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February 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Business Meeting Announcement

The Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting Wednesday, February 12, 2014 at 10:00 a.m. in the **Library Meeting Room of the Suwannee River Regional Library located at 1848 Ohio Avenue South, Live Oak, Florida (location map attached).**

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

**Please contact Suwannee Valley Transit Authority at 386.362.5332 if you need transportation to and from the meeting.**

#### Attachments

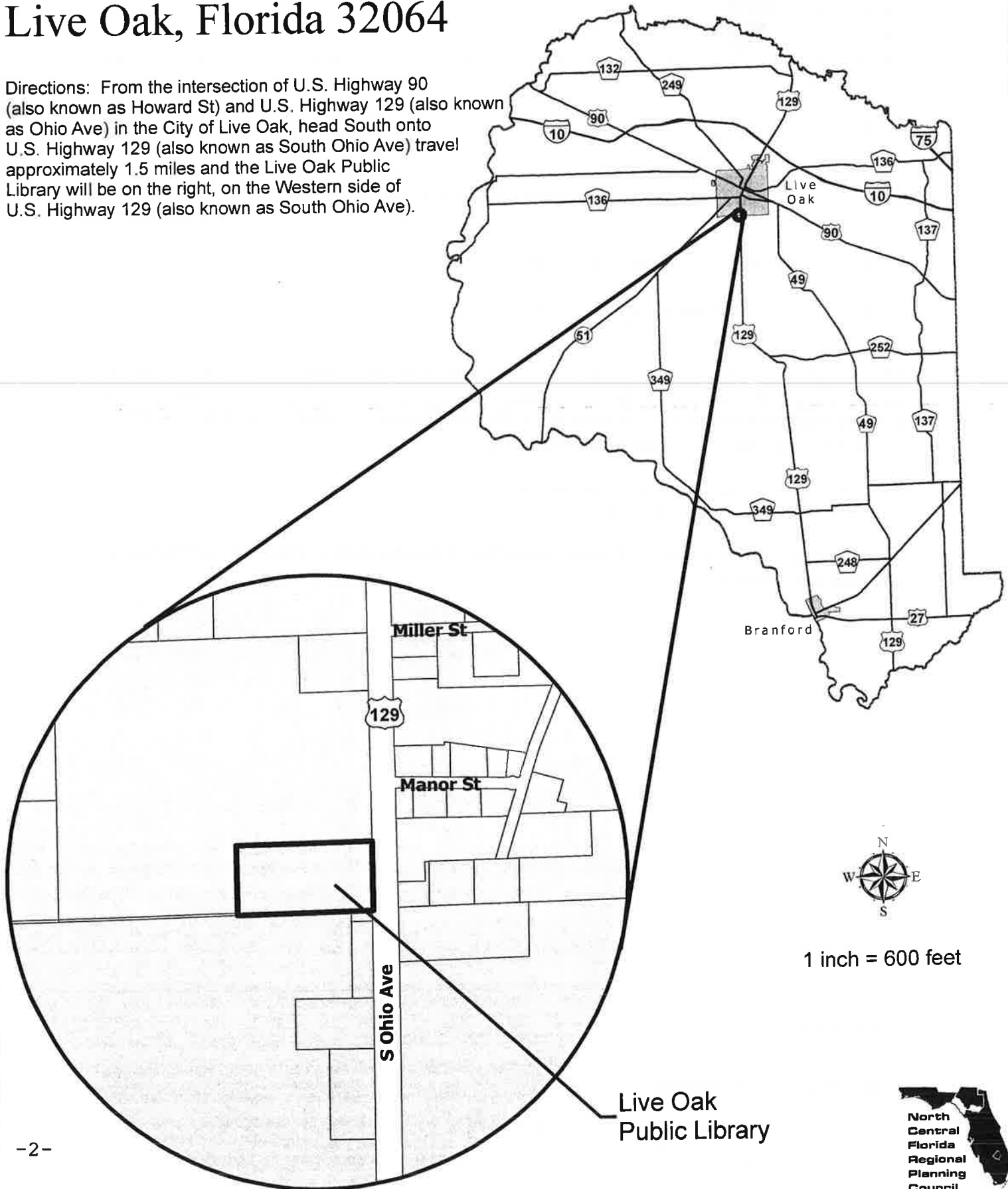
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# Live Oak Public Library

## 1848 South Ohio Ave

### Live Oak, Florida 32064

Directions: From the intersection of U.S. Highway 90 (also known as Howard St) and U.S. Highway 129 (also known as Ohio Ave) in the City of Live Oak, head South onto U.S. Highway 129 (also known as South Ohio Ave) travel approximately 1.5 miles and the Live Oak Public Library will be on the right, on the Western side of U.S. Highway 129 (also known as South Ohio Ave).





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

**PUBLIC HEARING AND REGULAR BUSINESS MEETING  
ANNOUNCEMENT AND AGENDA**

**Library Meeting Room  
Suwannee River Regional Library  
1848 Ohio Avenue South  
Live Oak, Florida**

**Wednesday  
February 12, 2014  
10:00 a.m.**

**I. PUBLIC HEARING – CALL TO ORDER**

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

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

- A. Approval of the Meeting Agenda** **ACTION REQUIRED**
- B. Approval of the October 23, 2013 Minutes** **ACTION REQUIRED**

**III. UNFINISHED BUSINESS**

- A. Passenger Survey** **ACTION REQUIRED**

The Board needs to review and approve a draft passenger survey

- B. Rural Area Capital Assistance Program Grant Awards** **NO ACTION REQUIRED**

Enclosed is information concerning the Rural Area Capital Assistance Program Grant awards

#### **IV. NEW BUSINESS**

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

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

- B. Florida's Managed Medical Assistance Program** **NO ACTION REQUIRED**

Enclosed is information concerning Florida's Managed Medical Assistance Program

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

#### **V. OTHER BUSINESS**

- A. Comments**

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

#### **VI. FUTURE MEETING DATES**

1. Wednesday, May 14, 2014 at 10:00 a.m. at the Florida Department of Transportation, Lake City, Florida
2. Wednesday, August 13, 2014 at 10:00 a.m. at the Hamilton County Courthouse Annex, Jasper, Florida
3. Wednesday, November 12, 2014 at 10:00 a.m. at the Live Oak Public Library, Live Oak, Florida

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



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

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Bucky Nash Local Elected Official/Chair	Not Applicable
Commissioner Beth Burnam Local Elected Official	Not Applicable
Commissioner Jason Bashaw - Vice Chair Local Elected Official	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Jaime Sanchez-Bianchi Florida Department of Children and Families
Rayford Riels Florida Department of Education	Allison Gill Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	Dwight Law Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Board	Jeannie Carr Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2014	Vacant Florida Association for Community Action Term ending June 30, 2014
Keith Hatcher Public Education	Vacant Public Education
Clay Lambert Veterans Term ending June 30, 2014	Ellis A. Gray, III Veterans Term ending June 30, 2014
Jeanne d'Eauede Citizen Advocate Term ending June 30, 2015	Louie Goodin (Term ending December 12, 2014) Citizen Advocate Term ending June 30, 2015
LJ Johnson Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Ralph Kitchens Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Reverend Charles Burke Elderly Term ending June 30, 2014	Sandra Buck-Camp (Term ending June 30, 2014) Elderly Term ending June 30, 2014
Kathy Barrs Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Colleen Cody Children at Risk Term ending June 30, 2016	Audre J. Washington Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

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



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

**MEETING MINUTES**

Tourism and Economic Development Conference Room  
Hamilton County Courthouse Annex  
1153 US Hwy 41 NW  
Jasper, Florida

Wednesday  
October 23, 2013  
10:00 a.m.

**VOTING MEMBERS PRESENT**

Commissioner Bucky Nash, Chairman  
Commissioner Beth Burnam, Local Elected Official  
Jaime Sanchez-Bianchi representing Kay Tice, Florida Department of Children and Families  
Reverend Charles Burke, Elderly Representative  
Colleen Cody, Children at Risk Representative  
Sandra Collins, Florida Department of Transportation  
Jeanne d'Eauede, Citizen Advocate  
Bruce Evans, Florida Department of Elder Affairs  
LJ Johnson, Citizen Advocate-User  
Ralph Kitchens, Persons with Disabilities Representative  
Clay Lambert, Veterans Representative  
Alana McKay, Florida Agency for Health Care Administration – Medicaid  
Matthew Pearson, Florida Association for Community Action Representative

**VOTING MEMBERS ABSENT**

Commissioner Jason Bashaw, Local Elected Official  
Kathy Barrs, Medical Community Representative  
Keith Hatcher, Public Education Representative  
Sheryl Rehberg, Workforce Development Board  
Rayford Riels, Florida Department of Education Representative

**ALTERNATE MEMBERS PRESENT**

David Rountree, Florida Department of Elder Affairs

**OTHERS PRESENT**

Floyd Webb, Suwannee Valley Transit Authority  
Bill Steele, Suwannee Valley Transit Authority

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council  
Scott Koons, North Central Florida Regional Planning Council

**II. BUSINESS MEETING CALL TO ORDER**

Chairman Nash called the meeting to order at 10:00 a.m.

**A. Introductions**

Chairman Nash asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

**ACTION: Matthew Pearson moved to approve the meeting agenda. LJ Johnson seconded;**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, asked the Board to add Suwannee Valley Transit Authority's Rural Area Capital Assistance Grant application to the agenda as item III. F.

**AMENDED MOTION: LJ Johnson moved to amend the motion to approve the agenda with the addition of Suwannee Valley Transit Authority's Rural Area Capital Assistance Grant as item III. F. Matthew Pearson seconded; motion passed unanimously.**

**ACTION ON ORIGINAL MOTION: Matthew Pearson moved to approve the agenda as amended. LJ Johnson seconded; motion passed unanimously.**

**C. Approval of the July 26, 2013 Meeting Minutes**

**ACTION: Matthew Pearson moved to approve the July 26, 2013 minutes. Bruce Evans seconded; motion passed unanimously.**

### III. UNFINISHED BUSINESS

#### A. Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

Ms. Godfrey stated that the Board requested changes to Chapter II of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan at the July 26, 2013 meeting. She said revisions to Chapter II of the Service Plan were sent to the Board via e-mail.

Ms. Alana McKay stated that Chapter II of the Service Plan is not compliant with the Medicaid Subcontracted Transportation Provider contract. She asked the Board to allow Suwannee Valley Transit Authority to work with her to revise the Plan before the next meeting.

**ACTION: LJ Johnson moved to table approval of Chapter II of the Transportation Disadvantaged Service Plan until the next meeting to allow Suwannee Valley Transit Authority and Medicaid staff to make sure Chapter II complies with Medicaid Subcontracted Transportation Provider requirements. Matthew Pearson seconded; motion passed unanimously.**

#### B. Grievance Procedures

Ms. Godfrey stated that, at the September 25, 2013 Grievance Committee meeting, the Grievance Committee recommended that the Board amend the Grievance Procedures to require the Community Transportation Coordinator to provide written responses to grievances prior to Grievance Committee meetings. She said a draft amendment to Chapter I. J. (7) of the Grievance Procedures is included in the meeting packet for the Board's review.

**ACTION: LJ Johnson moved to amend the Grievance Procedures to require the Community Transportation Coordinator to provide written responses to grievances prior to Grievance Committee meetings. Ralph Kitchens seconded; motion passed unanimously.**

#### C. Passenger Survey

Ms. Godfrey stated that the Board requested Suwannee Valley Transit Authority and North Central Florida Regional Planning Council staff to draft a passenger survey for the Board's review. She said a passenger survey used by the Florida Commission for the Transportation Disadvantaged is included in the meeting packet. She said Suwannee Valley Transit Authority prepared a passenger survey that was distributed at the meeting.

The Board asked Suwannee Valley Transit Authority staff to combine the two passenger surveys for the Board to review at the next meeting.

#### **IV. NEW BUSINESS**

##### **A. Annual Performance Evaluation**

Ms. Godfrey stated that the Board is required to review Suwannee Valley Transit Authority's performance as the Community Transportation Coordinator annually. She said the draft annual performance evaluation is included in the meeting packet for the Board's review and approval. She said this evaluation will be forwarded to the Florida Commission for the Transportation Disadvantaged after it is approved by the Board.

Mr. Bill Steele, Suwannee Valley Transit Authority Director of Operations, stated that Suwannee Valley Transit Authority has included billing requirement language in their vendor contracts.

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

##### **B. Grievance Committee Report**

Ms. Godfrey stated that the Grievance Committee met on September 25, 2013 to hear a grievance filed by Mr. LJ Johnson. She presented the Grievance Committee recommendations to the Board.

Ms. Alana McKay clarified that she encouraged Suwannee Valley Transit Authority to have a website presence in order to provide passengers with information about the services provided by Suwannee Valley Transit Authority including the complaint and grievance procedures.

##### **C. 2012/13 Annual Operations Reports**

Ms. Godfrey stated that Suwannee Valley Transit Authority is required to submit Annual Operations Reports for Columbia, Hamilton and Suwannee Counties by September 15th of each year to the Florida Commission for the Transportation Disadvantaged. She said the Board is required to review the Annual Operations Reports. She stated that the 2012/13 Annual Operations Reports are included in the meeting packet for the Board's review.

The Board reviewed the Annual Operations Reports.

**D. Statewide Medicaid Managed Care Program**

Ms. Alana McKay stated that three Health Maintenance Organizations have been selected by the Florida Agency for Health Care Administration to provide Medicaid Program services in Region 3. She said the Health Maintenance Organizations will be responsible for providing Medicaid non-emergency transportation. She said the Medicaid Area 3 Office does not know how the Health Maintenance Organizations will provide the Medicaid transportation.

Mr. Steele stated that, if Suwannee Valley Transit Authority does not continue providing Medicaid non-emergency transportation, they could no longer operate as the Community Transportation Coordinator.

Chair Nash asked staff to schedule a special meeting regarding changes to Medicaid Non-Emergency Transportation if necessary.

**E. Operations Reports**

Ms. Godfrey stated that the Medicaid Non-Emergency Transportation Encounter Data Reports are included in the meeting packet. She said Suwannee Valley Transit Authority provided an operating report that was distributed at the meeting.

The Board requested that Suwannee Valley Transit Authority provide the operating reports by County as they have in the past.

Mr. LJ Johnson stated that Suwannee Valley Transit Authority did not redact passenger information from the complaint report. He asked that all personal information be redacted from all reports in the future.

**F. Rural Area Capital Assistance Program Grant Application**

Mr. Bill Steele stated that Suwannee Valley Transit Authority applied for Rural Area Capital Assistance Program Grant funds to purchase Trapeze scheduling software, mobile data terminals, computers and monitors. He said staff distributed the grant application at the meeting. He said the Florida Commission for the Transportation Disadvantaged approved funding \$192,000 of the grant request.

Ms. Godfrey stated that the Board must approve Suwannee Valley Transit Authority's grant application in order for Suwannee Valley Transit Authority to receive these grant funds.

The Board reviewed Suwannee Valley Transit Authority's grant application.

**ACTION: Ralph Kitchens moved to approve Suwannee Valley Transit Authority's Rural Area Capital Assistance Program Grant application. LJ Johnson seconded; motion passed unanimously.**

**V. OTHER BUSINESS**

**A. Comments**

**1. Members**

Ms. Alana McKay stated that Suwannee Valley Transit Authority was closed on Columbus Day. She said Columbus Day is not an observed holiday according to the Medicaid Subcontracted Transportation Provider contract. Therefore, she said Medicaid sponsored transportation services should have been provided on that date.

Mr. Bill Steele said Suwannee Valley Transit Authority's administrative office was closed, however, Medicaid sponsored transportation services were provided on Columbus Day.

Mr. LJ Johnson stated that he is still concerned about Suwannee Valley Transit Authority retaliating against passengers who file complaints.

Mr. Matthew Pearson requested that all meeting materials be provided prior to the Board meetings and that the Board not accept handouts at the meetings.

Chair Nash stated that Suwannee Valley Transit Authority is unable to get reports to the Board if the meetings are held the first month of the quarter. He asked the Board to change the regular meeting date to the second Wednesday of the second month of the quarter. He asked staff to send a tentative 2014 meeting schedule to the Board reflecting this change.

**2. Citizens**

Mr. Floyd Webb and Mr. Bill Steele presented the Board with information concerning Medicaid gate keeping and service complaints received by the Transportation Disadvantaged Helpline.

Mr. Bill Steele stated that the Board should reduce the amount of information and paperwork that is included in the meeting packet. He said the Board is too involved in Suwannee Valley Transit Authority's operations and that it is outside the purview of the Board.



Ms. Colleen Cody noted that a substantial amount paperwork included in the meeting packet was the information briefing prepared by Suwannee Valley Transit Authority.

Mr. Floyd Webb asked if the Planning Council staff could provide Suwannee Valley Transit Authority with the draft meeting packet prior to it being sent to the Board.

Chair Nash asked staff to provide Suwannee Valley Transit Authority with the draft meeting packet prior to it being sent to the Board when it is possible.

**ADJOURNMENT**

The meeting adjourned at 11:45 a.m.

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

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Date





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February 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Passenger Survey

RECOMMENDATION

**Review the draft passenger survey.**

BACKGROUND

At the October 23, 2013 meeting, the Board directed Suwannee Valley Transit Authority to combine the passenger survey developed by the Florida Commission for the Transportation Disadvantaged and the passenger survey developed by Suwannee Valley Transit Authority.

Please find attached Suwannee Valley Transit Authority's draft passenger survey. If you have any questions concerning this matter, please contact me at extension 110.

Attachment

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# SVTA TRANSPORTATION CUSTOMER SATISFACTION SURVEY

STAFF MAKING CALL \_\_\_\_\_

COUNTY CUSTOMER RESIDES \_\_\_\_\_

Date/Time of Survey Call \_\_\_\_\_

Sponsored Funding Source(s) \_\_\_\_\_

1. Did you contact SVTA for Transportation Service on:
2. When you called SVTA for a reservation, was SVTA helpful, and courteous in completing your reservation? Yes No
3. How often do you normally obtain transportation? 7 days/wk 1-2 times/wk 3-5 times/wk Other
4. Did the SVTA Reservationist provide you with complete and accurate information? Yes No
5. Did the SVTA Reservationist verify your reservation, to include providing to you a confirmation #? Yes No
6. Have you ever been denied transportation service? Yes No
7. If your request for transportation was denied, were you informed as to the reason: Yes No
  - a. If your answer above is YES, how many times in the last 6 mos. have you been denied service?
    - i. None
    - ii. 1-2 times
    - iii. 3-5 times
    - iv. 6-10 times
  - b. If your answer above is YES, what was the reason given for refusing you transportation service?
    - i. Ineligible
    - ii. Space not available
    - iii. Lack of funds
    - iv. Destination outside service area
    - v. Other:
8. What purpose do you normally use the transportation service for?
  - a. Medical
  - b. Employment
  - c. Nutritional
  - d. Educational/training/day care
  - e. Life sustaining/other
9. Was the SVTA Professional Bus Operator that transported you to your destination:
  - a. Helpful and courteous? Yes No
  - b. Well groomed, clean uniform, professional looking? Yes No
  - c. Presented a friendly greeting? Yes No
  - d. Offer assistance in boarding if needed? Yes No
  - e. Provide you with a receipt for your co-pay? Yes No
  - f. Ensure you were safely seat belted? Yes No
  - g. Operate the SVTA Vehicle in a safe, courteous manner? Yes No
10. Was the SVTA Vehicle sent to you clean, free from foul odors, trash, dirt and grime? Yes No
11. On a scale of 1-10 (10 being most satisfied) rate the transportation service you have received in the last year.
12. Do you prefer SVTA as your transportation provider instead of other companies? Yes No
13. Did you have a problem with your trip on? Yes No
  - a. If yes, please select the problem below
 

i. Advance notice	Cost	Accessibility
ii. P/U time not convenient	Assistance	Service Area Limits
iii. Late for appointment	Late for return P/U	Vehicle condition
iv. Reservations	Driver (Specify)	
v. Other (specify)		
14. What does transportation mean to you?
15. Additional comments:





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February 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Rural Area Capital Assistance Program Grant Awards

RECOMMENDATION

**For information only. No action required.**

BACKGROUND

The Rural Area Capital Assistance Grant Program is administered by the Florida Commission for the Transportation Disadvantaged. Grant funds awarded by this program can be used to address capital transportation needs in rural areas of the State. Eligible applicants are designated Community Transportation Coordinators.

