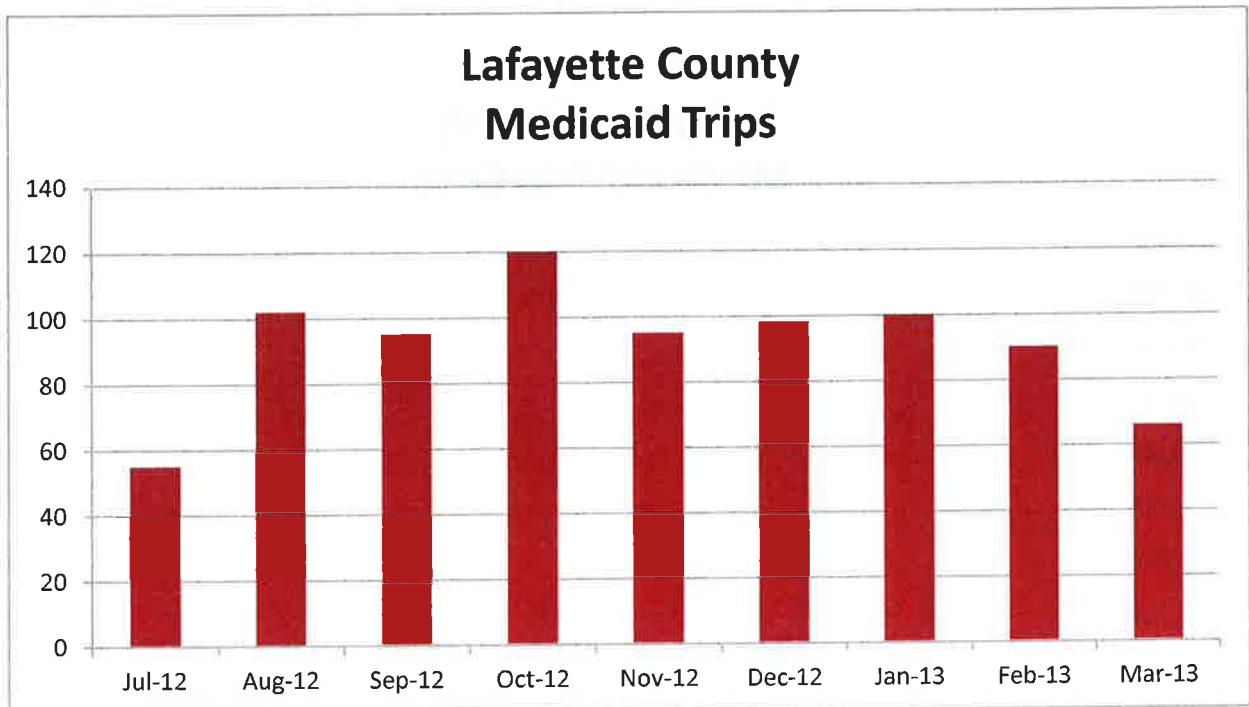
Source: Suwannee River Economic Council

**CTC: Suwannee River Economic Council**  
**Rates Charged to TD Trust Fund:**  
**Ambulatory: \$1.59 per passenger mile**  
**Wheelchair: \$2.72 per passenger mile**  
**Stretcher: \$5.66 per passenger mile**