Attached are the grant awards approved by the Florida Commission for the Transportation Disadvantaged. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

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**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** October 16, 2013

**AGENDA ITEM:**

VIII. 2013 Shirley Conroy Rural Area Capital Assistance Program Grant Award  
Recommendations

**BACKGROUND INFORMATION:**

The Department of Transportation authorizes a transfer of \$1.4 million to the Transportation Disadvantaged Trust Fund in its 5-year work program. The purpose of the allocation is to assist rural areas with the purchase of capital equipment.


Grant Application packages were emailed to eligible applicants on August 23, 2013, with a deadline of September 20, 2013. The Shirley Conroy Rural Area Capital Assistance Program Grant Subcommittee met on October 10, 2013. In attendance were Commissioner Mike Willingham (via conference call); Agency Advisors Diane Harris and Erin Schepers; and Steve Holmes, Karen Somerset, and Sheri Powers from Commission staff. Twenty-six applications were submitted totaling over \$2,000,000.00. The committee reviewed all capital equipment requests and the award recommendations are attached.

**ATTACHMENTS:**

2013 Shirley Conroy Rural Area Capital Equipment Support Grant Recommendations

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Recommend that the Commission approve the Shirley Conroy Rural Area Capital Assistance Program Grant Subcommittee Report.



Steve Holmes

Executive Director

Date: October 16, 2013

**ACTION TAKEN AT MEETING:**

2013-14 Shirley Conroy Rural Area Capital Equipment Support Grant Summary							
County	Applicant Name	Total Dollar Amount Requested	Total TD Dollar Amount (90%)	Capital Equipment Requested (Prioritized as listed)	Profit or Non-Profit	Staff Suggestion	TD Dollar Amount (90% or REDI)
Alachua	MV Transportation	\$128,640.00	\$115,776.00	Two 23' 12/2 Ford Cutaway Vehicles (REPLACEMENT)	For Profit	One Cutaway (\$64,320)	\$57,888.00
Baker	Baker Co COA	\$7,780.00	\$7,780.00	1) 15 Wheel Chair Racks \$2,550 to mount outside of each vehicle 2) 2 Bike Racks for our two Shuttle Buses that transport workers from Baker to Duval Co. \$950 3) 2 Replacement Computers with Dual Monitors (4) and four wireless headsets \$4,280 (for dispatch and schedulers) Requesting waiver of match due to REDI	Non Profit	1) Wheel Chair Racks 2) 2 Bike Racks 3) two computers with dual monitors and four wireless headsets	\$7,780.00
Bradford	Suwannee River Economic Council	\$66,000.00	\$59,400.00	One Small Cutaway Vehicle (REPLACEMENT)	Non Profit		\$0.00
Calhoun	Calhoun Co Sr Citizens Assoc	\$48,200.00	\$43,380.00	1) 5 Computers with widescreen monitors, application software and 3 printers \$11,500 2) Shop equipment incl parts washer, rim clamp tire changer, computer analyzer software update and related equip \$6,700 3) 12 Double Camera System with video recording features, GPS mapping, antenna, software and installation \$24,000 4) 10 Tablets for drivers to use for their scheduling, mileage recording, GPS, used to eliminate paper work \$6,000	Non Profit	1) Five computers, monitors, standard software and 3 printers \$11,500 3) 12 Dble Camera System \$24,000 4) 10 tablets for drivers \$6,000	\$37,350.00
Clay	Clay Co COA	\$201,100.00	\$180,990.00	1) Two Standard Cutaway Chev 4500 Gas with two-way radio and signage \$169,600 (REPLACEMENT) 2) One Ford Flex for longer-distance trips \$31,500	Non Profit	One Cutaway \$84,800	\$76,320.00
Collier	Collier Co BOCC	\$192,250.00	\$173,025.00	Two Chevy 3500 Cutaway Vehicles with wheelchair lift, two-way radio and camera security system (REPLACEMENT)	Govt	One Cutaway w/ requested options \$96,125	\$86,512.00
Columbia/ Hamilton/ Suwannee	Suwannee Valley Transit Authority	\$251,013.00	\$251,013.00	1) Acquisition and setup of Trapeze Software and Mobile Data Terminals for 30 vehicles \$166,727 2) Six 50" monitors for dispatch, 4 new computer towers with dual monitors needed as a result of Trapeze Software Acquisition \$9,421 3) Generac 800 amp/100 kw generator and set up \$52,500 Requesting waiver of match due to REDI	Govt	Trapeze Software, MDTs, 3 monitors, computer towers \$176,148	\$196,628.00
Dixie/Gilchrist	Suwannee River Economic Council	\$66,000.00	\$59,400.00	One small cutaway vehicle gasoline (REPLACEMENT)	Non Profit	One Cutaway	\$59,400.00
Flagler	Flagler Co BOCC	\$76,000.00	\$76,000.00	24' Cutaway Vehicle Gas 14/2 (TRIPS-11-CA-FCCSC) (REPLACEMENT VEHICLE) Requesting waiver of match due to REDI	Govt	One Cutaway	\$76,000.00

Gadsden/ Madison/ Jefferson/ Taylor	Big Bend Transit	\$260,700.00	\$234,630.00	Four 23' Cutaway Vehicles - Gasoline (\$65,175 each) (REPLACEMENT)	Non Profit	Two Cutaways (\$130,350)	\$117,315.00
Franklin	Croom's Inc	\$54,000.00	\$54,000.00	1) One Computer Server, Tripmaster System software with vehicle Ipads (15), two workstations, laptop and projector and accounting software upgrade \$45,000 2) Cellular telephone dock and lock kits for vehicles \$4,000 3) Copier \$5,000 Requesting Waiver of Match due to REDI	Non Profit	CTS Software, 2 work- stations with software and server/tower	\$44,410.00
Glades/Hendry	Good Wheels	\$244,839.00	\$220,355.00	Three 23' Cutaway Vehicles - diesel (Revised project amounts. Application did not have correct totals)	For Profit	One Cutaway Vehicle (\$81,613)	\$146,904.00
Gulf	Gulf ARC	\$36,000.00	\$36,000.00	1) CTS Trip Master Enterprise Edition Software, Hardware, Installation and Training \$35,000 2) Genisys Deluxe Diagnostic Scan Tool will allow diagnostics of vehicles 2010 and above - Software Update \$1,000 Requesting waiver of match due to REDI	Non Profit	CTS Software Upgrade, Hardware, Installation & Training	\$35,000.00
Hardee/ Highlands/ Okeechobee	Veolia Trans	\$156,000.00	\$140,400.00	Three small conversion wheelchair accessible vans or MV-1's (\$52,000 Each) (REPLACEMENT)	For Profit	Two MV1 (\$104,000)	\$93,600.00
Jackson	Jtrans	\$26,491.40	\$26,491.40	One Ford Edge SEL FWD, Gasoline 4 ambulatory seats Requesting waiver of match due to REDI	Non Profit	One Ford Edge	\$26,491.00
Lake	Lake Co BOCC	\$136,962.00	\$123,265.80	Two 23' Cutaway Vehicles with wheelchair lifts (REPLACEMENT)	Govt	One Cutaway (\$68,481)	\$61,633.00
Leon	City of Tall/ StarMetro	\$206,449.00	\$185,804.00	1) One 31' Cutaway Vehicle w/ wheelchair lift, camera security system, reverse assistance and two-way radio (Appears to be addition to fleet) \$139,449 2) StarMetro Compatible Farebox \$15,000 3) Mobile Data Terminal and required wiring \$5,200 Appears to be addition to fleet	Govt		\$0.00
Levy	Levy Co BOCC	\$70,665.00	\$63,598.50	One Cutaway 12/2 Vehicle with wheelchair lift and security camera, (REPLACEMENT)	Govt	One Cutaway with lift and security cam	\$63,596.00
Liberty	Liberty Co BOCC	\$30,000.00	\$27,000.00	One SUV Chev Traverse with signage and equipment (addition to fleet)	Govt		\$27,000.00
Marion	Marion Sr Svcs	\$27,883.00	\$25,095.00	1) Eight Replacement computers and updated software to be able to operate newer version of Windows \$7,515 2) Noise reducing equipment in dispatch and reservation areas (cubicles) \$20,368 - not eligible under this grant	Non Profit	Computers and software \$7,515	\$6,764.00
Martin	MTM, Inc.	\$71,700.00	\$64,530.00	1) Ford E350 Cutaway Vehicle 12,500 GVWR-Gasoline (REPLACEMENT) - \$64,400 2) Two Smart Drive On-Board Camera Systems and monthly subscription fees (for 36 mos) - \$7,300	For Profit	One Cutaway Vehicle & camera without mo subscription fees(\$68,100)	\$61,290.00

Nassau	Nassau Co COA	\$75,000.00	\$67,500.00	One Cutaway (gasoline) Vehicle 23' 14 passengers, wheelchair lift with ability to transport 3 wheelchairs - REPLACEMENT VEHICLE	Non Profit		\$67,500.00
Orange/ Osceola/ Seminole	LYNX	\$59,783.80	\$53,805.51	17 Mentor Ranger MDTs for 17 paratransit vehicles recently purchased (quoted \$3197 but anticipating price to increase to \$3517 each)	Govt	As many of the 17 MDTs that can be purchased	\$30,189.00
Putnam	Ride Solution	\$119,519.00	\$107,567.10	1) Driving Simulator \$25,000 2) Set of Rotary Mach 4 Lifts (18000 lbs) \$38,600 3) RS18 Jack Stands \$1,023 4) NW-980 MR Tire Changer/NW-953 Balancer \$5,050 5) CEMB DWA 1000 XLT Truck Wheel Alignment System \$15,195 6) OTC 10 Ton Lift Jack \$3,852 7) TCB-HT1224 Booster Pack \$1,499 8) Set of Rotary Mach 4 Lifts (13000 lbs) \$29,300	Non Profit		\$0.00
Sumter	Sumter Co BOCC	\$2,700.12	\$2,430.11	26 - 65 lb Child Safety Seats and 26- 30-100 lb booster seats including shipping and handling	Govt	Child safety and booster seats	\$2,430.00
Wakulla	Wakulla Sr Svcs/ Wakulla Co Trans	\$20,000.00	\$18,000.00	1) Software to bring system up to date with CTS's Trip Master scheduling, dispatching, billing and reporting software \$19,400 2) One Laptop \$600	Non Profit	CTS Software upgrade and 1 laptop	\$18,000.00
Total		\$2,635,675.32	\$2,417,236.42				\$1,400,000.00
					Remaining funds:		\$0.00



Serving  
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---

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

February 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

RECOMMENDATION

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

BACKGROUND

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

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

Attachment

t:\lynn\td2014\colhamsuw\memos\tdsp.docx

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,





# Columbia, Hamilton and Suwannee 2014 Transportation Disadvantaged Service Plan

February 12, 2014

Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Coordinating Board







# Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

Approved by the

Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org/mtpo](http://www.ncfrpc.org/mtpo)  
352.955.2000

---

**Bucky Nash, Chair**

with Assistance from

North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

and

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



February 12, 2014

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# Chapter I: Development Plan

## A. Introduction to The Service Area

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

### 1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

#### a. Florida Commission for the Transportation Disadvantaged

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

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

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

## **b. Designated Official Planning Agency**

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

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

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

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

## **c. Local Coordinating Boards**

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

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

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

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

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

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

#### **d. Community Transportation Coordinator**

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

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

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

## **2. Designation Date/History**

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

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

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

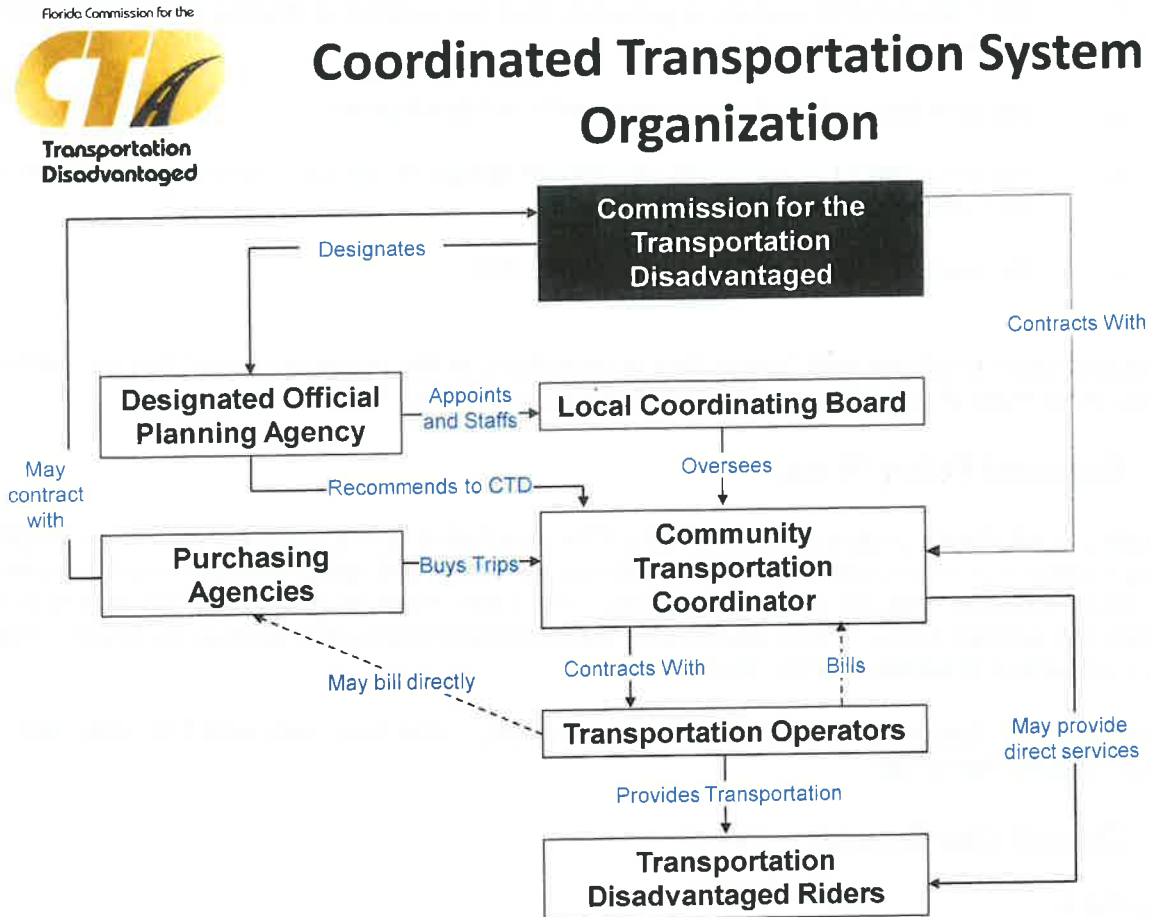
Suwannee Valley Transit Authority was designated the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties by the Florida Commission for the Transportation Disadvantaged in 1990. Suwannee Valley Transit Authority was selected as the Community Transportation Coordinator through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

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



### 3. Organization Chart

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



## **4. Consistency Review of Other Plans**

### **a. Local Government Comprehensive Plans**

The local comprehensive planning process involves essentially four basic steps:

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

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Comprehensive Plans of Columbia, Hamilton and Suwannee Counties.

### **b. Regional Policy Plans**

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

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

### **c. Transit Development Plans**

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

## 5. Public Participation

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

## 6. Columbia, Hamilton and Suwannee Coordinating Board Membership Certification

**COLUMBIA, HAMILTON AND SUWANNEE  
TRANSPORTATION DISADVANTAGED 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), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

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

Garth R. Nobles, Jr., Chair

Date: 12-12-13

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Bucky Nash	Not Applicable	No Term
Local Elected Official	Beth Burnam	Not Applicable	No Term
Local Elected Official	Jason Bashaw	Not Applicable	No Term
Elderly	Reverend Charles Burke	Sandra Buck Camp	6/30/2014
Disabled	Ralph Kitchens	Vacant	6/30/2015
Citizen Advocate	Jeanne d'Eauede	Louie Goodin	6/30/2015
Citizen Advocate/User	LJ Johnson	Vacant	6/30/2015
Children at Risk	Colleen Cody	Audre J. Washington	6/30/2016
Community Action	Matthew Pearson	Vacant	6/30/2014
Public Education	Keith Hatcher	Vacant	No Term
Department of Transportation	Sandra Collins	Janell Damato	No Term
Department of Children and Families	Kay Tice	Jaime Sanchez-Bianchi	No Term
Department of Elder Affairs	Bruce Evans	Dwight Law	No Term
Department of Education	Rayford Riels	Allison Gill	No Term
Agency for Health Care Administration	Alana McKay	Andrew Singer	No Term
Regional Workforce Development Board	Sheryl Rehberg	Jeannie Carr	No Term
Veteran Services	Clay Lambert	Ellis A. Gray, III	6/30/2014
Local Mass Transit	Not Applicable	Not Applicable	No Term
Transportation Industry	Vacant	Vacant	6/30/2016
Local Medical Community	Kathy Barrs	Vacant	6/30/2016

## **7. Columbia, Hamilton and Suwannee Transportation Coordinating Board Membership**

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

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Bucky Nash Local Elected Official/Chair	Not Applicable
Commissioner Beth Burnam Local Elected Official	Not Applicable
Commissioner Jason Bashaw - Vice Chair Local Elected Official	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Jaime Sanchez-Bianchi Florida Department of Children and Families
Rayford Riels Florida Department of Education	Allison Gill Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	Dwight Law Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Board	Jeannie Carr Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2014	Vacant Florida Association for Community Action Term ending June 30, 2014
Keith Hatcher Public Education	Vacant Public Education
Clay Lambert Veterans Term ending June 30, 2014	Ellis A. Gray, III Veterans Term ending June 30, 2014
Jeanne d'Eauede Citizen Advocate Term ending June 30, 2015	Louie Goodin (Term ending December 12, 2014) Citizen Advocate Term ending June 30, 2015
LJ Johnson Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Ralph Kitchens Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Reverend Charles Burke Elderly Term ending June 30, 2014	Sandra Buck-Camp (Term ending June 30, 2014) Elderly Term ending June 30, 2014
Kathy Barrs Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Colleen Cody Children at Risk Term ending June 30, 2016	Audre J. Washington Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

## **B. Service Area Profile and Demographics**

### **1. Columbia County Service Area Description**

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

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

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

## **2. Demographics**

### **a. Land Use**

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

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

Within the unincorporated areas of Columbia County, four types of growth have occurred. The first type of land use pattern which is emerging is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although they do not provide public facilities, their locations have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Santa Fe River within Columbia County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout Columbia County.

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

Within the unincorporated areas of Hamilton County, four types of growth have occurred. The first type of land use pattern is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although lacking public facilities, have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Withlacoochee and Suwannee Rivers within Hamilton County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout the Hamilton County.

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

Within the unincorporated areas of Suwannee County, four types of growth have occurred. The first type of land use pattern which is emerging is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although they do not have public facilities, their locations have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Santa Fe, Ichetucknee and Suwannee Rivers within Suwannee County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout Suwannee County.