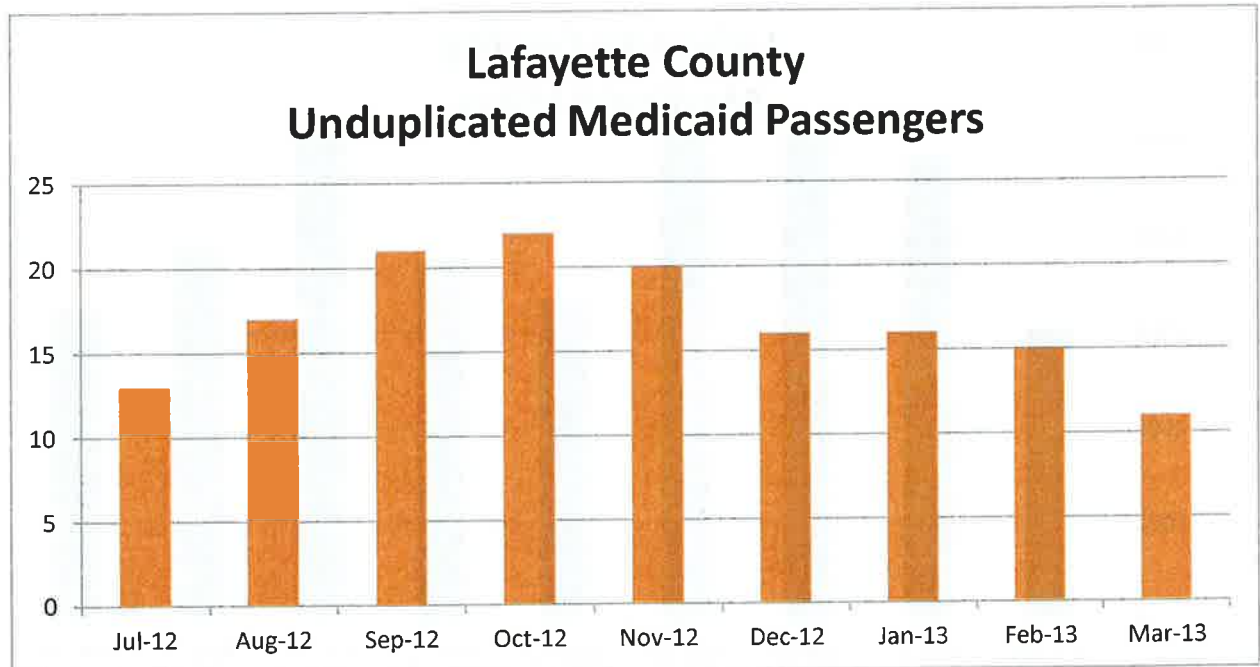
**2012-2013 TD TRUST FUND SUMMARY  
LAFAYETTE COUNTY**

<b>MONTH/YEAR</b>	<b>TOTAL GRANT AMOUNT</b>	<b>TOTAL DOLLARS SPENT</b>	<b>TOTAL AMOUNT REMAINING</b>	<b>TRIPS PROVIDED</b>	<b>COST PER TRIP</b>
July 2012	<b>\$119,640.00</b>	\$9,968.65	\$109,671.35	178	\$56.00
August 2012	-	\$9,969.83	\$99,701.52	193	\$51.66
September 2012	-	\$9,082.41	\$90,619.11	145	\$62.64
October 2012	-	\$5,609.52	\$85,009.59	159	\$35.28
November 2012	-	\$5,404.75	\$79,604.84	140	\$38.61
December 2012	-	\$8,941.36	\$70,663.48	234	\$38.21
January 2013	-	\$9,936.78	\$60,726.70	212	\$46.87
February 2013	-	\$9,969.12	\$50,757.58	209	\$47.70
March 2013	-	\$10,978.50	\$39,779.08	246	\$44.63
April 2013	-		\$39,779.08		#DIV/0!
May 2013	-		\$39,779.08		#DIV/0!
June 2013	-		\$39,779.08		#DIV/0!
<b>TOTAL</b>	-	<b>\$79,860.92</b>	-	<b>1,716</b>	<b>\$46.54</b>