## **b. Population/Composition**

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

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

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

**Table 1  
Population Counts and Estimates  
Columbia County**

<b>Area</b>	<b>Population Estimates 2010</b>
Columbia County	67,531
Town of Fort White	567
City of Lake City	12,046
Unincorporated Area	54,918

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

**Table 2**

**Population Counts and Estimates  
Hamilton County**

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

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

**Table 3**

**Population Count  
Suwannee County**

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

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

According to Table 1.80 of the 2011 Florida Statistical Abstract, there are 3,709 inmates and patients residing in federal and state government-operated institutions in Columbia County. There are 2,916 inmates and patients residing in federal and state government-operated institutions in Hamilton County. There are 863 inmates and patients residing in federal and state government operated institutions in Suwannee County. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

i. **Population Densities**

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

**Table 4**

**Population Density  
Columbia, Hamilton and Suwannee Counties**

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

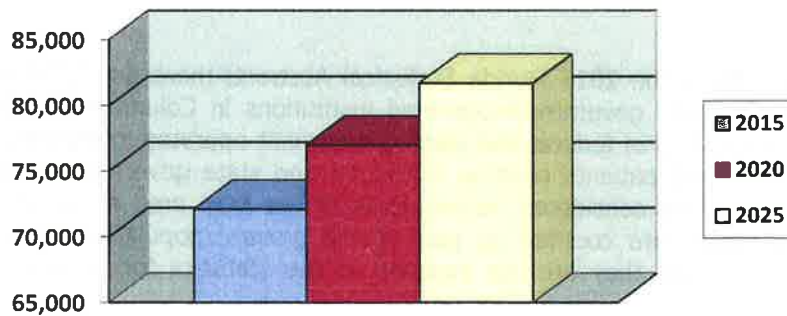
Source: 2010 U.S. Bureau of the Census, State & County Quick Facts.

ii. **Population Projections**

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

**Illustration I**

**Population Projections  
Columbia County**

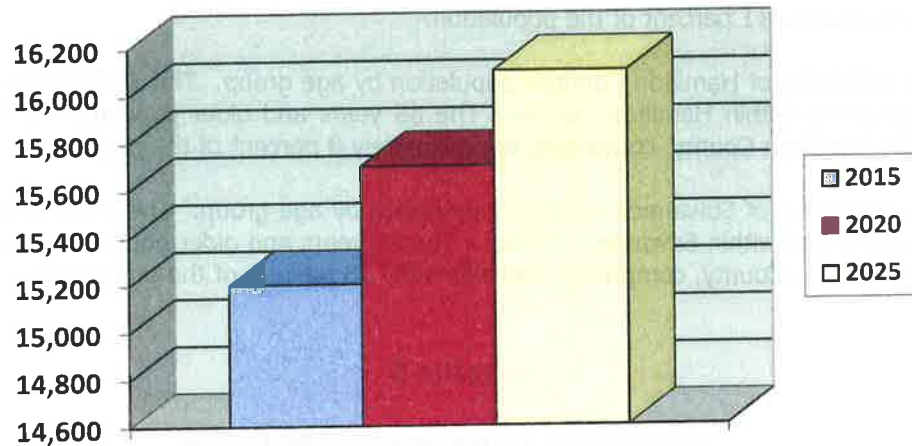


Source: 2011 Florida Statistical Abstract, Table 1.41.



### Illustration II

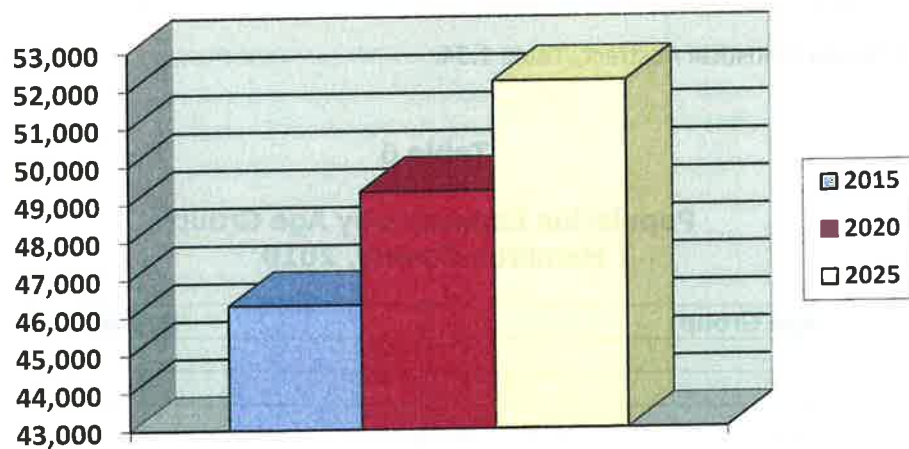
#### Population Projects Hamilton County



Source: 2011 Florida Statistical Abstract, Table 1.41.

### Illustration III

#### Population Estimates Suwannee County



Source: 2011 Florida Statistical Abstract, Table 1.41.

### iii. Population Age Distribution

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

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

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

**Table 5  
Population Estimates by Age Group  
Columbia County, 2010**

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

Source: 2011 Florida Statistical Abstract, Table 1.34.

**Table 6  
Population Estimates by Age Group  
Hamilton County, 2010**

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

Source: 2011 Florida Statistical Abstract, Table 1.34.

**Table 7**  
**Population Estimates by Age Group**  
**Suwannee County, 2010**

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

Source: 2011 Florida Statistical Abstract Table 1.34.

### c. Disability

According to the 2008-2012 American Community Survey 5-Year Estimates, Columbia County had a disabled population of 11,350. The population under 18 years of age with a disability was 1,369. The population 18 to 64 years of age with a disability was 5,620. The population 65 years and over with a disability was 4,721.

According to the 2008-2012 American Community Survey 5-Year Estimates, Hamilton County had a disabled population of 2,556. The population under 18 years of age with a disability was 164. The population 18 to 64 years of age with a disability was 1,323. The population 65 years and over with a disability was 1,069.

According to the 2008-2012 American Community Survey 5-Year Estimates, Suwannee County had a disabled population of 8,012. The population under 18 years of age with a disability was 497. The population 18 to 64 years of age with a disability was 4,136. The population 65 years and over with a disability was 3,379.

### d. Employment

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

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

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

**e. Income**

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

**Table 8**

**Income and Poverty Status Data  
Columbia, Hamilton and Suwannee Counties**

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

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

**Table 9**

**Poverty Thresholds: Poverty Level  
Based on Money Income by Family Size in the United States**

<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 10**

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

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

Source: 2011 Florida Statistical Abstract, Table 7.19.

**f. Housing**

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

**Table 11**

**Housing  
Columbia, Hamilton and Suwannee Counties**

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

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

**g. Health**

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

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

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

## **h. Transportation**

According to the 2008-2012 American Community Survey 5-Year Estimates, 1,339 occupied housing units in Columbia County had no vehicles available. 420 occupied housing units in Hamilton County had no vehicles available. 1,256 occupied housing units in Suwannee County had no vehicles available.

## **i. Major Trip Generators/Attractors**

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

# **C. Service Analysis**

## **1. General and Critical Need Transportation Disadvantaged Population Estimates**

The National Center for Transit Research Center for Urban Transportation Research developed a methodology for estimating the general and critical need Transportation Disadvantaged population based on the most current U.S. Census Bureau demographic and socio-economic data available. The general Transportation Disadvantaged population includes the estimates of all disabled, elderly, low income persons and children who are 'high-risk' or 'at-risk.'

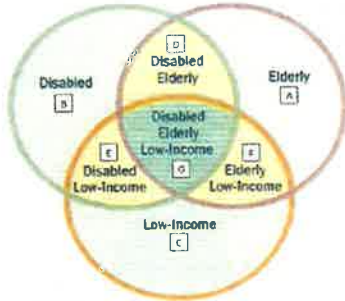
The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

The following tables show general and critical need Transportation Disadvantaged population estimates for Columbia, Hamilton and Suwannee Counties.

## FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

## Columbia County

General TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	1,741	1,764	1,787	1,811	1,835	1,860	1,884	1,909	1,934	1,960	1,986
B - Estimate non-elderly/ disabled/not low income	5,140	5,208	5,277	5,347	5,418	5,490	5,563	5,636	5,711	5,787	5,864
G - Estimate elderly/disabled/low income	398	403	409	414	420	425	431	436	442	448	454
D - Estimate elderly/ disabled/not low income	3,991	4,044	4,098	4,152	4,207	4,263	4,319	4,376	4,435	4,493	4,553
F - Estimate elderly/non-disabled/low income	-42	-43	-43	-44	-44	-45	-45	-46	-47	-47	-48
A - Estimate elderly/non-disabled/not low income	5,890	5,968	6,047	6,127	6,209	6,291	6,374	6,459	6,545	6,631	6,719
C - Estimate low income/not elderly/not disabled	9,430	9,555	9,682	9,810	9,940	10,072	10,206	10,341	10,478	10,617	10,758
<b>TOTAL GENERAL TD POPULATION</b>	<b>26,548</b>	<b>26,900</b>	<b>27,257</b>	<b>27,618</b>	<b>27,984</b>	<b>28,355</b>	<b>28,731</b>	<b>29,112</b>	<b>29,498</b>	<b>29,889</b>	<b>30,286</b>
<b>TOTAL POPULATION</b>	<b>63,551</b>	<b>64,394</b>	<b>65,247</b>	<b>66,113</b>	<b>66,989</b>	<b>67,877</b>	<b>68,777</b>	<b>69,689</b>	<b>70,613</b>	<b>71,550</b>	<b>72,498</b>



## Columbia County

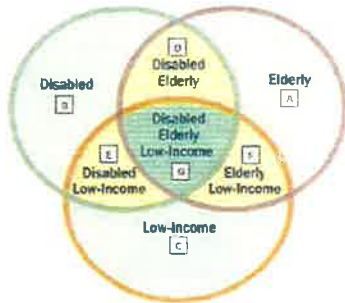
Critical Need TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Total Critical TD Population</b>											
Disabled	2,454	2,486	2,519	2,553	2,586	2,621	2,655	2,691	2,726	2,762	2,799
Low Income Not Disabled No Auto/Transit	2,554	2,587	2,622	2,656	2,692	2,727	2,764	2,800	2,837	2,875	2,913
<b>Total Critical Need TD Population</b>	<b>5,007</b>	<b>5,074</b>	<b>5,141</b>	<b>5,209</b>	<b>5,278</b>	<b>5,348</b>	<b>5,419</b>	<b>5,491</b>	<b>5,564</b>	<b>5,637</b>	<b>5,712</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	120	122	123	125	127	128	130	132	134	135	137
Low Income - Not Disabled - No Access	4,849	4,913	4,979	5,045	5,112	5,179	5,248	5,318	5,388	5,459	5,532
<b>Total Daily Trips Critical Need TD Population</b>	<b>4,969</b>	<b>5,053</b>	<b>5,139</b>	<b>5,226</b>	<b>5,314</b>	<b>5,408</b>	<b>5,504</b>	<b>5,601</b>	<b>5,700</b>	<b>5,801</b>	<b>5,892</b>
<b>Annual Trips</b>	<b>1,813,829</b>	<b>1,844,483</b>	<b>1,875,654</b>	<b>1,907,353</b>	<b>1,939,587</b>	<b>1,973,918</b>	<b>2,008,856</b>	<b>2,044,413</b>	<b>2,080,599</b>	<b>2,117,426</b>	<b>2,150,669</b>



FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Hamilton County

General TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Overlapping Circle Component</b>											
B - Estimate non-elderly/disabled/ low income	599	602	605	609	612	615	619	622	626	629	633
B - Estimate non-elderly/ disabled/not low income	1,475	1,484	1,492	1,500	1,508	1,517	1,525	1,533	1,542	1,550	1,559
G - Estimate elderly/disabled/low income	161	161	162	163	164	165	166	167	168	169	170
D - Estimate elderly/ disabled/not low income	705	709	713	717	721	725	729	733	737	741	745
F - Estimate elderly/non-disabled/low income	137	138	139	140	141	141	142	143	144	144	145
A - Estimate elderly/non-disabled/not low income	955	960	966	971	976	982	987	993	998	1,004	1,009
C - Estimate low income/not elderly/not disabled	3,170	3,188	3,205	3,223	3,241	3,259	3,277	3,295	3,313	3,331	3,350
<b>TOTAL GENERAL TD POPULATION</b>	<b>7,202</b>	<b>7,242</b>	<b>7,282</b>	<b>7,322</b>	<b>7,363</b>	<b>7,403</b>	<b>7,444</b>	<b>7,485</b>	<b>7,527</b>	<b>7,568</b>	<b>7,610</b>
<b>TOTAL POPULATION</b>	<b>14,728</b>	<b>14,809</b>	<b>14,891</b>	<b>14,973</b>	<b>15,056</b>	<b>15,139</b>	<b>15,223</b>	<b>15,307</b>	<b>15,391</b>	<b>15,476</b>	<b>15,562</b>



Hamilton County

Critical Need TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Total Critical TD Population</b>											
Disabled	759	763	768	772	776	780	785	789	793	798	802
Low Income Not Disabled No Auto/Transit	900	905	910	915	920	925	930	935	940	945	951
<b>Total Critical Need TD Population</b>	<b>1,659</b>	<b>1,668</b>	<b>1,677</b>	<b>1,687</b>	<b>1,696</b>	<b>1,705</b>	<b>1,715</b>	<b>1,724</b>	<b>1,734</b>	<b>1,743</b>	<b>1,753</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	37	37	38	38	38	38	38	39	39	39	39
Low Income - Not Disabled - No Access	1,709	1,718	1,727	1,737	1,747	1,756	1,766	1,776	1,785	1,795	1,805
<b>Total Daily Trips Critical Need TD Population</b>	<b>1,746</b>	<b>1,775</b>	<b>1,805</b>	<b>1,836</b>	<b>1,867</b>	<b>1,900</b>	<b>1,933</b>	<b>1,968</b>	<b>2,002</b>	<b>2,038</b>	<b>2,070</b>
<b>Annual Trips</b>	<b>637,194</b>	<b>647,962</b>	<b>658,913</b>	<b>670,049</b>	<b>681,372</b>	<b>693,433</b>	<b>705,706</b>	<b>718,198</b>	<b>730,910</b>	<b>743,847</b>	<b>755,525</b>



## FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

## Suwannee County

General TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	1,566	1,587	1,608	1,629	1,651	1,672	1,695	1,717	1,740	1,763	1,786
B - Estimate non-elderly/ disabled/not low income	3,051	3,091	3,132	3,174	3,216	3,258	3,301	3,345	3,389	3,434	3,480
G - Estimate elderly/disabled/low income	679	688	697	706	716	725	735	744	754	764	774
D - Estimate elderly/ disabled/not low income	2,700	2,736	2,772	2,809	2,846	2,883	2,922	2,960	2,999	3,039	3,079
F - Estimate elderly/non-disabled/low income	-180	-182	-185	-187	-190	-192	-195	-197	-200	-203	-205
A - Estimate elderly/non-disabled/not low income	4,352	4,410	4,468	4,527	4,587	4,648	4,709	4,771	4,835	4,899	4,963
C - Estimate low income/not elderly/not disabled	5,621	5,695	5,771	5,847	5,924	6,003	6,082	6,163	6,244	6,327	6,411
<b>TOTAL GENERAL TD POPULATION</b>	<b>17,789</b>	<b>18,024</b>	<b>18,263</b>	<b>18,505</b>	<b>18,749</b>	<b>18,997</b>	<b>19,249</b>	<b>19,504</b>	<b>19,762</b>	<b>20,023</b>	<b>20,288</b>
<b>TOTAL POPULATION</b>	<b>41,735</b>	<b>42,287</b>	<b>42,847</b>	<b>43,414</b>	<b>43,988</b>	<b>44,570</b>	<b>45,160</b>	<b>45,758</b>	<b>46,363</b>	<b>46,976</b>	<b>47,598</b>



## Suwannee County

Critical Need TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Total Critical TD Population</b>											
Disabled	1,809	1,833	1,857	1,882	1,907	1,932	1,957	1,993	2,010	2,036	2,063
Low Income Not Disabled No Auto/Transit	1,480	1,500	1,519	1,539	1,560	1,580	1,601	1,623	1,644	1,666	1,688
<b>Total Critical Need TD Population</b>	<b>3,289</b>	<b>3,332</b>	<b>3,377</b>	<b>3,421</b>	<b>3,466</b>	<b>3,512</b>	<b>3,559</b>	<b>3,606</b>	<b>3,654</b>	<b>3,702</b>	<b>3,751</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	89	90	91	92	93	95	96	97	98	100	101
Low Income - Not Disabled - No Access	2,810	2,848	2,885	2,923	2,962	3,001	3,041	3,081	3,127	3,163	3,205
<b>Total Daily Trips Critical Need TD Population</b>	<b>2,899</b>	<b>2,948</b>	<b>2,998</b>	<b>3,049</b>	<b>3,100</b>	<b>3,155</b>	<b>3,211</b>	<b>3,268</b>	<b>3,325</b>	<b>3,384</b>	<b>3,437</b>
<b>Annual Trips</b>	<b>1,058,160</b>	<b>1,076,042</b>	<b>1,094,228</b>	<b>1,112,720</b>	<b>1,131,525</b>	<b>1,151,553</b>	<b>1,171,935</b>	<b>1,192,679</b>	<b>1,213,789</b>	<b>1,235,273</b>	<b>1,254,657</b>

## 2. Paratransit Service Demand Estimation

The National Center for Transit Research Center for Urban Transportation Research developed a paratransit service demand estimation tool based on the most current U.S. Census Bureau demographic and socio-economic data available. The following table shows trip demand for the critical Transportation Disadvantaged population.

## CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

## Columbia County

Census Data from: 2012

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	0	4.20%	-	-
5-17	779	4.20%	33	0.30%
18-34	1,311	6.30%	83	0.62%
35-64	4,791	13.84%	663	2.63%
<b>Total Non Elderly</b>	<b>6,881</b>		<b>778</b>	<b>1.46%</b>
65-74	1,893	27.12%	513	8.34%
75+	2,496	46.55%	1,162	28.48%
<b>Total Elderly</b>	<b>4,389</b>		<b>1,675</b>	<b>16.36%</b>
<b>Total</b>	<b>11,270</b>		<b>2,454</b>	<b>3.86%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>223</b>
<b>11.70%</b>	<b>196</b>
	<b>419</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<b>Non-Elderly</b>	556	223	778
<b>Elderly</b>	1,479	196	1,675
<b>TOTAL</b>	<b>2,035</b>	<b>419</b>	<b>2,454</b>

TRIP RATES USED	
<b>Low Income Non Disabled Trip Rate</b>	
Total	2.400
<b>LESS</b>	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	<b>1.899</b>
<b>Severely Disabled Trip Rate</b>	
Special Transit	0.049

Low Income & Not Disabled = C + F			
<b>Assumes</b>	9,388	<div> <b>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</b> </div>	
27.2%	2,554		
100.0%	2,554		
	2,554		
Total Actual Critical TD Population		Calculation of Daily Trips	
		Daily Trip Rates Per Person	Total Daily Trips
<b>Severely Disabled</b>	2,454	0.049	120
<b>Low Income ND</b>	###	1.899	4,849
<b>Totals</b>	<b>5,007</b>		<b>4,969</b>

**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

**Hamilton County**

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	201	6.90%	47	1.60%
18-64	1,873	19.00%	552	5.60%
<b>Total Non Elderly</b>	<b>2,074</b>	<b>16.24%</b>	<b>599</b>	<b>4.69%</b>
65+	865	44.20%	161	8.20%
<b>Total Elderly</b>	<b>865</b>	<b>44.20%</b>	<b>161</b>	<b>8.20%</b>
<b>Total</b>	<b>2,940</b>	<b>19.96%</b>	<b>759</b>	<b>5.16%</b>

Census Data from: 2012

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	171
11.70%	19
	<b>190</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<b>Non-Elderly</b>	427	171	599
<b>Elderly</b>	142	19	161
<b>TOTAL</b>	<b>569</b>	<b>190</b>	<b>759</b>

TRIP RATES USED	
<b>Low Income Non Disabled Trip Rate</b>	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	<b>1.899</b>
<b>Severely Disabled Trip Rate</b>	
Special Transit	0.049

<b>Low Income &amp; Not Disabled = C + F</b>		<b>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</b>	
Assumes 27.2%	3,308		
xx % without auto access	900		
100%	900		
xx % without transit access	900		
		<b>Calculation of Daily Trips</b>	
<b>Total Actual Critical TD Population</b>		<b>Daily Trip Rates Per Person</b>	<b>Total Daily Trips</b>
<b>Severely Disabled</b>	<b>759</b>	<b>0.049</b>	<b>37</b>
<b>Low Income ND</b>	<b>900</b>	<b>1.899</b>	<b>1,709</b>
<b>Totals</b>	<b>1,659</b>		<b>1,746</b>

## CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

## Suwannee County

Census Data from: 2012

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	0	4.20%	-	-
5-17	481	4.20%	20	0.30%
18-34	609	6.30%	38	0.46%
35-64	3,527	13.84%	488	2.96%
<b>Total Non Elderly</b>	<b>4,617</b>		<b>547</b>	<b>1.60%</b>
65-74	1,599	27.12%	434	10.00%
75+	1,780	46.55%	829	25.76%
<b>Total Elderly</b>	<b>3,379</b>		<b>1,262</b>	<b>16.72%</b>
<b>Total</b>	<b>7,996</b>		<b>1,809</b>	<b>4.33%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>156</b>
<b>11.70%</b>	<b>148</b>
	<b>304</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<b>Non-Elderly</b>	390	156	547
<b>Elderly</b>	1,115	148	1,262
<b>TOTAL</b>	<b>1,505</b>	<b>304</b>	<b>1,809</b>

TRIP RATES USED	
<b>Low Income Non Disabled Trip Rate</b>	
Total	2.400
<b>Less</b>	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	<b>1.899</b>
<b>Severely Disabled Trip Rate</b>	
Special Transit	0.049

Low Income & Not Disabled = C + F			
<b>Assumes</b>	5,441		
21.2% xx % without auto access	1,480		
100.0% xx % without transit access	1,480		
<b>Total Actual Critical TD Population</b>		<b>Calculation of Daily Trips</b>	
		Daily Trip Rates	Total
		Per Person	Daily Trips
<b>Severely Disabled</b>	1,809	0.049	89
<b>Low Income ND</b>	###	1.899	2,810
<b>Totals</b>	<b>3,289</b>		<b>2,899</b>

CALCULATION OF DAILY TRIPS  
FOR THE  
CRITICAL NEED TD POPULATION

### 3. Barriers to Coordination

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

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

### 4. Needs Assessment

#### United States Code Section 5310 Grant Program

Project	Project Year	Location	Project Cost	Funding Source
<u>Purchase replacement vehicle for 100% transportation of persons with disabilities.</u>	<u>2014/15</u>	<u>Lake City, Columbia County</u>	<u>\$56,452</u>	<u>United States Code, Section 5310</u>
			<u>\$7,057</u>	<u>Florida Department of Transportation</u>
			<u>\$7,057</u>	<u>Columbia ARC</u>
<u>Purchase a vehicle to provide transportation to individuals with intellectual and developmental disabilities residing in Hamilton and Suwannee Counties.</u>	<u>2014/15</u>	<u>Columbia, Hamilton, Lafayette and Suwannee Counties</u>	<u>\$30,400</u>	<u>United States Code Section 5310</u>
			<u>\$3,800</u>	<u>Florida Department of Transportation</u>
			<u>\$3,800</u>	<u>The ARC of North Florida, Inc.</u>
<u>3 - MV-1 Vans 1 - Stretcher Vehicle</u>	<u>2014/15</u>	<u>Alachua Baker Columbia Hamilton Lafayette Madison Suwannee</u>	<u>\$149,538</u>	<u>United States Code Section 5310</u>
			<u>\$18,692</u>	<u>Florida Department of Transportation</u>
			<u>\$18,692</u>	<u>Suwannee Valley Transit Authority</u>

**United States Code Section 5311 Grant Program**

Project	Project Year	Location	Estimated Cost	Funding Source
<u>Transportation Operations</u>	<u>2014/15</u>	<u>Alachua</u>	<u>\$3,115,881</u>	<u>United States Code Section 5311</u>
		<u>Baker</u> <u>Columbia</u> <u>Hamilton</u> <u>Lafayette</u> <u>Madison</u> <u>Suwannee</u>	<u>\$3,115,881</u>	<u>Suwannee Valley Transit Authority</u>

**United States Code Section 5339 Grant Program**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
<u>2 - MV-1 vans</u> <u>1 - 21' cutaway vehicle w/ stretcher locks</u> <u>3 - 21' cutaway vehicles</u> <u>1 - 25' diesel cutaway vehicle</u> <u>3 - 25' cutaway vehicles</u> <u>1 - central heater</u> <u>8 - garage door openers</u> <u>4 - automatic gate door openers</u> <u>2 - storage units</u> <u>1 - hazardous chemical containment unit</u> <u>1 - transfer switch</u> <u>17 - light fixtures</u>	<u>2014/15</u>	<u>Alachua</u>	<u>\$602,563</u>	<u>United States Code Section 5339</u>
		<u>Baker</u> <u>Columbia</u> <u>Hamilton</u> <u>Lafayette</u> <u>Madison</u> <u>Suwannee</u>	<u>\$150,640</u>	<u>Florida Department of Transportation</u>

**Rural Capital Equipment Support Grant**

<b>Project</b>	<b>Project Year</b>	<b>Location</b>	<b>Estimated Cost</b>	<b>Funding Source</b>
Acquisition and setup of Trapeze Software and Mobile Data Terminals for 30 vehicles.  Six 50" monitors for dispatch, 4 new computer towers with dual monitors needed as a result of Trapeze Software acquisition.  Generac 800 amp/100 kw generator and setup.	2013/14	Columbia, Hamilton Suwannee Counties	\$251,013	Rural Area Capital Equipment Support Grant

**Transportation Disadvantaged Trust Fund Grant**

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



### Medicaid Non-Emergency Transportation Program

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

## 5. Goals, Objectives and Strategies

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

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

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

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

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

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

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

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

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

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

- OBJECTIVE:** The local Coordinating Board shall encourage Suwannee Valley Transit Authority to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.
- Strategy 3(a):** Suwannee Valley Transit Authority shall report on a quarterly basis the number of single passenger trips provided by county.
- Strategy 3(b):** Suwannee Valley Transit Authority shall encourage passengers to arrange their appointment times in order to group trips.
- Strategy 3(c):** Suwannee Valley Transit Authority shall attempt to reduce the number of single passenger trips.
- Strategy 3(d):** The local Coordinating Board shall measure the total passenger trips per vehicles quarterly by county.
- GOAL IV:** **Suwannee Valley Transit Authority shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.**
- OBJECTIVE:** Suwannee Valley Transit Authority shall comply with the requirements of the Americans with Disabilities Act regarding the access to and provision of transportation services.
- Strategy 4(a):** Suwannee Valley Transit Authority shall train its staff members regarding the utilization of special equipment for the disabled as well as the abilities of persons with disabilities.
- Strategy 4(c):** Suwannee Valley Transit Authority shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.
- GOAL V:** **The local Coordinating Board shall annually evaluate Suwannee Valley Transit Authority's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually use the most recent Florida Commission for the Transportation Disadvantaged Evaluation Workbook to evaluate Suwannee Valley Transit Authority's performance.
- GOAL VI:** **Suwannee Valley Transit Authority shall provide accessible 24-hour, seven days a week transportation service as required in the designated service area by any federal, state or local government agency sponsoring such services.**
- OBJECTIVE:** Suwannee Valley Transit Authority shall provide or contract for the provision of transportation services after office hours as required in the designated service area by any federal, state or local government agency sponsoring such services.
- Strategy 6(a):** Suwannee Valley Transit Authority shall contract with an adequate number of transportation operators to provide after hour and weekend transportation services.

- Strategy 6(b):** Suwannee Valley Transit Authority shall implement an accessible system for individuals to request service after hours and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.
- GOAL VII:** **Suwannee Valley Transit Authority shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost effective and efficient manner.**
- OBJECTIVE:** Suwannee Valley Transit Authority shall adhere to a strict budget of Transportation Disadvantaged Trust Funds and shall follow the local Coordinating Board's trip priorities to ensure that these funds are spent in the most efficient manner.
- Strategy 7(a):** Suwannee Valley Transit Authority and the local Coordinating Board shall determine the most efficient manner to spend the Transportation Disadvantaged Trust Funds.
- Strategy 7(b):** Suwannee Valley Transit Authority shall inform the local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VIII:** **Suwannee Valley Transit Authority shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.**
- OBJECTIVE:** Suwannee Valley Transit Authority shall complete all reports in a timely manner which require local Coordinating Board review and/or approval.
- Strategy 8(a):** Final reports shall be completed and submitted to the Designated Official Planning Agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the local Coordinating Board's meeting packet.
- Strategy 8(b):** Suwannee Valley Transit Authority shall continue to require all subcontractors and coordination contractors to report quarterly operating data by County.
- GOAL IX:** **Suwannee Valley Transit Authority shall improve the quality of service.**
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by Suwannee Valley Transit Authority.
- Strategy 9(a):** The local Coordinating Board shall annually monitor the quality of service based on input from riders, purchasers and operators.
- Strategy 9(b):** The local Coordinating Board shall make recommendations to Suwannee Valley Transit Authority to improve the quality of service.
- OBJECTIVE:** **Suwannee Valley Transit Authority shall provide courteous and professional service.**
- Strategy 9(e):** Reservationists and other office staff should receive sensitivity and courtesy training annually.

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

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

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

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

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

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

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

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

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

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

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

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

## 6. Implementation Plan

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

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

## Chapter II: Service Plan

### II. SERVICE PLAN

#### A. OPERATIONS ELEMENT

The operations element is a profile of the Suwannee Valley Transit Authority's (SVTA) current transportation system and provides basic information about SVTA's daily operations. This element of the plan is intended to give someone with little or no knowledge of transportation operations an adequate level of understanding of the services provided by SVTA.

SVTA is a governmental organization created in 1974 as a regional public transportation authority by inter-local agreement between Columbia, Hamilton and Suwannee County governments. Beginning in 1990, the Florida Commission for the Transportation Disadvantaged (CTD) designated the SVTA as a Community Transportation Coordinator (CTC) pursuant to Chapter 427 Florida Statutes. As a CTC, the SVTA is responsible to coordinate the arrangement or provision of transportation services to the transportation disadvantaged in their designated service area.

The SVTA was most recently re-designated as the CTC for the 1-1-2012 to 6-30-2016 period. In early 2013 the CTD also designated Columbia, Hamilton and Suwannee Counties as a "regional service area".

#### 1. TYPES, HOURS AND DAYS OF SERVICE

**SERVICE AREA:** SVTA provides service to the entire three county areas as well as a number of routes between surrounding counties including Gainesville.

Transportation services are available to sponsoring social service programs and agencies pursuant to their needs and terms of each contract, as well as the general public. Specific service requirements and corresponding rates are detailed in the purchase of service contracts for those purchasing agencies that have entered into such contracts with SVTA. Other purchasers will obtain services as described in this service plan. Medicaid service guidelines are addressed in the SVTA Medicaid Beneficiary Rider Handbook, which is available upon request. Starting May 1, 2014 and throughout the 2014-15 period, the Medicaid Program is going through a reform process in Florida. There will be many changes in the way beneficiaries access services, both medical and for transportation. There are many Managed Medical Assistance Programs available depending on each individual's situation. Access to those services and any guidelines to those services will be different depending on the program in which the beneficiary is enrolled.

**HOURS OF SERVICE:** Transportation services for sponsoring agencies can be provided twenty-four (24) hours per day, seven days a week as needed and adequately arranged in advance.

Transportation reservations can be made Monday through Friday from 8:00am to 6:00pm. Administrative offices are closed in observance of the following holidays: New Year's day, Martin Luther King's birthday, President's day, Memorial day, Independence day, Labor day, Columbus day, Veteran's day, Thanksgiving day & day after, Christmas eve & day.

Transportation service for the Transportation Disadvantaged Non-sponsored program is provided Monday thru Saturday from 6:00am to 6:00pm, excluding holidays.

Transportation services are available to the general public on any existing route from Monday thru Friday from 6:00am to 6:00pm, excluding holidays.

**TYPES OF SERVICE:** SVTA provides door-to-door (paratransit), curb-to-curb, shared-ride, flex-route services as needed for ambulatory (walking), wheelchair, and stretcher patrons. These services are arranged on a subscription, on-demand, and advance reservation basis. There are currently no fixed route services available in the three county areas. Except for specialty contract services, SVTA transportation is a shared ride service.

The SVTA reserves the right to request riders make reasonable adjustments to their desired transport times in order to most effectively coordinate trips.

Subscription trip ordering is offered for reoccurring service so riders do not have to continually call to arrange for their transportation unless changes occur. The subscription trips are usually made for dialysis, mental health, and developmental service's needs. On-demand service can be arranged for certain return trips where the desired return pickup time is not certain, or for select urgent trip needs.

**WHEELCHAIR TRANSPORTATION:** SVTA vehicles are required to accommodate all "common wheelchairs" as described by American Disabilities Act (ADA) regulations. A common wheelchair is defined as a device which does not exceed 30 inches in width, and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Patrons whose mobility device exceeds these dimensions must advise SVTA in advance in order for SVTA to confirm whether the trip request can be safely accommodated. Wheelchairs that exceed these dimensions and weight are not necessarily able to be transported by SVTA. Riders who cannot propel their wheelchair must have an escort. SVTA will only transport wheelchairs that can be safely secured using the standard 4-point tie down wheelchair restraint devices. The rider must be able to transfer from to a bus seat for all non-standard wheelchairs (such as a scooter). All riders must use seat/lap belts and shoulder harnesses if the vehicle is so equipped.

## **2. ACCESSING SERVICES**

**REQUESTING A TRIP:** A rider may make a trip reservation by calling (386) 362-5332. Reservations are taken by SVTA Monday through Friday (excluding Holidays) from 8:00am to 6:00 pm. Services for sponsored customers may be ordered and canceled only by the sponsoring agencies authorized staff, or pursuant to the arrangements made in advance.

When making a reservation the rider must have all the necessary information at hand. If the rider does not have the information at hand when making the reservation, the SVTA reservationist will ask the rider to call back when the information is available. Information needed to make a reservation includes at least: day, date, time and pickup/drop off location of appointment; name of service provider, telephone numbers, and points of contact.

**ADVANCE NOTIFICATION:** Trips requests must be made 3 days in advance (prior to 3:00pm) for Non-sponsored Program and general public services. Trip requests for other sponsored programs are typically the same with exceptions for urgent situations depending on the sponsoring agency or program.

- a. Example one: For a Monday trip, the reservation must be made no later than the prior Wednesday by 3:00pm, unless the Wednesday is a holiday, in which case the reservation must be made on Tuesday by 3:00pm.
- b. Example two: For a Friday trip, the reservation must be made no later than the prior Tuesday by 3:00pm, unless the Tuesday is a designated holiday, in which case the reservation must be made the prior Monday by 3:00pm.

SVTA can grant an exception to the three day rule if the rider presents good cause. Good cause is substantiated by factors such as, but not limited to, any of the following:

- a. Urgent Care, (with Doctor's note);
- b. Post-surgical and/or medical follow-up care specified by a health care provider to occur in fewer than three workdays;
- c. Imminent availability of an appointment with a specialist when the next available appointment would require a delay of two weeks or more; or
- d. The result of administrative or technical delay requiring an appointment to be rescheduled.

**TRIP CANCELLATION PROCESS:** A trip cancellation is a timely notice to SVTA that the rider no longer needs a ride and wishes to cancel the reservation. To cancel a trip, the rider should call SVTA 24 hours in advance of the pickup time. Cancellations to SVTA without 24 hour prior notice are not timely. Riders who

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refuse transportation or do not ride once the driver arrives at the point of pick up will be considered a No-Show and the rider's trip file will be noted accordingly. Same-day cancellations count as No-shows unless the rider can prove he was providentially hindered from making the 24 hour notice.

**NON-SPONSORED PROGRAM ELIGIBILITY:** The Non-sponsored Program is funded by the Transportation Disadvantaged Trust Fund. Its purpose is to provide transportation services to any transportation disadvantaged person who is not otherwise sponsored for a particular transportation trip. Transportation disadvantaged means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202. SVTA provides a shared ride service for the Non-sponsored Program trips. Riders will share their ride with the general public and other suitable social service program riders. Within available funding and service limitations, SVTA will make every attempt to transport eligible non-sponsored riders regardless of the reason for their transportation.

Registration and eligibility determination for a Non-sponsored Program trip request must occur with SVTA prior to receiving transportation. The registration and eligibility determination process is renewed on an annual basis on or about January 1<sup>st</sup> each year. Eligibility can be revoked at any time it is determined the eligibility status changes. Eligibility forms are mailed upon request, or each time a new rider calls in for services. For a new rider who has not yet registered but needs immediate transportation (urgent care, or urgent onset care appointment and has not picked up the registration form) SVTA will provide one trip while the registration process is in progress.

SVTA will confirm eligibility for sponsored and non-sponsored transportation at the time the rider makes a reservation. For Medicaid trips, if the CTD information system reflects that the rider is not eligible, SVTA will inform the rider and the rider must contact his/her Medicaid Counselor. SVTA cannot correct errors or make adjustments to the Medicaid file record.

**NON-SPONSORED PROGRAM TRIP PRIORITIES:** Due to limited funding, it is possible SVTA may need to prioritize trip requests for non-sponsored transportation disadvantaged services under its Non-sponsored Program. Prioritization of trip request criteria will consider: cost effectiveness and efficiency, trip purpose, unmet needs, and available resources. The current priority has been established as unsponsored medical needs such as dialysis, radiation treatment and chemotherapy. Patrons with a valid driver's license who have a vehicle registered in their name, or a vehicle is registered to any other person at the same address as the requesting patron's residence will be given the lowest priority regardless of trip purpose. After critical need medical trips, the SVTA will provide transportation for additional temporary trip purposes related to employment or critical shopping after considering cost effectiveness, system efficiency and capacity. SVTA will require supporting documentation related to non-sponsored trip program eligibility and trip purpose. The non-sponsored trip program does require a rider co-payment which is addressed later in the rates section of this service plan.

**AFTER HOURS:** Emergency phone and beeper numbers are listed below. An answering machine is available for passengers needing to cancel transportation after regular scheduled office hours.

Service may be scheduled or canceled at the transportation office by phone, fax, or mail in accordance with the above stated guidelines.

Address (incl. mail): SVTA  
1907 Voyles Street S.W.  
Live Oak, FL. 32064

Telephone: (386) 362-5332, normal business hours  
(386) 688-1514, after hours emergency  
(386) 688-0547, after hours emergency  
(386) 688-2118, after hours emergency

Answering Machine: (386) 362-5332, after hours, weekends, holidays

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Facsimile: (386) 364-7834, 24 hours/seven days per week

**3. TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS:**

In the past, invitations to bid were typically issued around August each year for eligible subcontractors depending on the capacity of SVTA and performance of current subcontractors. Current subcontractors provide overflow Medicaid and Non-Sponsored trips for daily overflow, after hour, and weekend periods. The standard contract used by Suwannee Valley Transit Authority to contract with transportation operators is available upon request.

Information on current subcontractors being used under an extended contract are:

- Alternative Transport, Ms. K. Limpkin, amb & w/c service, Medicaid and Non-sponsored trips.
- JD's Healthcare, Ms. J. Collins, amb, w/c & st service, Medicaid and Non-sponsored trips.
- Collins Transport, Mr. James Daniels, amb & w/c service, Medicaid and Non-sponsored trips.
- Parrish Medi-van, Ms. B. Littrell, amb, w/c & st service, Medicaid and Non-sponsored trips.
- Peeler Medical Transport, Ms. C. Kennedy, amb, w/c & st service, Medicaid and Non-sponsored trips.
- Advent Christian Village, Ms. A. Thompson, amb & w/c service, Medicaid and their own client trips.

The current Federal Transit Administration, Florida Department of Transportation, and Florida Commission for the Transportation Disadvantaged regulations and contracts are structured in such a manner that any subcontractors must "stand in the shoes" of SVTA in all aspects of providing any services. This means if SVTA uses a subcontractor to provide any of its services, the subcontractor must comply with the same regulatory requirements, policies, procedures, competitive procurement, third party contracting, labor and benefits, monitoring and reporting, auditing, system safety and vehicle standards as the SVTA. Under such conditions, it is difficult to gain any benefit by contracting out routine services to a subcontract operator and maintaining compliance with the regulations.

Past experience in using subcontractors has demonstrated continuing unresolved problems with some subcontractor's: vehicle safety and maintenance; driver training and credentialing including drug testing; internal monitoring; insurance compliance; reporting; reliability; capital assets and cash flow.

The failure experience above, combined with forthcoming known changes in Medicaid program reform and subsequent contracting with future management companies who disallow the use of subcontractors in the provision of transportation services, means the SVTA will have little if any use for subcontracted operators on a routine basis after May 1, 2014.

**4. PUBLIC TRANSIT UTILIZATION:** Chapter 427 F.S. mandates maximizing the use and coordination of public transit agencies in the provision of coordinated services for the transportation disadvantaged. SVTA is the public transit agency for the three county service area and currently provides most of the transportation disadvantaged services in the region. SVTA provides a deviated fixed route service between the Live Oak, Lake City and Gainesville communities. Riders are placed on these routes as much as possible.