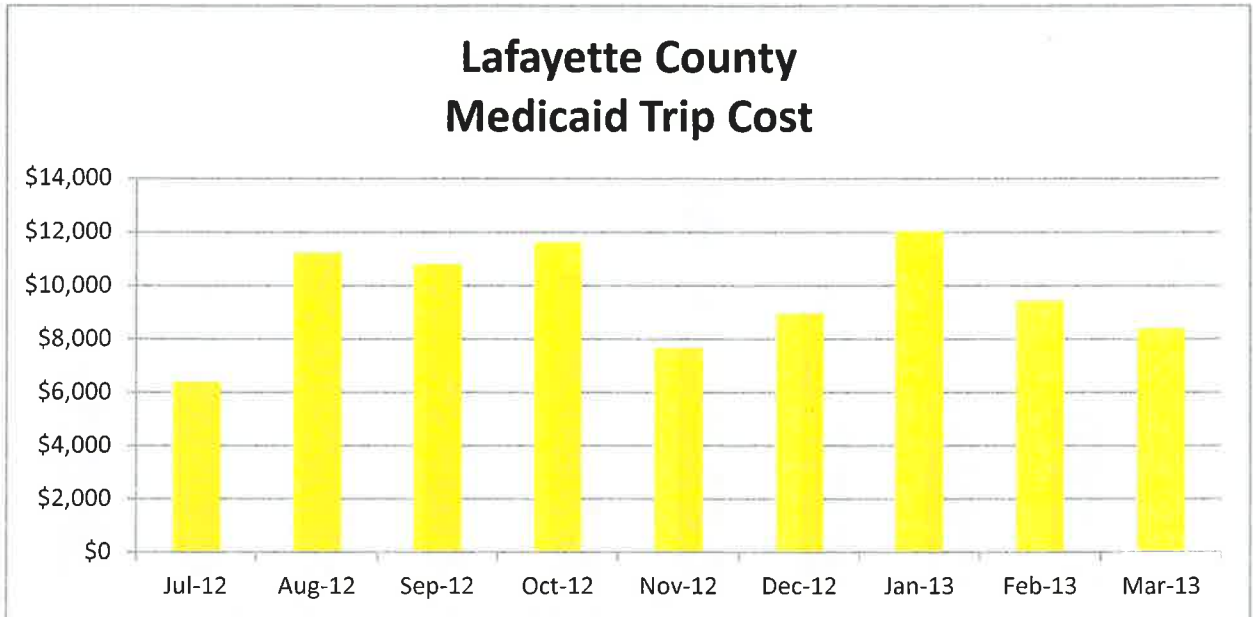
Source: Suwannee River Economic Council



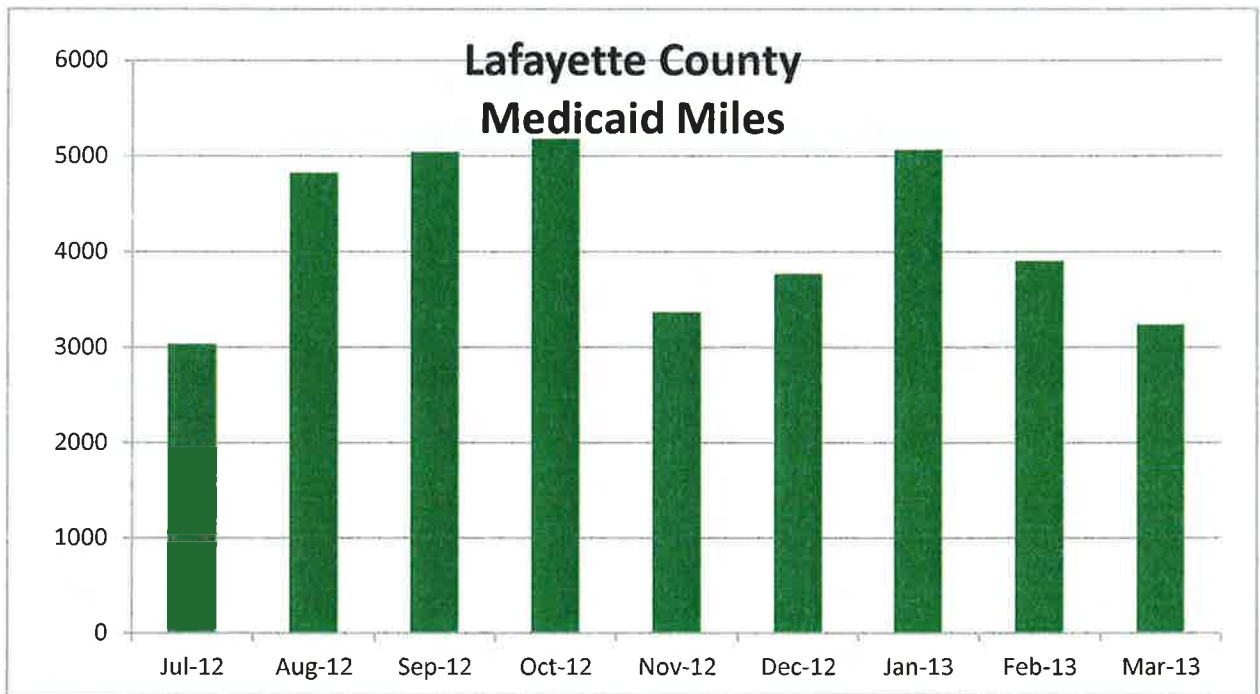
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