**5. SCHOOL BUS UTILIZATION:** There is not a Joint School Bus Use Agreement between SVTA and any of the area School Boards. To date, there has not been any need, advantage or practicality to using school buses. If a change in the situation occurs, SVTA will approach the school boards within SVTA's Service Area for assistance. Barriers typically include cost, insurance and lack of air conditioning on school buses.

**6. VEHICLE INVENTORY:** Below is the SVTA fleet vehicle inventory and planned vehicle replacement schedule. Does not include subcontractor vehicles.

Fleet #	Date of Mfg x/x/xx	Make	Model	W/C	# Pass Inclg Driver	Other Equipment Crewments, 6-2 way radio	Source Funded By	Miles As of 11/5/13	FDOT Suggested Max Mileage	FDOT Max Age (years)	Current Vehicle Age	Miles Beyond Max Mileage	Anticipated Replacement Year	2013-14	2014-15	2015-16	2016-17
2	2008	Ford	Truck	No	2	R	S Conroy Cap	86,987	200,000	5	5 Yrs. 9 Mos.	OK	2016-17				X
3	2006	Ford	Crown Vic	No	4	R	S Conroy Cap	166,996	200,000	5	7 Yrs. 9 Mos.	OK	2013-14	X			
4	2001	Ford	Crown Vic	No	4	R	S Conroy Cap	282,910	200,000	5	12 Yrs. 9 Mos.	82,910	2013-14	X			
5	2003	Thomas	Trolley	2	32	R,C	St.-FDOT Serv. De.	48,430	200,000	5	10 Yrs. 9 Mos.	OK	2018-19				
6	2002	Ford	E450	2	16	R	S Conroy Cap	342,522	200,000	5	11 Yrs. 5 Mos.	142,522	2014-15		X		
7	2002	Ford	E450	2	20	R,C	Gift. Levy C. BOCC	254,093	200,000	5	11 Yrs. 9 Mos.	54,093	2014-15		X		
8	2005	Ford	E350	1	9	R	S Conroy Cap	275,885	200,000	5	9 Yrs. 0 Mos.	75,885	2014-15		X		
9	2004	Ford	E350	1	9	R,C	S Conroy Cap	290,375	200,000	5	9 Yrs. 4 Mos.	90,375	2014-15		X		
10	2012	Ford	E550	2	16	R,C	S Conroy Cap	55,025	200,000	5	1 Yrs. 9 Mos.	OK	2017-18				
11	2006	Ford	E350	2	9	R,C	S Conroy Cap	294,168	200,000	5	7 Yrs. 9 Mos.	94,168	2014-15		X		
512	2005	Ford	E350	2	9	R,C	Gift. Levy C. BOCC	338,075	200,000	5	8 Yrs. 9 Mos.	138,075	2014-15		X		
413	2003	Ford	E350	3	9	R,C	Gift. Levy C. BOCC	370,776	200,000	5	10 Yrs. 3 Mos.	170,776	2014-15		X		
14	2011	Chevy	GMT-610	2	8	R,C	S Conroy Cap	61,041	200,000	5	2 Yrs. 9 Mos.	OK	2016-17				X
15	2009	Chevy	Goshen	2	9	R,C	S Conroy Cap	179,701	200,000	5	4 Yrs. 9 Mos.	OK	2014-15		X		
16	2002	Ford	E-350	1	10	R,C	SVTA Funds	239,203	200,000	5	11 Yrs. 9 Mos.	39,203	2014-15		X		
17	2009	Chevy	3500	2	9	R,C	SVTA Funds-Leased	96,457	200,000	5	4 Yrs. 9 Mos.	OK	2016-17				X
18	2013	Ford	E550	2	16	R,C	S Conroy Cap	23,226	250,000	7	0 Yrs. 9 Mos.	OK	2020-21				
1020	2010	Dodge	Mini-Van	1	4	R,C	FTA-ARRA 5311 C	92,876	200,000	5	3 Yrs. 4 Mos.	OK	2014-15		X		
21	2008	Chevy	Uplander	1	4	R,C	S Conroy Cap	163,923	200,000	5	5 Yrs. 9 Mos.	OK	2014-15		X		
1122	2011	Champion	Bus	2	29	R,C	FTA-ARRA 5311 C	24,882	350,000	10	2 Yrs. 9 Mos.	OK	2021-22				
1123	2011	Champion	Bus	2	29	R,C	FTA-ARRA 5311 C	24,337	350,000	10	2 Yrs. 9 Mos.	OK	2021-22				
1124	2011	Champion	Bus	2	29	R,C	FTA-ARRA 5311 C	15,121	350,000	10	2 Yrs. 9 Mos.	OK	2021-22				
25	2001	Blue Bird	Bus	2	24	R,C	FDOT	334,002	250,000	7	12 Yrs. 8 Mos.	84,002	2014-15				
26	2001	Ford	E450	3	14	R,C	S Conroy Cap	326,094	200,000	5	12 Yrs. 1 Mos.	126,094	2014-15		X		
1028	2010	Eldorado	Bus	2	31	R,C	FTA-ARRA 5311 C	60,493	350,000	10	3 Yrs. 9 Mos.	OK	2020-21				
1029	2010	Eldorado	Bus	2	31	R,C	FTA-ARRA 5311 C	35,145	350,000	10	3 Yrs. 9 Mos.	OK	2020-21				
1030	2010	Eldorado	Bus	2	31	R,C	FTA-ARRA 5311 C	52,645	350,000	10	3 Yrs. 9 Mos.	OK	2020-21				
1031	2010	Eldorado	Bus	2	31	R,C	FTA-ARRA 5311 C	39,542	350,000	10	3 Yrs. 9 Mos.	OK	2020-21				
32	2009	Ford	E150	No	7	R,C	FTA-ARRA 5311 C	128,216	200,000	5	4 Yrs. 6 Mos.	OK	2016-17				X
29														2	13	0	4

SVTA TDSP Operational Element – 1/31/23/2014

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**7. SYSTEM SAFETY PROGRAM PLAN CERTIFICATION:** SVTA has an approved System Safety Program Plan (SSPP) approved by the Florida Department of Transportation. Annual Safety Certification follows.



**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): 2014

Certification Year: (Prior Calendar Year): 2013

Name and address of Bus Transit System: Suwannee Valley Transit Authority  
1907 Voyles Street S.W.  
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: Gwendolyn H. Pra  
(Individual Responsible for Assurance of Compliance)

Name: Gwendolyn H. Pra Title: Administrator

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

Name: Suwannee Valley Transit Authority

Address: 1907 Voyles Street, SW, Live Oak, Florida 32064

Name of Qualified Mechanic Authorizing Annual Inspections: Merrill Wayne Blevins

**8. Inter-county Services:** SVTA has informal agreements with surrounding county CTCs to coordinate out of county trips when feasible. SVTA also has an agreement with Alachua County which allows Suwannee Valley Transit Authority to transport residents of Columbia, Hamilton and Suwannee Counties to medical facilities located in Alachua County.

**9. Emergency Preparedness and Response:** The SVTA is the primary transportation element of the Columbia, Suwannee and Hamilton County Emergency Management Plans. During any emergency declared by the county or state, SVTA will suspend all non-emergency medical transport if possible, and devote its entire service to the County/State Emergency Operations Center.

For those riders dependent on SVTA for his/her transportation (such as for dialysis) the Beneficiary must register with his/her county's Emergency Operations Department (EOD).

SVTA has prepared and trained with each county's EOD to respond to the needs of the area. In the event of a schedule change caused by emergencies such as natural disaster, tornadoes, hurricane or flooding, the SVTA will notify each contracting agency so that they may notify their programs and customers. The SVTA will notify all scheduled riders of the changes to include cancellation of their reservation if transport is considered hazardous. In the event of a natural disaster, SVTA will provide service as directed by Suwannee County EOD for transporting citizens to shelters and/or evacuation. SVTA is set up to be operated out of SVTA's facilities to coordinate with EOD operations during the time of emergency evacuations.

All SVTA vehicles are equipped with radios for immediate communication with the base dispatcher. Vehicles exceeding the radio communications range are provided with a cellular phone. Every driver has instructions to contact the transportation office during work hours, or a member of the management team after work hours, weekends and holidays if an emergency occurs. When the office receives information concerning breakdowns, delays or accidents, the purchasing agency whose customers are involved will be notified as quickly as possible. The responsible contact person will assist agency personnel to help resolve problems. The SVTA Safety System Program Plan (SSPP) contains additional emergency and security procedures.

If an accident occurs, the law enforcement agency for that area will be notified and a relief vehicle will be dispatched to ensure that passenger delays are kept to a minimum. The SVTA will notify the sponsoring agency of the delay as soon as possible. Emergency Medical Services (EMS) will be called in the event of injury.

In the event of a breakdown a relief vehicle and mechanic (with service truck) will be dispatched to ensure the passengers are as close to schedule as possible. The SVTA will call the destination to ensure the passengers will be seen when the passenger is going to be more than 15 minutes late for their appointment time.

**10. Educational Efforts/Marketing:** Since most of the transportation services provided by SVTA are for government funded social service programs, marketing efforts are largely aimed toward social service programs. Most, if not all of these agencies and programs are represented or involved in the regional coordinating board which is appointed and staffed by the North Central Regional Planning Agency. This advisory board meets at least quarterly. Funding is made available for individuals who are not sponsored by social service funded programs through a Non-Sponsored Trip program by the Florida Commission for the Transportation Disadvantaged (CTD). However, due to limited funding by the CTD for these trips, there are currently no efforts to market the availability of these particular funds. Instead, when an unfunded service need is identified in the course of daily business, the non-sponsored trip funding by the CTD is made available. As new funding sources or programs become available, announcements will be made through various methods as appropriate to the population being targeted by such funding.

The SVTA utilizes various media forums to inform the public on transportation services. The information is disseminated through brochures, public service announcements in local publications, public speaking engagements various community leadership organizations, interagency affiliations and attendance at County Commission meetings.

**11. Acceptable Alternatives:** SVTA offers a mileage reimbursement program which pays volunteer family members for gas reimbursement related to the transport of their children to Medicaid appointments. There are currently three (3) people using this rule defined initiative.

**12. Service Standards:** In accordance with Florida Administrative Code, the following is a list of the uniform service standards and criteria applicable to each service area and applicable to services provided under the local Non-sponsored trip program and for individually funded trips to the general public. As indicated in some of these standards, the SVTA may expand or otherwise define the criteria for these standards according to their specific local situation. These standards are jointly developed and agreed between the SVTA and local coordinating board. Standards for other sponsoring agencies (such as Medicaid) and their programs may vary depending on the details of each purchase of service contract or program.

**INSURANCE: Rule 41-2.006 (1) FAC**

*The Community Transportation Coordinator (i.e. SVTA) shall ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident, which are comparable to Section 768.28(5), Florida Statutes, limits, for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. The Community Transportation Coordinator will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the Community Transportation Coordinator and all Transportation Operators under contract to them.*

**Local Policy:** SVTA and subcontracted operators shall comply with this standard. Subcontracted operators shall provide a certificate of insurance to SVTA with proof of coverage for the vehicles that will be used. SVTA will be added as an additional insured on subcontractor's certificate of insurance. Subcontractors without proper insurance will not be used, nor will any trip provided with an uninsured vehicle be paid by SVTA.

**SAFETY: Rule 41-2.006 (2) FAC**

*Each Community Transportation Coordinator (i.e. SVTA), and any Transportation Operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), Florida Statutes, and Chapter 14-90, F.A.C.*

**Local Policy:** SVTA and subcontracted operators shall comply with this standard. At least twice a year SVTA will perform an annual evaluation of subcontractors, including vehicle inspections, insuring compliance with the CTC's System Safety Program Plan. The SVTA subcontractors will pay SVTA the fair market price for said inspections. Subcontractor vehicles that do not pass SVTA approved safety inspections and criteria pursuant to Rule 14-90 FAC, or other safety regulations including compliance inspections by other regulatory agencies (i.e.: FDOT, CTD, FHP, AHCA) will be taken out of service immediately until repaired and successfully re-inspected. Continued failure to pass inspections will be grounds to discontinue use of respective subcontractor.

**SAFETY MEASURE: Rule 41-2.006(4)(v) FAC**

*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 Measure:** The local goal for measuring safety performance is: there should not be more than 1.0 chargeable accident per 100,000 miles for the combined SVTA system including subcontractor operations.

**DRUG AND ALCOHOL: Rule 41-2.006(3) & (4)(a) FAC**

*Each Community Transportation Coordinator, and any Transportation Operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing (specifically, Section 112.0455, Florida Statutes; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41 U.S.C. 701; 49 C.F.R., Parts 29 and 382; and 46 C.F.R., Parts 4, 5, 14,*

and 16). The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards on 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:** SVTA and subcontracted operators shall comply with SVTA's Substance Abuse Policy and drug and alcohol testing program. SVTA conducts two types of Drug and Alcohol testing. The first type is the required NHTSA/Federal Transit Administration for all safety sensitive positions. Testing is done at the points of: pre-employment, reasonable suspicion, post-accident, return to duty and random.

The second type of testing is the Florida Drug Free Work Place. All SVTA personnel, including safety sensitive positions, are required to be tested on this program. Testing points include pre-employment, reasonable suspicion and random. All SVTA employees who operate a vehicle are subject to post accident drug and alcohol testing.

Any SVTA or subcontractor driver who fails a NHTSA/FTA drug test will be removed from driving duties immediately and processed according to the SVTA substance abuse program.

**ESCORTS AND CHILDREN: Rule 41-2.006(4)(b) FAC**

*An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.*

**Local Policy:** Children 14 and under will be required to be accompanied by an escort that is over 18 years old. Parents are responsible for their child's behavior while riding on an SVTA vehicle.

**Escorts:** Any rider that is not able to be self-sufficient (maneuver about on their own; maintain control of bodily functions; provide hygiene care for oneself) must have an escort present at all times while riding SVTA vehicles. SVTA does not provide escorts. The escorts must be able to provide the necessary assistance to the passenger in the event of any need. The escort must remain with the rider while on an SVTA vehicle and aid the rider as required. Escorts will be transported at the regular co-pay rate.

**CHILD RESTRAINTS: Rule 41-2.006(4)(c) FAC**

*Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.*

**Local Policy:** All passengers under the age of 4 and/or under 50 pounds will be required to use an 'approved' child restraint device, or otherwise be in compliance with state regulations at the time. This device shall be provided by the child's escort, and it must be clean and sanitized.

**RIDER PROPERTY: Rule 41-2.006(4)(d) FAC**

*Passenger property that can be carried by the passenger and/or driver in one trip and can safely be 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 are allowed to have personal property which they can place in their lap or stow under the seat. The size of personal property is restricted to what can be held by the passenger or stowed in an area not to interfere with other passengers or becomes a safety hazard. No animals, with the exception of service animals, will be transported. All oxygen must be portable, self-administered and secured. Drivers cannot assist with oxygen needs. SVTA is not responsible for lost items or items left on SVTA buses.

**VEHICLE TRANSFER POINTS: Rule 41-2.006(4)(e) FAC**

*Vehicle transfer points shall provide shelter, security, and safety of passengers.*

**Local Policy:** SVTA and subcontracted operators shall comply with this standard.

**LOCAL TOLL FREE PHONE NUMBER FOR CONSUMER COMMENT: Rule 41-2.006(4)(f) FAC**



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

**Local Policy:** SVTA and subcontracted operators shall comply with this standard.

**OUT-OF-SERVICE AREA TRIPS: Rule 41-2.006(4)(g) FAC**

*Out of service area trips shall be provided when determined locally and approved by the local coordinating board, except in instances where local ordinances prohibit such trips.*

**Local Policy:** SVTA will follow best practices in "gate keeping" efforts for out of service area trips, by identifying appropriate in-county service providers whenever possible. SVTA will require medical provider certification for any out of county trip and make efforts to assist the rider and/or his physician in securing appointments within the region. The SVTA will seek assistance by Medicaid area office staff to work with the Medicaid recipient on these matters. If a Medicaid rider requires transportation to an approved service located out of state, the SVTA will follow the Medicaid Contract provisions and will be the sole coordinator for all such trips.

**VEHICLE CLEANLINESS: Rule 41-2.006(4)(h) FAC**

*Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passengers.*

**Local Policy:** The interior and exterior of all vehicles operating in the coordinated transportation system shall be cleaned at least once a week.

**BILLING REQUIREMENTS TO CONTRACTED OPERATORS: Rule 41-2.006(4)(i) FAC**

*Billing requirements of the CTC 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 working days to subcontractors, after receipt of said payment by the CTC, in accordance with Section 287.0585, F.S.*

**Local Policy:** Invoice processing procedure by SVTA to subcontractors for subcontractor trips shall be managed according to the following sample schedule:

Assigned daily trip manifests to subcontractors are executed, completed, and returned to SVTA the following day (except when SVTA administrative offices are closed). Example: Monday's work should be submitted to SVTA before close of business on Tuesday. SVTA will validate trips by subcontractors each day and will submit a monthly invoice and other required reports (pursuant to Medicaid Non-emergency contract) to the Commission for the Transportation Disadvantaged (CTD) by approximately the 10<sup>th</sup> day following the end of each month. All invoices to subcontractors will be paid within 7 working days upon SVTA's receipt of payment by the State of Florida.

**RIDER/TRIP DATA: Rule 41-2.006(4)(j) FAC**

*Passenger/trip database must be maintained or accessible by the CTC on each rider being transported within the system.*

**Local Policy:** SVTA shall comply with this standard using software the CTD has not found to be unacceptable. Should the rider need to inquire telephonically about their trip, they must provide the confirmation number to the trip coordinator for the purpose of proper positive identification per HIPPA regulations.

**ADEQUATE SEATING: Rule 41-2.006(4)(k) FAC**

*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 Valley Transit Authority and subcontracted operators shall comply with this standard.

**DRIVER IDENTIFICATION: Rule 41-2.006(4)(l) FAC**

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.

**Local Policy:** SVTA and subcontracted operators shall comply with this standard. SVTA's Professional Bus Operators will be in uniform, with name tag, and wear an authenticated SVTA ID badge. Subcontractors to SVTA must wear SVTA subcontractor ID badges issued by SVTA.

**PASSENGER ASSISTANCE: Rule 41-2.006(4)(m) FAC**

The paratransit drivers 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 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 wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

**Local Policy:** SVTA and subcontracted operators shall comply with this standard. Unless the vehicle is not equipped with safety belts from the original manufacturer, ALL riders are required to wear a safety belt, without exception. This applies to all riders including sponsored agency program riders (including Medicaid). SVTA will not cross the front door threshold of any residence, except for stretcher services. SVTA will not pass by the front entrance desk/lobby of a medical/nursing home/facility, except for stretcher services. The rider is expected to maneuver themselves when using a wheelchair or other mobility device. SVTA will guide a rider who uses mobility devices, but will not operate or push or maneuver such devices.

**SMOKING & EATING ON VEHICLES: Rule 41-2.006(4)(n) FAC**

Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

**Local Policy:** Eating and drinking on board vehicles operating in the coordinated system will not be allowed unless medically necessary (as with dialysis riders) or for trips that have extended wait or travel times. Stops for food, smoke breaks, drinks, or errands are **not** permitted by either SVTA or its' subcontracted vendors.

**Provisions for Extended Wait/Travel Times:** SVTA coordinated public transit services primarily operate as a shared ride transportation system. Riders must be prepared for extended pickup, drop-off, or on-board travel times. The rider is responsible to have provisions readily available in case of extended wait or travel times. Provisions include but are not limited to food, water, medications, sanitary items, and other supplements needed during wait times. Riders are expected to leave the bus clear of trash to the best extent possible.

**NO-SHOW POLICIES: Rule 41-2.006(4)(o) FAC**

The CTC and the LCB shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

**Local Policy:** A rider No-show is when a rider does not get on vehicle after driver arrives at the scheduled pick up point, AND/OR the rider fails to properly cancel a reservation with 24 hour notice. Same day cancellations will be considered a No-show.

For each No-show where the SVTA driver is on location, the SVTA driver will place a No-show card (a bright yellow door knob hanger) on the doorknob, around the door, gate, or entrance area. After three (3) No-shows within 60 days, the rider is subject to a service termination for 30 days. After the client is reinstated to the program, if three (3) more infractions occur within 60 days, the suspension period will be 45 days. If the client is reinstated to the program and three (3) more infractions occur within 60 days, the suspension will be 90 days.

If the client responds to a 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. SVTA will not issue a No-show to a passenger if the vehicle sent to transport the passenger will not accommodate the passenger's ability to board the vehicle.

Riders may only be removed from suspension by the sponsoring agency. SVTA is the sponsoring agency for Non-sponsored Program riders. If a rider feels that he/she has been unfairly suspended, the client may appeal through the Grievance Procedure of the Local Coordinating Board.

The SVTA and its subcontractors shall attempt to reduce the number of passenger no shows annually. Enforcement of the No Show policy and/or rider counseling are acceptable in this regard.

**COMMUNICATION EQUIPMENT: Rule 41-2.006(4)(p) FAC**

*All vehicles providing service within the coordinated system shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.*

**Local Policy:** SVTA and subcontracted operators shall comply with this standard. All subcontractors must have an effective two-way communication system between their vehicle fleet and their base. Two way communications means either an analog/digital two way FM radio system or a 'true hands free' cell phone system. Subcontractors must comply with SVTA's System Safety Program Plan (SSPP), pursuant to Rule 14-90 FAC regarding wireless communication devices.

**VEHICLE AIR CONDITIONING AND HEATING EQUIPMENT: Rule 41-2.006(4)(g) FAC**

*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:** All SVTA and subcontracted vendor vehicles will comply with Rule 14-90, FAC and the SVTA's System Safety Program Plan (SSPP). Vehicles without a working air conditioner or heater will have the deficiency noted on the daily inspection form by the driver, and will be taken out of service at the earliest appropriate opportunity, but in any case will not go back into service the following day until repaired. This policy can be more loosely applied in situations of fair weather and limited replacement vehicle choices, where it would be reasonable, appropriate and necessary to do so.

**FIRST AID POLICY: Rule 41-2.006(4)(r) FAC**

*First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.*

**Local Policy:** All vehicles operating in the coordinated system will be equipped with first aid kits and bio-hazard ("spill") kits as required by state and federal regulations. These first aid kits must be approved by SVTA. SVTA is contracted with the Suwannee County Fire Department for the agency's first aid kit program. It is SVTA's goal for all SVTA drivers to be certified in First Aid by a recognized first aid training program within 6 months of employment.

**CARDIOPULMONARY RESUSCITATION: Rule 41-2.006(4)(s) FAC**

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

**Local Policy:** Suwannee Valley Transit Authority and subcontractors' drivers are required to be trained in CPR as of July 1, 2012. SVTA is contracted with the Suwannee County Fire Department for CPR/First Aid training. All SVTA Drivers will maintain a current CPR/First Aid certificate. Flexibility will be granted so that the course can be scheduled for all SVTA and subcontracted drivers.

Goal is for all SVTA drivers to be certified in CPR by a recognized CPR training program within 6 months of employment.

**DRIVER BACKGROUND SCREENING: Rule 41-2.006(4)(t) FAC**

*Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan;*

**Local Policy:** All SVTA drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement prior to hire.

SVTA and its subcontractors will check the Motor Vehicle Report (MVR) of each driver prior to hire, and on a routine and systematic basis.

**PICK-UP WINDOWS: Rule 41-2.006(4)(v) FAC**

*The CTC 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:**

**-Initial Trips:** The window of time in which an SVTA vehicle can be expected to arrive at the rider's scheduled initial trip pick up location is between one hundred and twenty (120) minutes before and sixty (60) minutes after the scheduled initial trip pick-up time. Each rider is given a scheduled pick-up time.

**-Return Trips:** The scheduled return trip pick-up windows are the same and are based on the scheduled pickup time, not early notice time. The rider is encouraged to schedule a pickup time for their return trip. If the rider does not schedule a return trip pickup time, the Reservationist will automatically put in the time of 90 minutes after the drop off time. If the rider finishes earlier, they may call in for a pick up, and based on availability SVTA will make every effort to accommodate the rider. However, the pickup window will always apply to the original scheduled pickup time.

**-Will Call Trips:** A "will-call" is offered when a passenger is not ready at their requested return trip pick-up time. As a courtesy, SVTA will dispatch a vehicle back to their return trip pick-up location within two hours of the time the "will-call" was given. Passengers should call SVTA's dispatch phone number 386-208-6339 for "will call" trips.

**ON-TIME PERFORMANCE: Rule 41-2.006(4)(w) FAC**

*The CTC and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the CTC's evaluation of its contracted operators, and the LCB's evaluation of the CTC.*

**Local Policy:** SVTA and its subcontracted operators will have an overall average 90 percent on-time performance rate to the scheduled pickup time of initial and return trips that are completed.

**ADVANCE RESERVATION REQUIREMENTS: Rule 41-2.006(4)(x) FAC**

*The CTC should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.*

**Local Policy:** Trips must be scheduled with the SVTA three (3) weekdays in advance of the day of appointment. Hospital discharges or other urgent trips must be arranged with SVTA by calling the after hour numbers. Trips provided after hours will be pre-authorized where possible, but no later than 12 hours following the trip.

**RELIABILITY MEASURE: Rule 41-2.006(4)(z) FAC**

*The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;*

**Local Measure:** A road call is defined as any time a vehicle breaks down in revenue service and must be towed into the shop. The statewide average miles between road calls in the 2011-12 CTD Annual Performance Report was 46,352 miles between road calls. The SVTA measurement goal for reliability is: More than 47,000 miles between each road call for the combined SVTA system.

**ACCESSIBILITY MEASURE: Rule 41-2.006(4)(aa) FAC**

*This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator;*

**Local Measure:** SVTA's phone current phone system is not sophisticated enough to accurately measure call hold time for the call center at this time. SVTA will plan to evaluate this matter in some way before the end of 2014. For now, we will monitor patron complaints related to "hold time" as an indicator of performance.

**QUALITY OF SERVICE: Rule 41-2.006(4)(bb) FAC**

*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 Measure:** SVTA has a system goal of no more than one (1) sustained/valid complaint per 500 trips.

**PATRON CODE OF CONDUCT:**

**Local Policy:** All riders are expected to follow the Patron Code of Conduct, which is included as a attachment 2B to this section of the plan. Patrons are required to follow the Code of Conduct to insure the safety, welfare and comfort of other riders, drivers, SVTA employees, the SVTA organization, and the public at large. Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of services and restriction of access to services, facilities or meetings.

**13. Local Complaint and Grievance Procedure/Process:**

See attachment 2A of this section of the plan containing the Columbia, Hamilton & Suwannee County's Local Coordinating Board Grievance Procedures. This procedure also addresses the SVTA organization complaint and grievance procedures. The Medicaid Grievance procedure is a separate process pursuant to their contract and regulations.

**14. CTC Monitoring Procedures of Operators And Coordination Contractors:**

Suwannee Valley Transit Authority will perform an annual evaluation of contracted operators ensuring compliance with the System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements. There are currently no coordination contracts in place, but we are developing a coordination contract with CARC that will enable them to apply for a FDOT 5310 grant for the purchase of a vehicle.

## **B. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION**

The Cost Revenue Allocation and Rate Structure is determined by The Commission for Transportation Disadvantaged Rate Calculation Model. The Rate Calculation Model Worksheets are reviewed annually to determine Rate adjustments. Rate changes are calculated annually by changes to the level of service, expenditures and Revenues. The Rate Calculation Model Worksheets are included.

### **SERVICE RATES SUMMARY**

**Effective July 1, 2014**

**CTD Rates:**

Type of Service	Unit	Cost per unit
Ambulatory	passenger mile	\$2.45
Wheelchair	passenger mile	\$4.19
Stretcher	passenger mile	\$8.74

**Medicaid Encounter Data:**

Type of Service	Unit	Cost per unit
Ambulatory	passenger mile	\$4.52
Wheelchair	passenger mile	\$7.75
Stretcher	passenger mile	\$16.14

**RIDER FEE SCHEDULE:**

- a. —Non-Sponsored Program: Co-payment of \$1.00 per one-way passenger trip.
- b. —General Public: \$3.00 for each 10 mile segment or portion thereof, one way
- c. —Medicaid: Determined by specific Medicaid beneficiary enrolled program.
- d. —Other sponsoring agencies/program: Determined by their respective arrangement.

**Preliminary Information Worksheet** Version 1.4

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

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

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



**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

**Comprehensive Budget Worksheet**

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

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

	Prior Year's ACTUALS from Oct 1st of 2012 to Sept 30th of 2013	Current Year's APPROVED Budget as amended from Oct 1st of 2013 to Sept 30th of 2014	Upcoming Year's PROPOSED Budget from Oct 1st of 2014 to Sept 30th of 2015	% Change from Prior Year to Current Year	% 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 + or - 10% and Are + or - \$50,000
1	2	3	4	5	6	7

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

**Local Non-Govt**

Fairfax	\$ 24,971	\$ 25,000	\$ 25,000	0.1%	0.0%	Mid-sized county, expected to drop by 0.7% due to 1 MG-Services of MEM funding
Medicaid Co-Pay Received	\$ 2,660	\$ 2,600	\$ 2,400	0.0%	-8.0%	
Doyleville Contributions						
In-kind Contributions Services						
Other	\$ 23,143	\$ 23,000	\$ 23,000	0.0%	0.0%	Doyleville pay
<b>Bus Pass Program Revenue</b>						

**Local Government**

Priest School Board						
Connet ADA Services						
County Cash	\$ 52,448	\$ 52,448	\$ 52,448	0.0%	0.0%	COUNTY CASH - By Interlocal Agreement, the 3 counties give \$52,448 to SVTA for Capital match and 6% match
County in-kind Contributions Services						
City Cash						
City in-kind Contributions Services						
Other Cash						
Other in-kind Contributions Services	\$ 13,500	\$ 13,500	\$ 13,500	0.0%	0.0%	OTHER Contributed Services \$13.5K value of Suwannee County and Ocala County's Community Services Program for portable bus washing and other maintenance services
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Sponsored Program	\$ 689,558	\$ 712,492	\$ 712,492	3.3%	0.0%	No estimated increase in TD funding
Non-Sponsored Capital Equipment						
Rural Capital Equipment		\$ 168,628	\$ 80,000		-54.2%	Shirley Conroy for 12 hand radios, phone recording system, office productivity software-26 pos, one MVI vehicle w/ REDI waiver of match
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**USDOT & DOT**

48 USC 5307						
48 USC 5310	\$ 50,563	\$ 131,601	\$ 168,230	159.6%	27.8%	5310-3 MVI's and 1-23 Outaway bus, 10% match
48 USC 5311 (Operations)	\$ 415,740	\$ 609,266	\$ 679,161	66.6%	5.0%	5311 is used as system subsidy, matched by TDIF and other purchase of service contracts, 50% match
48 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 45,800		\$ 753,203	100.0%		Others DOT Planning Grant in 12-13, 5339 in 14-15 for 8 outaways, NO Match
<b>Bus Pass Program Revenue</b>						

**AHCA**

Medicaid	\$ 2,300,831	\$ 2,087,245	\$ 250,469	-9.3%	68.0%	Estimated 12% of prior year funding from CTC
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCF**

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Consumer Care (Aging & Adult Supp)						
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)**

Carli 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						
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>						

Page 2 of 6

SVTA RATE MODEL for FY 14/15 ver 2 Comprehensive Budget

**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

**Comprehensive Budget Worksheet**

Version 1.4

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

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

	Previous Year's ACTUALS from Oct 1st of 2012 to Sept 30th of 2013	Current Year's APPROVED Budget as amended from Oct 1st of 2013 to Sept 30th of 2014	Upcoming Year's PROPOSED Budget from Oct 1st of 2014 to Sept 30th of 2015	% Change from Prior Year to Current Year	Proposed Change from Current Year to Upcoming Year	
1	2	3	4	5	6	7

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

<b>APD</b>						
Office of Disability Determination		\$ 900	\$ 900		0.0%	
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>						
CARC	\$ 44,056	\$ 24,000	\$ 24,000	-45.5%	0.0%	CARC of North Florida for Suwannee and Columbia Counties provides funding to transport their mentally handicapped patients. This funding is provided to SVTA from "Med Waiver" out of Gainesville.
FEMA	\$ 14,895			-100.0%		
Other						
Bus Pass Program Revenue						
<b>Other Revenues</b>						
Interest Earnings	\$ 4			-100.0%		Estimated Medicaid NFMT funding from 3 known TMO organizations 1/2 of 68% former funding level.
IMOs			\$ 918,387			
Other						
Bus Pass Program Revenue						
<b>Reserve Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve	\$ (279,933)	\$ (181,254)				
<b>Balancing Revenue is Short By:</b>						
Total Revenues =	\$3,398,274	\$3,694,764	\$3,671,620	8.6%	-0.7%	

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

<b>Operating Expenditures</b>						
Labor	\$ 1,310,565	\$ 1,180,160	\$ 1,076,680	-12.2%	-9.4%	
Fringe Benefits	\$ 379,507	\$ 254,504	\$ 237,680	-36.6%	-2.7%	
Services	\$ 261,005	\$ 68,605	\$ 100,236	-66.2%	1.9%	
Materials and Supplies	\$ 365,800	\$ 432,797	\$ 435,134	22.2%	3.8%	
Utilities	\$ 38,262	\$ 31,450	\$ 34,654	-34.0%	5.0%	
Casualty and Liability	\$ 87,822	\$ 70,949	\$ 74,487	-19.2%	5.0%	
Taxes	\$ 2,120	\$ 3,176	\$ 3,335	49.8%	5.0%	
<b>Purchased Transportation</b>						
Purchased Bus Pass Expenses						14-15 year is not projecting use of subcontractors due to Medicaid reform changes and TMO restriction on use of subcontractors. Revenues will be used in additional labor and supplies.
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 859,696	\$ 614,175		-29.0%	-100.0%	Former subcontractors: 3D Health, Collins, Peeler, and Parrah Transp.
Other						
Miscellaneous	\$ 188,787	\$ 127,293	\$ 145,016	-33.5%	4.2%	
Operating Debt Service - Principal & Interest	\$ 0.15	\$ 669		6.9%	100.0%	
Leases and Rentals	\$ 4,735	\$ 2,733	\$ 2,870	-42.3%	5.0%	
Contribs to Capital Equip. Replacement Fund						Contributed services by community service volunteers for bus and facility cleaning.
In-kind, Contributed Services	\$ 13,500	\$ 13,500	\$ 13,500	0.0%	0.0%	
Allocated Indirect						
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds	\$ 50,863	\$ 128,129	\$ 1,011,633	547.3%	206.2%	S310 match - Shirley Conroy and S338 no match
Equip. Purchases with Local Revenue	\$ 5,626	\$ 14,811	\$ 18,692	159.0%	27.6%	
Equip. Purchases with Rate Generated Rev						
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$3,398,274	\$3,694,764	\$3,671,620	8.6%	-0.7%	

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



**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

**Budgeted Rate Base Worksheet** Version 1.4 CTC: Suwannee Valley Transit Authority  
County: Columbia & Hamilton & Suwannee

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

Upcoming Year's BUDGETED Revenues from Oct 1st of 2014 to Sept 30th of 2015	When amount of the Budgeted Revenue will be generated at the rate by the spreadsheet OR used as local match for them? 1	Budgeted Rate Subsidy Revenue Excluded from the Rate Base 2	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment? 3
1	2	3	4

**REVENUES (CTC/Operators ONLY)**

**Local Non-Govt**

Farebox	\$ 23,000	\$ 23,000	\$
Medical Co-Pay Revenue	\$ 240	\$ 240	\$
Transportation Services	\$	\$	\$
Other	\$ 23,000	\$ 23,000	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**Local Government**

Capital School Board	\$	\$	\$
Capital ADA Services	\$	\$	\$
County Cash	\$ 32,448	\$ 32,448	\$ 18,892
County Inland, Condo/Hotel Services	\$	\$	\$
City Cash	\$	\$	\$
City Inland, Condo/Hotel Services	\$	\$	\$
Other Cash	\$	\$	\$
Other Inland, Condo/Hotel Services	\$ 13,500	\$ 13,500	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**CTO**

Non-Sports Trip Program	\$ 712,492	\$ 712,492	\$
Non-Sports Capital Equipment	\$	\$	\$
Public Capital Equipment	\$ 80,000	\$ 80,000	\$ 80,000
Other CTO	\$	\$	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**USDOT & FOOT**

48 USC 5302	\$	\$	\$
48 USC 5303	\$ 188,230	\$ 188,230	\$ 188,230
48 USC 5303 (Operating)	\$ 629,781	\$ 629,781	\$
48 USC 5311 (Operating)	\$	\$	\$
Bus Board	\$	\$	\$
Amtrak Development	\$	\$	\$
Continental Assistance	\$	\$	\$
Other DOT	\$ 733,203	\$ 733,203	\$ 733,203
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**AHCA**

Medicaid	\$ 290,480	\$ 290,480	\$
Other AHCA	\$	\$	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**DCF**

Adult, Drug & Mental Health	\$	\$	\$
Family Safety & Preservation	\$	\$	\$
Child, Care Delivery & Adult Care	\$	\$	\$
Other DCF	\$	\$	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**DDH**

Children Medical Services	\$	\$	\$
Capital Public Health	\$	\$	\$
Other DDH	\$	\$	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**DOE (state)**

Cell Phone	\$	\$	\$
Local Bus Services	\$	\$	\$
Vacation/Relocation	\$	\$	\$
Day Care Programs	\$	\$	\$
Other DOE	\$	\$	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**AWI**

WAGS/Mystique Board	\$	\$	\$
AWI	\$	\$	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**DOEA**

Other American Art	\$	\$	\$
Community Care for Elderly	\$	\$	\$
Other DOEA	\$	\$	\$
<b>Bus Pass Program Revenue</b>	\$	\$	\$

**DCA**

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

**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 **GENERALLY** 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.

**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

**Budgeted Rate Base Worksheet** Version 1.4 CTC: Suwannee Valley Transit Authority  
County: Columbia & Hamilton & Suwannee

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

Upcoming Year's BUDGETED Revenues	from Oct 1st of 2014 to Sept 30th of 2015	What amount of the Budgeted Revenues in col 2 will be guaranteed at the rate per mile determined by this spreadsheet? OK - will be used as 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. OK will be used as match for the purchase of equipment?
1	2	3	4	5
APD				
Office of Quality Determination	\$ 900	\$ 900	\$	
Developmental Services	\$	\$	\$	
Other APD	\$	\$	\$	
Bus Pass Program Revenue	\$	\$	\$	
DJJ				
QDZ	\$	\$	\$	
Bus Pass Program Revenue	\$	\$	\$	
Other Fed or State				
GAFC	\$ 24,000	\$ 24,000	\$	
FEHA	\$	\$	\$	
etc	\$	\$	\$	
Bus Pass Program Revenue	\$	\$	\$	
Other Revenues				
Interest Earnings	\$	\$	\$	
TMSR	\$ 916,387	\$ 916,387	\$	
etc	\$	\$	\$	
Bus Pass Program Revenue	\$	\$	\$	
Balance Revenue to Prevent Deficit	\$	\$	\$	
Actual or Planned Use of Cash Reserve	\$	\$	\$	
Total Revenues =	\$ 3,671,630	\$ 1,988,244	\$ 1,683,386	\$ 1,020,125
EXPENDITURES (CTC/Operators ONLY)		\$ 653,251		
Operating Expenditures		Amount of Budgeted Operating Rate Subsidy Revenue		
Lease	\$ 1,018,660			
Fringe Benefits	\$ 737,660			
Services	\$ 110,336			
Materials and Supplies	\$ 435,754			
Utilities	\$ 24,054			
Casualty and Liability	\$ 14,497			
Taxes	\$ 3,305			
Purchased Transportation				
Purchased Bus Pass Expenses	\$			
Subsidy Due Utilization Expenses	\$			
Contracted Transportation Services	\$			
Other	\$			
Miscellaneous	\$ 143,016			
Operating Debt Service - Principal & Interest	\$			
Depreciation and Amortization	\$ 2,871			
Contrib. to Capital Equip. Replacement Fund	\$			
in-kind Contracted Services	\$ 13,500			
Allocated Indirect	\$			
Capital Expenditures				
Equip. Purchases with Grant Funds	\$ 1,011,433			
Equip. Purchases with Local Revenue	\$ 18,687			
Equip. Purchases with Rate Generated Rev	\$			
Capital Debt Service - Principal & Interest	\$			
Total Expenditures =	\$ 3,671,630			
minus: EXCLUDED Subsidy Revenue =	\$ 1,683,386			
Budgeted Total Expenditures INCLUDED in				
Rate Base =	\$ 1,988,244			
Rate Base Adjustment <sup>1</sup> =				
Adjusted Expenditures Included in Rate Base =	\$ 1,988,244			

<sup>1</sup>The Difference between Expenditures and Revenues for Fiscal Year: 2012 - 2013

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

**\*Rate Base Adjustment Cell**

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective extension area of the Comprehensive Budget tab.