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

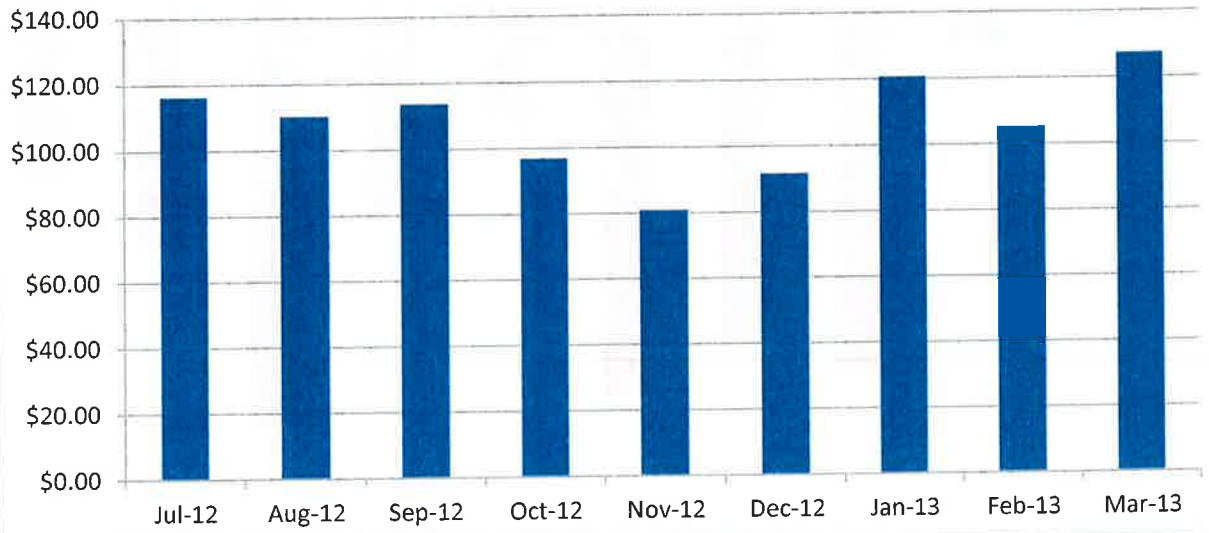


Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



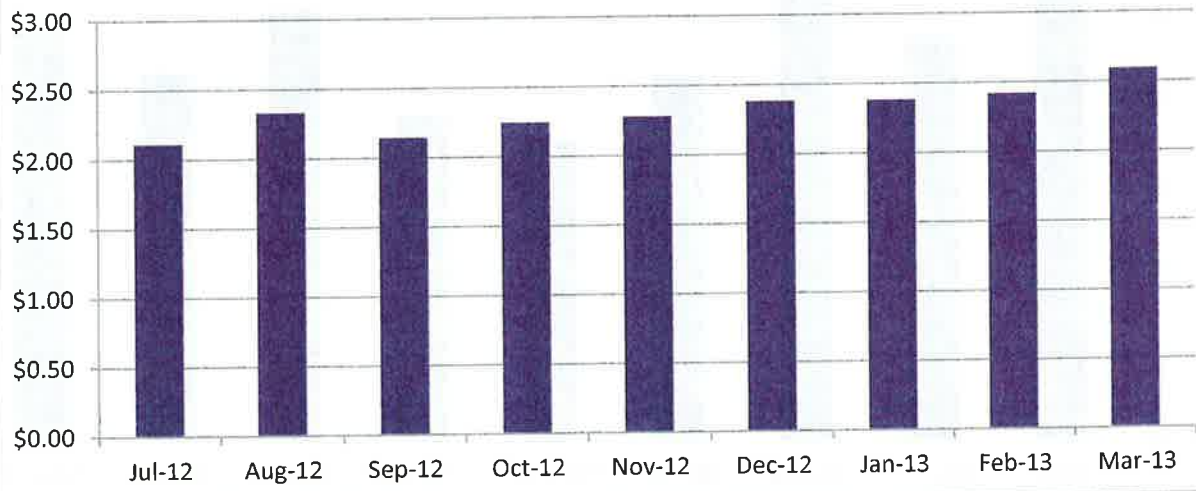
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

## Lafayette County Average Cost Per Medicaid Trip



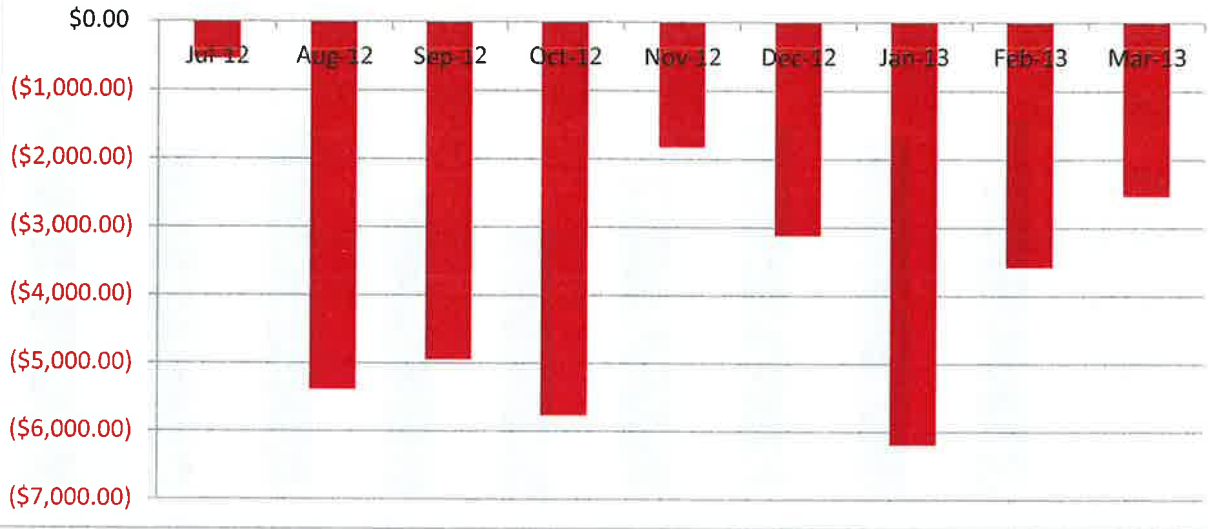
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

## Lafayette County Average Cost Per Medicaid Mile



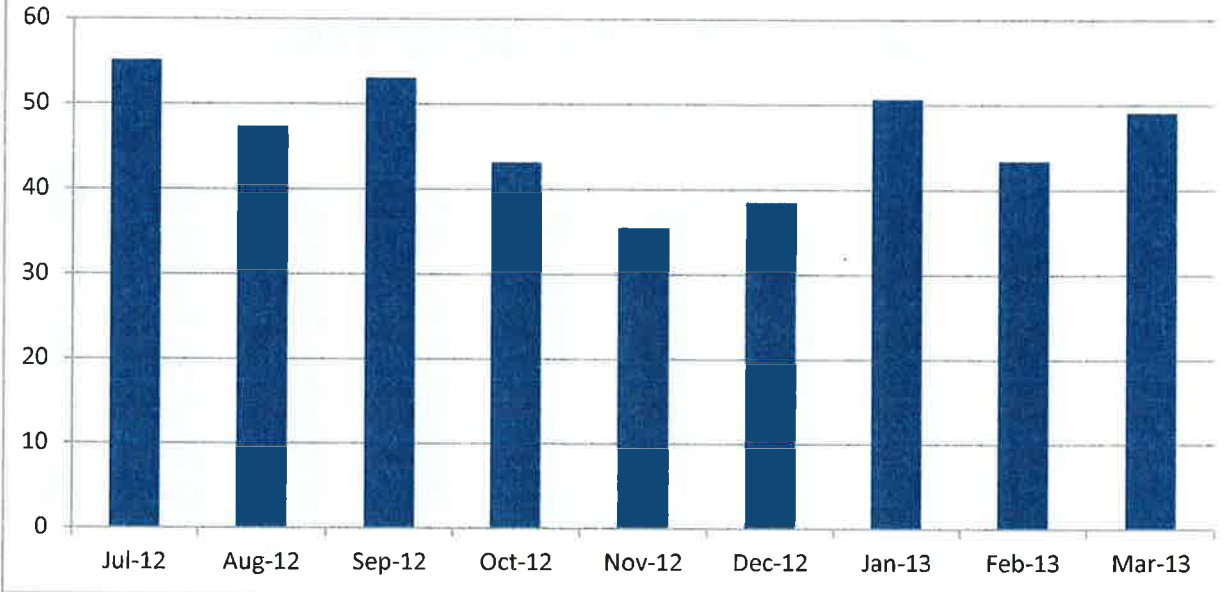
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

### Medicaid Allocation vs Service Cost



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

### Average Miles Per Medicaid Trip



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



**LAFAYETTE COUNTY  
SERVICE COMPLAINTS/COMMENDATIONS  
JANUARY - MARCH 2013**

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

Source: Suwannee River Economic Council

# Medicaid Ombudsman Calls

Feb-13

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

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



# TD Ombudsman Calls

Feb-13

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

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



IV.D.



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March 27, 2013

Senator Andy Gardiner, Chair  
Senate Appropriations Subcommittee on Transportation,  
Tourism and Economic Development  
420 Senate Office Building  
404 South Monroe Street  
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Senator Gardiner:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Lafayette County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Lafayette County. Suwannee River Economic Council, Inc., the Lafayette County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Lafayette County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,  


Curtis O. Hamlin, Chair  
Lafayette County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Lafayette County Transportation Disadvantaged Coordinating Board

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March 27, 2013

Senator Joe Negron, Chair  
Senate Committee on Appropriations  
412 Senate Office Building  
404 South Monroe Street  
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Senator Negron:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Lafayette County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Lafayette County. Suwannee River Economic Council, Inc., the Lafayette County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Lafayette County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Curtis O. Hamlin, Chair  
Lafayette County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Lafayette County Transportation Disadvantaged Coordinating Board

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March 27, 2013

The Honorable Ed Hooper, Chair  
House Transportation and Economic Development  
Appropriations Subcommittee  
222 The Capital  
402 South Monroe Street  
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Representative Hooper:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Lafayette County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Lafayette County. Suwannee River Economic Council, Inc., the Lafayette County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Lafayette County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Curtis O. Hamlin, Chair  
Lafayette County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Lafayette County Transportation Disadvantaged Coordinating Board

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Dedicated to improving the quality of life of the Region's citizens,  
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promoting economic development and providing technical services to local governments.



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March 27, 2013

The Honorable Seth McKeel, Chair  
House Appropriations Committee  
222 The Capital  
402 South Monroe Street  
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Representative McKeel:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Lafayette County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Lafayette County. Suwannee River Economic Council, Inc., the Lafayette County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Lafayette County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Curtis O. Hamlin, Chair  
Lafayette County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Lafayette County Transportation Disadvantaged Coordinating Board

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March 27, 2013

Senator Charles S. Dean, Sr.  
The Capital  
311 Senate Office  
404 South Monroe Street  
Tallahassee, FL 32399-1300

RE: Florida's Transportation Disadvantaged Program

Dear Senator Dean:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Lafayette County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Lafayette County. Suwannee River Economic Council, Inc., the Lafayette County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Lafayette County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Curtis O. Hamlin, Chair  
Lafayette County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Lafayette County Transportation Disadvantaged Coordinating Board

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March 27, 2013

The Honorable Halsey Beshears  
Florida House of Representatives  
1102 The Capital  
402 South Monroe Street  
Tallahassee, FL 32399-1300

RE: Florida's Transportation Disadvantaged Program

Dear Representative Beshears:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Lafayette County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Lafayette County. Suwannee River Economic Council, Inc., the Lafayette County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Lafayette County in order to utilize public funds more efficiently.

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Sincerely,

Curtis O. Hamlin, Chair  
Lafayette County Transportation Disadvantaged  
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged  
Lafayette County Transportation Disadvantaged Coordinating Board

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**ATTENDANCE RECORD**

**LAFAYETTE COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**

<b>POSITION</b>	<b>NAME</b>	<b>6/18/12</b>	<b>9/24/12</b>	<b>11/19/12</b>	<b>3/25/13</b>
Chairperson	Commissioner Donnie Hamlin	A	P	P	P
FDOT	Sandra Collins	A	P	A	A
Alternate Member	Janell Damato	-	-	-	A
FDCF	Kay Tice	P	A	A	P
Alternate Member	(Vacant)				
FAHCA-Medicaid	Alana McKay	A	P	P	P
Alternate Member	Andrew Singer	P	A	A	A
FDOE	(Vacant)				
Alternate Member	(Vacant)				
Public Education	Ritchie Page	-	-	-	-
Alternate Member	(Vacant)				
Citizen Advocate (CA)	Cindy Morgan	A	P	A	A
Alternate Member	Rhoda Pate	A	A	A	A
CA-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly Representative	Martha Humphries	-	-	-	P
Alternate Member	(Vacant)				
Veterans Representative	Carlton Black	A	A	P	A
Alternate Member	(Vacant)				
Persons with Disabilities Rep.	(Vacant)				
Alternate Member	(Vacant)				
CAA Representative	Ricky Lyons	A	A	A	A
Alternate Member	(Vacant)				
FDEA Voting Member	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Medical Community	Ginger Calhoun	P	A	P	A
Alternate Member	(Vacant)				
North Florida Workforce Dev. Board	Sheryl Rehberg	A	P	P	P
Alternate Member					

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

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