**Worksheet for Program-wide Rates**

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

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	705,615
<b>Rate Per Passenger Mile = \$</b>	<b>2.82</b>
Total Projected Passenger Trips =	40,592
<b>Rate Per Passenger Trip = \$</b>	<b>48.98</b>

Fiscal Year  
2014 - 2015

<b>Avg. Passenger Trip Length =</b>	<b>17.4 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>6.20</b>
<b>Rate Per Passenger Trip = \$</b>	<b>90.45</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 puts 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

Suwannee Valley Version 1.1  
Columbia & Hamilton & Suwannee

**CTC**  
County

**Worksheet for Multiple Service Rates**

1. Answer the questions by completing the GREEN cells starting in Section I for all services.  
2. Follow the DASH RED prompts starting in the blue cells to get 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?

Amplification	Interchange	Transfer	Drop
Yes Go to Section 2 for Amplification Benefits	Yes Go to Section 2 for Interchange Benefits	Yes Go to Section 2 for Transfer Benefits	Yes Go to Section 2 for Drop Benefits
No Go to Section 3 for Amplification Benefits	No Go to Section 3 for Interchange Benefits	No Go to Section 3 for Transfer Benefits	No Go to Section 3 for Drop Benefits

**SECTION II: Contracted Services**

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

Amplification	Interchange	Transfer	Drop
Yes Answer 2.1 for Amplification Benefits	Yes Answer 2.1 for Interchange Benefits	Yes Answer 2.1 for Transfer Benefits	Yes Answer 2.1 for Drop Benefits
No Go to Section 3 for Amplification Benefits	No Go to Section 3 for Interchange Benefits	No Go to Section 3 for Transfer Benefits	No Go to Section 3 for Drop Benefits

2. If you answered YES to #1 above, do you want to define the billing rate by simply dividing the proposed contract amount by the projected passenger miles? (passenger trip?)

Amplification	Interchange	Transfer	Drop
Yes Go to Section 3 for Amplification Benefits	Yes Go to Section 3 for Interchange Benefits	Yes Go to Section 3 for Transfer Benefits	Yes Go to Section 3 for Drop Benefits
No Go to Section 3 for Amplification Benefits	No Go to Section 3 for Interchange Benefits	No Go to Section 3 for Transfer Benefits	No Go to Section 3 for Drop Benefits

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

Effective Rate for Contracted Services:  
Contract Amount / Passenger Miles = per Passenger Mile  
Contract Amount / Passenger Trips = per Passenger Trip

Amplification	Interchange	Transfer	Drop
Yes Go to Section 3 for Amplification Benefits	Yes Go to Section 3 for Interchange Benefits	Yes Go to Section 3 for Transfer Benefits	Yes Go to Section 3 for Drop Benefits
No Go to Section 3 for Amplification Benefits	No Go to Section 3 for Interchange Benefits	No Go to Section 3 for Transfer Benefits	No Go to Section 3 for Drop Benefits

4. If you answered #3 & 2, what is Contracted Rate per Trip (RUC) a per mile add-on for 1 of more services. INPUT the Contracted Rate per Trip that must be less than per trip rate in #3 above.

Rate per Passenger Mile for Balance =  
Rate per Passenger Trip for Balance =

Amplification	Interchange	Transfer	Drop
Yes Go to Section 3 for Amplification Benefits	Yes Go to Section 3 for Interchange Benefits	Yes Go to Section 3 for Transfer Benefits	Yes Go to Section 3 for Drop Benefits
No Go to Section 3 for Amplification Benefits	No Go to Section 3 for Interchange Benefits	No Go to Section 3 for Transfer Benefits	No Go to Section 3 for Drop Benefits

**Continuation Trip and Mile Rate**

Amplification	Interchange	Transfer	Drop
Yes Go to Section 3 for Amplification Benefits	Yes Go to Section 3 for Interchange Benefits	Yes Go to Section 3 for Transfer Benefits	Yes Go to Section 3 for Drop Benefits
No Go to Section 3 for Amplification Benefits	No Go to Section 3 for Interchange Benefits	No Go to Section 3 for Transfer Benefits	No Go to Section 3 for Drop Benefits

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## Worksheet for Multiple Service Rates

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

CTC: Suwannee Valley  
County: Columbia & Hamilton & Suwannee

## SECTION III: Escort Service

1. Do you want to charge all escorts a fee?

☐ Yes  
☒ No

Skip #3, 4 and  
Section IV and  
Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?

☒ Per Trip  
☐ Per Mile

Leave Blank

3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

Leave Blank

4. How much will you charge each escort?

Leave Blank

## SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)

Do Not  
Complete  
Section IV

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

Loading Rate  
\$50 per hour

## 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: 110,610 miles and trips for contracted services IF the rates were calculated in this Section II above.  
\* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II.

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 705,613

Rate per Passenger Mile =

RATES FOR FY:			
		2014	2015
Ambul	Wheel Chair	Stretcher	Group
\$70,733	\$35,430	\$289	Leave Blank
\$2.45	\$4.19	\$2.34	\$0.00
		per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 40,592

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group
\$32,644	\$1,126	\$201	Leave Blank
\$42.06	\$27.78	\$152.70	\$0.00
		per passenger	per group

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

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

Rate per Passenger Mile for Balance =

Combination Fee and Mile Rate			
		2014	2015
Ambul	Wheel Chair	Stretcher	Group
\$5.00	\$20.00	\$20.00	\$0.00
\$1.96	\$2.64	\$6.66	\$0.00
		per passenger	per group

Rate per Passenger Mile =

Rates if No Revenue Funds Were Identified As Subsidy Funds			
		2014	2015
Ambul	Wheel Chair	Stretcher	Group
\$4.52	\$7.75	\$16.16	\$0.00
		per passenger	per group

Rate per Passenger Trip =

		2014	2015
Ambul	Wheel Chair	Stretcher	Group
\$79.47	\$136.54	\$283.63	\$0.00
		per passenger	per group

Program-Wide Rates for All Contracted Passenger Miles



**Attachment 2A**

**COLUMBIA, HAMILTON AND SUWANNEE COUNTIES  
LOCAL COORDINATING BOARD  
GRIEVANCE PROCEDURE**

In serving to assist the Suwannee Valley Transit Authority (SVTA), the regional transportation disadvantaged Local Coordinating Board (LCB) for Columbia, Hamilton and Suwannee Counties has established the following procedures for a Grievance Subcommittee to address grievances or complaints from agencies, users, potential users, sub-contractors, and other interested parties as it relates to the functional activities associated with the role of the Community Transportation Coordinator pursuant to Chapter 427 F.S., and the Transportation Disadvantaged Non-sponsored Trip Program. The grievance process for Medicaid related services provided by SVTA are different, and covered under SVTA's Medicaid Beneficiary Handbook for Columbia, Hamilton and Suwannee Counties. The Grievance process for Medicaid non-emergency transportation services provided thru a transportation management company pursuant to the State's Medicaid reform efforts beginning May 1, 2014 must be obtained from your managed medical assistance program management company. At the time of this plan update, there are four (4) different health care management companies using three (3) different transportation management companies in the Columbia, Hamilton and Suwannee County area.

**PURPOSE OF GRIEVANCE SUBCOMMITTEE**

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

Appoint a Grievance Subcommittee 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 Local Coordinating Board for the improvement of service. The Local Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such subcommittee and to address them in a timely manner. Members appointed to the grievance subcommittee shall be voting members of the Local 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 Subcommittee nor the LCB have the authority to "hear and determine" a grievance. They only have the authority to "hear" and advise.

When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Chapter 427, Florida Statutes (F.S.) does not grant adjudicative powers to the LCB nor it's Grievance Subcommittee. It is important to note the LCB does not have determinative powers.

**OFFICIAL SERVICE COMPLAINT**

Service complaints are routine incidents that occur on a daily basis, and can be reported to the driver, dispatcher, or other individuals involved with daily SVTA operations. However, for a service complaint to be "Official", it MUST be reported to the SVTA Director of Operations and it must be in writing within 15 calendar days following the date of occurrence. Forms for this purpose are contained in this procedure, and may be obtained by contacting SVTA administrative offices. Official Complaint forms may be received via email, fax, or picked up in person. Official written complaints are typically addressed and resolved within a reasonable time period suitable to the complainant. As indicated earlier, the complaint and grievance process for Medicaid related services provided by SVTA is different, and covered under SVTA's Medicaid Beneficiary Handbook for Columbia, Hamilton and Suwannee Counties, OR by the procedure by any one of the four (4) future Medicaid managed medical care providers.

The SVTA Director of Operations will maintain a log documenting each complaint. SVTA will conduct a review of each complaint, and based on evidence collected, note for the record if the complaint is found by SVTA to be valid or if the complaint is unfounded or not valid. At the LCB's quarterly meeting, SVTA will provide the LCB a summary of all complaints received and actions taken.

Service Complaints may include but are not limited to:

- Late trips (late pickup, drop-off or missed appointment)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., lack of Transportation Disadvantaged funds, etc. The CTC desires to have the opportunity to address these complaints, but recognizes the rider's right to complain directly to the state ombudsman. The CTC must make every effort to quickly and completely address every complaint, and include the complete details of resolution on the report.

#### **FORMAL GRIEVANCE**

A formal grievance is a written complaint to document any concerns regarding the operation or administration of transportation disadvantaged services by a transportation operator, the Suwannee Valley Transit Authority, the Designated Official Planning Agency, an Agency within the purview of compliance with Chapter 427, F.S. (including the Florida Commission for the Transportation Disadvantaged (CTD)), or the LCB. A formal grievance may also be an official written service complaint that has been left unresolved for more than 45 days and after it has gone through the "official" written complaint process by the SVTA Director of Operations.

Formal grievance processes by the LCB 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 should demonstrate or establish their concerns as clearly as possible in their formal written complaint. If a grievance is in regard to SVTA operations or services, it must first be processed and acted on as an official written complaint directly to SVTA Director of Operations prior to being heard by the local coordinating board.

Formal Grievances may include but are not limited to:

- Chronic, recurring or unresolved official 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
- Bid disputes
- Agency compliance or performance, including the CTD
- Conflicts of interest
- Supplanting funds
- Billing and/or accounting procedures
- Suspension of service

#### **GRIEVANCE SUBCOMMITTEE**

The LCB shall appoint at least five (5) of its voting members to a Grievance Subcommittee. No more than two members of the Grievance Subcommittee may be from the same county. Members of the Grievance Subcommittee from an agency, who do not reside in one of the three counties, shall be the representative for one county only. The Grievance Subcommittee shall elect a Chair and Vice-Chair. Term limits on the Grievance Subcommittee may coincide with term limits on the LCB. A majority vote is required for actions by the Grievance Subcommittee. A quorum shall consist of no less than a majority of the Grievance Subcommittee membership. In cases where a grievance involves the private or personal interests of a member of the Grievance Subcommittee, such member shall be disqualified from hearing such grievance. Per Article IX, Section I of the LCB's Bylaws, if a Grievant claims a conflict between the Grievant and a Grievance Subcommittee member, the Grievance Subcommittee member identified as having a conflict shall recuse themselves from hearing the

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grievance. No member of the Local Coordinating Board or Grievance Subcommittee shall appear before the Grievance Subcommittee as an agent or attorney for any person.

#### **GRIEVANCE SUBCOMMITTEE PROCEDURES**

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

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

Any grievance regarding SVTA operations or service MUST first be reported as an official written complaint directly to SVTA Director of Operations before it can be considered to be heard as a grievance by the local coordinating board. Should an interested party wish to file a grievance with the LCB, that grievance must be filed in writing with the Grievance Subcommittee within fifteen (15) calendar days after the occurrence of the event giving rise to the grievance. The complainant may use the attached Grievance Form to submit a grievance. The grievance shall be sent to:

NCFRPC  
Transportation Disadvantaged Program  
Grievance Subcommittee  
2009 N.W. 67 Place, Suite A  
Gainesville, Florida 32653-1603

When reasonable, appropriate and necessary, the North Central Florida Regional Planning Council (NCFRPC) staff will provide assistance to disabled individuals to prepare written grievances. To the degree that it is reasonably known or appropriate, the grievance should state the specific law, regulation or contractual agreement the Complainant believes to have been violated.

The grievance shall include:

1. The name, address and telephone number of the Complainant; and
2. The specific rule, policy, code or statute that the Complainant states was violated; and
3. A statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
4. An explanation by the Complainant of the improvements needed to address the complaint.

When the LCB (thru the NCFRPC) receives a grievance pertaining to the operation of services under Suwannee Valley Transit Authority, the LCB staff will first contact SVTA to confirm whether the matter related to the grievance has been processed as an official written complaint by the SVTA Director of Operations. Said determination must be completed within 5 working days. Such contact with Suwannee Valley Transit Authority may be by electronic mail. If the SVTA Director of Operations has not been properly advised on the matter with an official written complaint, the North Central Florida Regional Planning Council will educate the complainant of the proper steps and procedure to log an official written complaint with the SVTA Director of Operations for proper review and resolution.

If after SVTA has completed a review and corrective measures related to the complaint, the concern is unresolved, the North Central Florida Regional Planning Council will process the official written complaint as a grievance according to these procedures. At this point a Grievance Subcommittee meeting will be scheduled by the North Central Florida Regional Planning Council and the grievance will be forwarded to SVTA for response if necessary. If the Complainant does not want to be contacted by the SVTA concerning the grievance before the grievance is heard, the Complainant must so state in their complaint. Upon such notice, the SVTA will honor such request by the Complainant.

#### **GRIEVANCE SUBCOMMITTEE MEETING SCHEDULE**

Within fifteen (15) working days following the date of receipt for a valid grievance determination, North Central Florida Planning Agency (NCFRPC) staff shall advise the Grievance Subcommittee of the grievance, schedule a hearing on the grievance and inform the complainant of the hearing date.

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

When appropriate, the Grievance Subcommittee may meet to hear filed grievances ahead of regularly scheduled LCB meetings.

Separate business meetings of the Grievance Subcommittee may be called when necessary.

#### **GRIEVANCE SUBCOMMITTEE HEARING PROCEDURES**

All involved parties have a right to attend the Grievance Subcommittee meeting. The grievant should present all facts and information concerning their matter in their initial grievance statement, as that may be the only information for which the Grievance Subcommittee and respondent will address. The SVTA may present information and evidence ahead of, or during, the Grievance Subcommittee meeting. During the course of the hearing, the Grievance Subcommittee may question the parties and their witnesses on any facts which it deems material to the grievance.

The entire hearing shall be recorded electronically. Any party requesting a copy of the transcription shall pay all costs incurred in furnishing the copy of the transcription. The Grievance Subcommittee will follow a meeting agenda in accordance with the following procedures:

1. Call to order;
2. Presentation of formal written grievance as originally presented;
3. Presentation of any advance written response and any additional oral response by SVTA or party to which grievance concerns.
4. Discussion of grievance and response, which shall take place in accordance with Robert's Rules of Order among the Grievance Subcommittee, staff, the complainant and other interested parties. Discussion shall focus solely on the grievance as originally filed in writing by the complainant;
5. Following discussion of the grievance, the Grievance Subcommittee will submit a recommendation to the LCB in response to the grievance; and
6. Close hearing.

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

A written report of the Grievance Subcommittee's recommendation shall be provided to the LCB (unless Grievance Subcommittee immediately precedes LCB meeting) 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 attend and answer or ask questions related to the presentation of their grievance;
2. A statement that clearly defines the issues discussed; and
3. The recommendation or explanation of the Grievance Subcommittee 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 Subcommittee's recommendation will be reviewed, adjusted as needed, and re-issued by the Local Coordinating Board.

#### **REPORT TO SVTA GOVERNING BOARD**

A written report of the LCB's recommendations on the grievance shall be provided to Suwannee Valley Transit Authority's governing board and shall include the following information:

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

on their investigation and assessment.

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

Should a complainant remain dissatisfied with the Grievance Subcommittee, LCB or Suwannee Valley Transit Authority's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

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

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

**FILING A GRIEVANCE WITH THE SVTA BOARD OF DIRECTORS**

Additionally, where appropriate, an interested party may also file a grievance with Suwannee Valley Transit Authority's Board of Directors. Such grievance shall be an issue within the purview of the Suwannee Valley Transit Authority and the Chairman of the Board's approval to hear the matter. The SVTA administration shall report, in a format of its choosing, any and all official written complaints filed by riders of the SVTA or of subcontractors to the LCB. The report shall provide complete details and include all action to resolve the complaint.

**FILING A COMPLAINT WITH THE SVTA**

A rider of the Suwannee Valley Transit Authority (SVTA) may file an official written complaint in writing within 15 calendar days about their experience with SVTA.

The Complainant must file the official complaint in writing. Written official complaints can be sent to:

SVTA - Director of Operations  
1907 Voyles St., SW  
Live Oak Florida, 32064

by mail, FAX, or emailed to the SVTA Director of Operations. Although oral complaints or compliments may be called into SVTA at (386) 362-5332 during normal business hours, the ONLY complaints that will be logged, researched and reported are the official written complaints to the SVTA Director of Operations.

Official written complaints may be anonymous. However, for a complaint to be official, the complainant must provide the following:

1. The full name and complete address of the complainant;
2. A statement of the grounds for the grievance and be supplemented by supporting documentation and detailed information such as pickup and drop-off addresses/locations, date of service, times, made in a clear and concise manner;
3. An explanation of the relief desired by the Complainant.

Upon receiving the official written complaint, the SVTA Director of Operations will make reasonable efforts to contact the Complainant no later than the end of the next business day. The Director of Operations will make three documented attempts to contact the complainant. After the third attempt, if no contact is made, the complainant will need to call back if they wish to pursue the official complaint. SVTA has a time limit of fifteen (15) calendar days upon which to accept an official written complaint, but the sooner the official written

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complaint is filed after the incident, the better SVTA can respond with appropriate resolutions.

Upon receiving the official written complaint, the Director of Operations will:

- 1) Contact all parties involved to obtain statements; and
- 2) Research the complaint and gather all relevant evidence that may be available; and
- 3) Review and evaluate the evidence; and
- 4) Based on the evidence collected, formulate a decision and a recommendation. and
- 5) Issue a report.

The Director will forward the report to the Administrator of SVTA for a ruling and/or determination.

Suwannee Valley Transit Authority will respond to the complainant within thirty (30) calendar days after the filing of the official complaint.

Suwannee Valley Transit Authority will render the findings in writing and notify the complainant, giving to the complainant an explanation of the facts that lead to Suwannee Valley Transit Authority's decision and, if applicable, information as to what actions were taken to bring about a resolution.

Based on the findings, if appropriate, SVTA will review its policies and procedures to see if adjustments are justified.

SVTA will maintain a complaint log for official written complaints. The SVTA complaint log is 'public information' and will be released to any requestor as such. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

The SVTA complaint log will be a part of the SVTA packet sent to the Local Coordinating Board's quarterly meetings.

**SUSPENSION RECONSIDERATION HEARING (For Non-Sponsored Program Only)**

If a Non-sponsored program public rider has been issued a notice of suspension by Suwannee Valley Transit Authority, they have fifteen (15) 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 Local Coordinating Board Grievance Subcommittee. Service suspensions for other Agency programs (like Medicaid) will follow the terms and conditions related to the Agency/Program contract for services, if applicable.

Requests for reconsideration must be in writing and delivered to:

Suwannee Valley Transit Authority, Director of Operations  
1907 Voyles Street, S.W.  
Live Oak, FL 32064

And

NCFRPC  
Transportation Disadvantaged Program  
Local Coordinating Board Grievance Subcommittee  
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 fifteen (15) calendar days from the issue date of the suspension, the suspension will not be heard.

Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 15 calendar days.  
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The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Local Coordinating Board Grievance Subcommittee will make a recommendation to the LCB on whether or not to uphold the suspension. The Grievance Subcommittee's recommendation will be reviewed, adjusted as needed, and re-issued by the Local Coordinating Board to the SVTA Administration. The SVTA Administration will make a decision whether or not to uphold the LCB's recommendation. A written statement of the recommendation and a written statement of the SVTA decision whether or not to uphold the suspension shall be forwarded to the person requesting the hearing within seven (7) calendar days after the recommendation by the LCB to SVTA.

#### 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.

#### Complaint/Grievance FLOW CHART (not for Medicaid)







Attachment 2B

## Suwannee Valley Transit Authority

### Patron Code of Conduct

Patrons are required to follow these rules of conduct to insure the safety, welfare and comfort of other riders, drivers, SVTA employees, the SVTA organization, and the public at large:

1. Use of tobacco, alcohol, or illegal drugs is not permitted on vehicles or SVTA facilities, including covered transit sheltered areas. Riders who appear to be overly under the influence of alcohol or drugs will not be permitted to board vehicles or participate in SVTA sponsored events.
2. Eating & drinking are not permitted on vehicles unless medically necessary and in an approved properly working drink holder.
3. Abusive, threatening, vulgar, obscene, harassing, degrading, bullying or racially charged language, actions or discourtesy of any kind is not allowed, and will not be tolerated. Patrons may not create a hostile scene.
4. Rider is responsible for applicable co-payment or fare and must have exact change.
5. Rider must not engage the driver in conversation or distract the driver in any way.
6. Rider must use earphones when using personal listening devices. Volume on the ear phones shall be kept at a level which does not disturb other passengers or the driver.
7. Rider may not ask driver to make special stops during transport.
8. Rider is responsible for all personal items. SVTA is not responsible for missing or lost items or misplaced property.
9. Riders must use seat belts if available and wheelchairs must be properly secured and fastened before SVTA vehicle can move. It is the rider's responsibility to buckle up.
10. Wheelchairs and walking devices must be in good repair.
11. Riders who need special assistance must have an escort. The escort must be over 18 and must be available at all times during the trip to aid the rider as needed.
12. Appropriate clothing (including shirt and shoes) is required.
13. No throwing of items.
14. No vandalism or graffiti of SVTA vehicles or property.
15. Congregating or loitering on a SVTA vehicle, transit shelter or other passenger facility in any way that causes an inconvenience to other passengers is prohibited.
16. No rider shall interfere with the safe operation of any SVTA vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.
17. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.

18. Conversations between riders or on cell phones shall be kept at a reasonable volume on SVTA vehicles or at transit shelters or other passenger facilities.
19. Possession of weapons or flammable materials is prohibited on a SVTA vehicle or at a SVTA transit shelter or event location.
20. Animals are not allowed unless it is a trained service animal for a disabled rider.
21. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a vehicle, or on bus benches, or seats located at any bus stops, facilities, transit areas, buildings or any other SVTA properties.
22. Passengers may not bring objects on board a vehicle which blocks an aisle, or occupies a seat, if doing so causes a danger or displaces other passengers.
23. Passengers are prohibited from extending an object or portions of one's body through a window of a SVTA vehicle.
24. Panhandling, sales, or soliciting activities are prohibited on board a SVTA vehicle or at a SVTA shelter or other facility.
25. Infant strollers and similar articles must be folded prior to boarding a SVTA vehicle.
26. Children under 14 years of age must be accompanied by an adult or guardian 18 years of age or older. Exceptions are allowed if pregnant.

#### **Penalties**

Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of services and restriction of access to services, facilities or meetings. This includes court actions to enforce such restrictions. A range of penalties may be used to address non-compliance with the Code of Conduct. Non-compliance with the Code of Conduct may include one or any combination of the following:

1. Verbal warning by transit driver or SVTA supervisor to correct non-compliance.
2. The offender may be put off the transit vehicle. If a passenger is put off a transit vehicle, the passenger is suspended from riding privileges on any SVTA vehicle and from use of any SVTA transit shelter or other passenger facility for the remainder of the day. Anytime a passenger is put off a SVTA vehicle, their fare is forfeited.
3. The offender may be suspended from all use of the SVTA transit system for a determined period of time. A suspended passenger is suspended from riding privileges on any SVTA vehicle and from use of any SVTA transit shelter or other SVTA facility for the duration of the suspension period. If a suspended passenger seen on another SVTA vehicle or at a SVTA facility during the suspension period, the passenger will be trespassing and law enforcement will be contacted.
4. When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If another incident of noncompliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and/or have all SVTA transit privileges permanently terminated.
5. A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a threat to the safety and welfare of a SVTA employee, other riders, the public at large, or the SVTA organization.

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## **Chapter III: Quality Assurance**

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

### **A. Community Transportation Coordinator Evaluation Process**

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

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# North Central Florida Regional Planning Council

## *Transportation Disadvantaged Service Plan Team*

Scott R. Koons, AICP, Executive Director

\* Marlie Sanderson, AICP, Director of Transportation Planning

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility  
\*\* Secondary Responsibility



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## Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

[www.ncfrpc.org/td](http://www.ncfrpc.org/td)



## IV.B.

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

February 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Florida's Medicaid Managed Medical Assistance Program

### RECOMMENDATION

**For information only. No action is required.**

### BACKGROUND

Attached information concerning Florida's Medicaid Managed Medical Assistance Program.

Please do not hesitate to contact me if you have any questions.

Attachment

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## Transitioning Non Emergency Medicaid Transportation Services in the Managed Medical Assistance Program

In 2011, the Florida Legislature established the Managed Medical Assistance (MMA) program as part of the Statewide Medicaid Managed Care program in Part IV of Chapter 409, Florida Statutes. In part, the MMA program requires Managed Care Organizations to provide covered services, which includes Non Emergency Medicaid Transportation (NEMT), to Medicaid recipients enrolled in managed care plans. However, Managed Care Organizations do not provide services to all Medicaid recipients. The Commission for the Transportation Disadvantaged (CTD), through its Subcontracted Transportation Providers (STPs), will provide NEMT services to Medicaid recipients who are excluded from participating in managed care, are authorized to voluntarily opt out of managed care, or who have not yet enrolled in managed care.

On May 1, 2014 the Agency for Health Care Administration (AHCA) will begin phasing-in the implementation of the MMA program. See Table 1 below for the Implementation Schedule.

Implementation Schedule		
Enrollment Date	Regions	Counties
May 1	2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington
May 1	3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union
May 1	4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia
June 1	5	Pasco, Pinellas
June 1	6	Hardee, Highlands, Hillsborough, Manatee, Polk
June 1	8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota
July 1	10	Broward
July 1	11	Miami-Dade, Monroe
August 1	1	Escambia, Okaloosa, Santa Rosa, Walton
August 1	7	Brevard, Orange, Osceola, Seminole
August 1	9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie

Table 1

### Contract Amendments

On May 1, 2014, the CTD will begin implementing the MMA program. Before implementation, the CTD will amend the contracts of the STPs providing NEMT services in the counties making the transition on May 1. The CTD will continue to roll-out amended STP contracts before the various implementation dates until the transition is complete on August 1.

The contract amendments will contain two major changes from the current fixed price (fixed fee) Agreement. First, the populations of Medicaid Beneficiaries are fewer and the numbers of potential Medicaid recipients needing NEMT services are significantly less. Under the amended

contracts the STPs will provide NEMT services to transportation-eligible Medicaid recipients who are excluded from participating in, authorized to voluntarily opt out of, or not yet enrolled in managed care. The gatekeeping requirements from the current contract will not change. The STP will still be responsible to determine if a Medicaid recipient is transportation-eligible before providing a trip.

The Medicaid populations are below in bullets.

#### Excluded Population – PPEC

- Children receiving services in a prescribed pediatric extended care center.

#### Excluded Population – Non PPEC

- Women who are eligible only for family planning services.
- Women who are eligible only for breast and cervical cancer services.
- Persons who are eligible for emergency Medicaid for aliens.

#### Voluntarily Population

- Medicaid recipients who have other creditable health care coverage, excluding Medicare.
- Medicaid recipients residing in residential commitment facilities operated through the Department of Juvenile Justice or mental health treatment facilities as defined by s. 394.455(32).
- Persons eligible for refugee assistance.
- Medicaid recipients who are residents of a developmental disability center, including Sunland Center in Marianna and Tacachale in Gainesville. (Persons with Developmental Disabilities)
- Medicaid recipients enrolled in the home and community based services waiver pursuant to chapter 393, and Medicaid recipients waiting for waiver services. (Persons with Developmental Disabilities)

#### Mandatory Population

- Medicaid eligible persons not enrolled in a plan.



The second major change contained in the amendment is the method of payment. The amendment will change the current fixed price (fixed fee) Agreement to a capitated model that pays the STPs based on per-member, per-month (PMPM) rates for each eligibility category. The CTD will incorporate the PMPM rates into each STP's contract amendment. The four eligibility categories in the amendments will be Excluded – PPEC, Excluded – Non-PPEC, Voluntary and Mandatory.

The Agency for Health Care Administration will provide per-member, per-month rates to the CTD. The rates will be risk-adjusted annually based on historical utilization and spending data, projected forward, and adjusted to reflect the eligibility category, region, and clinical risk profile of the recipients.

To calculate payments to the STPs, the CTD needs to know the total number of Medicaid recipients by county in each of the four eligibility categories. The Agency for Health Care Administration generates these numbers on the fourth Wednesday of the month and will provide this information to the CTD. Upon receipt, the CTD will determine the amount of the payment to the STP for the upcoming month. The amount paid to each STP monthly is calculated by using the number of Medicaid recipients in each category multiplied by the PMPM rate, then totaling the funds of all categories. This information will be provided to the STP by the last business day of the month. It's important to note that monthly payment amounts will vary due to the changing numbers of Medicaid recipients in each category. The STP will request payment at the end of the month of service by submitting an invoice and Encounter data to the CTD.

Example Scenario #1: On April 23, 2014, the Agency for Health Care Administration identifies the number Medicaid recipients who will be eligible for services in each of the four categories in County A for the month of May: Excluded – PPEC, 57 children eligible for services at a PPEC facility; Excluded – Non-PPEC, 1,755 women eligible for family planning services and breast and cervical cancer services; Voluntary, 168 persons with disabilities who have chosen not to participate in managed care; and Mandatory, 405 newly eligible Medicaid recipients who have not yet enrolled in a managed care plan. After applying the PMPM rate to the numbers of people in each category, the STP providing NEMT services to County A will receive \$43,736.67 for May 2014. After the end of May, the STP will submit an invoice to the CTD for \$43,736.67.

Eligibility Category	PMPM Rate	Number of Medicaid Recipients	Total
Excluded			
PPEC	\$737.04	57	\$42,011.28
Non-PPEC	\$.35	1,755	\$614.25
Voluntary	\$4.83	168	\$811.44
Mandatory	\$.74	405	\$299.70
Total			<b>\$43,736.67</b>

Scenario 1

In Scenario #1, the CTD will pay the STP \$737.04 for each of the 57 children residing in County A and receiving services in a PPEC center. The STP however may only provide

NEMT services to 40 of those children. Also, the CTD will pay \$.74 for each Medicaid eligible person who is not yet enrolled in a managed care plan. An STP may provide very few NEMT services to this population. The Agency for Health Administration estimates that new Medicaid recipients will enroll in a plan within 60 days of their eligibility date. New Medicaid recipients who are sick have an incentive to immediately enroll in a plan so they can receive their health care. Those Medicaid recipients who take 30-60 days to enroll are probably healthier individuals who will need fewer health care services and even fewer NEMT services.

Example Scenario #2: County B is in the same region as County A. County B does not have children who are eligible for PPEC services and fewer persons with development disabilities who reside in the county. Therefore, on April 23, 2014, the Agency for Health Care Administration identifies the number Medicaid recipients who will be eligible for services in each of the four categories in County B for the month of May: Excluded – PPEC, no children are eligible for services at a PPEC facility; Excluded – Non-PPEC, 1,011 women eligible for family planning services and breast and cervical cancer services; Voluntary, 17 persons with development disabilities who have chosen not to participate in managed care; and Mandatory, 227 newly eligible Medicaid recipients who have not yet enrolled in a managed care plan. After applying the PMPM rate to the numbers of people in each category, the STP providing NEMT services to County B will receive \$603.94 for May 2014. After the end of May, the STP will submit an invoice to the CTD for \$603.94.

Eligibility Category	PMPM Rate	Number of Medicaid Recipients	Total
Excluded			
PPEC	\$737.04	0	\$0
Non-PPEC	\$.35	1,011	\$353.85
Voluntary	\$4.83	17	\$82.11
Mandatory	\$.74	227	\$167.98
Total			<b>\$603.94</b>

Scenario 2

## New Contracts

The Agency for Health Care Administration must issue the CTD a new contract on September 1, 2014. This contract should contain changes to the terms and conditions, reporting requirements, etc. Once the CTD receives the new contract, the CTD will write new contracts with each STP incorporating information from the new contract as well as information contained in the amendment. The CTD will know more of these changes as we work with AHCA throughout the Spring and Summer of 2014.

## **Eligibility**

Subcontracted Transportation Providers will need to routinely check if a person is eligible to receive NEMT services through the CTD or Managed Care Organizations. When a person calls requesting a trip, the STP should search the CTDFL to determine the person's eligibility. If the information in CTDFL shows the person is enrolled in a managed care plan or not a Medicaid Beneficiary, then the STP shall refer the person to Choice Counseling. The number for Choice Counseling will be available in CTDFL.

## **Level of NEMT Service**

The STPs will be required to maintain the same level of NEMT service as stated in the current contract. The requirements for urgent trips, hospital pickups, etc. will also remain the same.

## **Encounter Data**

The CTD will continue to require STPs submit Encounter Data monthly. The STPs will only report trips provided under contract with the CTD. The AHCA will use the Encounter Data to set PMPM rates in each of the eleven regions. The STPs will need to substantiate the rates they use for NEMT services. It will be important to the STP and the STPs in the same region that all data and especially cost data be accurate. For example, if an STP reports costs that are lower than the actual costs of providing NEMT services, it may cause the PMPM rates to be lower in that region the following year. This will reduce the PMPM for all STPs within the same region. If an STP overstates the cost of providing services then it may put that STP at a disadvantage when it's time to re-procure NEMT services as well as bring on a whole host of other issues.

It will also be important for an STP to keep its costs down compared to other STPs in their region. If an STP has higher rates than its neighbor STPs, then in all likelihood when AHCA recalculates the rates they will come out lower than the costs of the STP causing the STP to reduce costs.

# A Snapshot of the Florida Medicaid Managed Medical Assistance Program

## Statewide Medicaid Managed Care (SMMC) Managed Medical Assistance Program (MMA)

- ❖ The Florida Medicaid program is implementing a new system through which Medicaid enrollees will receive services. This program is called the Statewide Medicaid Managed Care Managed Medical Assistance program.
- ❖ The Managed Medical Assistance program is comprised of several types of managed care plans
  - Health Maintenance Organizations
  - Provider Service Networks
  - Children's Medical Services Network
- ❖ Most Medicaid recipients must enroll in the MMA program

### Who is NOT required to participate?

- ❖ The following individuals are NOT required to enroll, although they may enroll if they choose to:
  - Medicaid recipients who have other creditable health care coverage, excluding Medicare
  - Persons eligible for refugee assistance
  - Medicaid recipients who are residents of a developmental disability center
  - Medicaid recipients enrolled in the developmental disabilities home and community based services waiver or Medicaid recipients waiting for waiver services

### Who is NOT eligible to participate?

- ❖ The following individuals are NOT eligible to enroll:
  - Women who are eligible only for family planning services
  - Women who are eligible through the breast and cervical cancer services program
  - Persons who are eligible for emergency Medicaid for aliens
  - Children receiving services in a prescribed pediatric extended care center

## When will the Managed Medical Assistance program begin?

- ❖ The Managed Medical Assistance Program is expected to begin in May 2014.
- ❖ The rollout schedule is as follows:

Rollout Schedule	
Regions	Enrollment Date
2, 3 and 4	May 1, 2014
5, 6 and 8	June 1, 2014
10 and 11	July 1, 2014
1, 7 and 9	August 1, 2014

## What region am I in?

Region	Counties
1	Escambia, Okaloosa, Santa Rosa, and Walton
2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington
3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union
4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia
5	Pasco and Pinellas
6	Hardee, Highlands, Hillsborough, Manatee, and Polk
7	Brevard, Orange, Osceola, and Seminole
8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota
9	Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie
10	Broward
11	Miami-Dade and Monroe

## When will I be notified and be required to enroll?

- ❖ Approximately 60 days prior to each region's start date, eligible Medicaid recipients will receive a letter with information about the managed care plans in the region and information on how to enroll.
- ❖ Eligible recipients who must enroll will have a minimum of 30 days from the date they receive their welcome letter to choose from the plans available in their region.
- ❖ Enrollees will have 90 days after enrollment to change to a different plan if they so choose.

## What MMA Standard (Non-Specialty) plans are available in my region?

	1	2	3	4	5	6	7	8	9	10	11
Amerigroup					X	X	X				X
Better Health	X					X				X	
Coventry											X
First Coast Advantage				X							
Humana	X					X			X	X	X
Integral						X		X			
Molina							X		X		X
Preferred Medical											X
Prestige		X	X		X	X	X	X	X		X
SFCCN										X	
Simply											X
Sunshine			X	X	X	X	X	X	X	X	X
United Health			X	X			X				X
Staywell		X	X	X	X	X	X	X			X

Note: Formal protest pending in Region 11 for MMA Standard plans.

## What are MMA Specialty plans?

- ❖ Five companies were selected to provide specialty plans that will serve populations with a distinct diagnosis or chronic condition. These plans are tailored to meet the specific needs of the specialty population.
- ❖ Information on each specialty plan will be available in the choice counseling information provided in each region that the specialty plans are available.

## What do I have to do to choose a Managed Medical Assistance plan?

- ❖ Choice counselors are available to assist recipients in selecting a plan that best meets their needs. This assistance will be provided by phone. In-person visits are also available by request for recipients with special needs.
- ❖ Recipients can also enroll online at: [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com).



[Youtube.com/AHCAFlorida](https://www.youtube.com/AHCAFlorida)



[Facebook.com/AHCAFlorida](https://www.facebook.com/AHCAFlorida)



[Twitter.com/AHCA\\_FL](https://twitter.com/AHCA_FL)





# A Snapshot of the Florida Medicaid Managed Medical Assistance Program

## Can I change my MMA plan once I make a selection?

- ❖ Recipients are encouraged to work with a choice counselor to choose the managed care plan that best meets their needs.
- ❖ After joining a plan, the recipient has 90 days to change to another plan offered within their region.
- ❖ After the 90-day deadline, recipients may only change plans for good cause reasons.
- ❖ After the initial 12-month period, recipients may change plans during an open enrollment period.

## What Medicaid covered services are provided under the Managed Medical Assistance program?

Minimum Covered Services	
Advanced registered nurse practitioner services	Medical supply, equipment, prostheses and orthoses
Ambulatory surgical treatment center services	Mental health services
Birth center services	Nursing care
Chiropractic services	Optical services and supplies
Dental services	Optometrist services
Early periodic screening diagnosis and treatment services for recipients under age 21	Physical, occupational, respiratory, and speech therapy
Emergency services	Podiatric services
Family planning services and supplies (some exception)	Physician services, including physician assistant services
Healthy Start Services (some exceptions)	Prescription drugs
Hearing services	Renal dialysis services
Home health agency services	Respiratory equipment and supplies
Hospice services	Rural health clinic services
Hospital inpatient services	Substance abuse treatment services
Hospital outpatient services	Transportation to access covered services
Laboratory and imaging services	

## What benefits not otherwise covered by Medicaid are available from MMA plans?

List of Expanded Benefits	America's Group	Better	Coventry	First Coast	Humana	Integral	Molina	Preferred	Prestige	SECN	Simply	Staywell	Sunshine	United
Adult dental services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Adult hearing services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Adult vision services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Art therapy	Y				Y	Y						Y	Y	
Equine therapy												Y		
Home health care for non-pregnant adults	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Influenza vaccine	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Medically related lodging & food		Y			Y	Y		Y		Y	Y	Y	Y	
Newborn circumcisions	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Nutritional counseling	Y	Y			Y	Y		Y	Y	Y	Y	Y	Y	Y
Outpatient hospital services	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Over the counter medication and supplies	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Pet therapy					Y	Y						Y		
Physician home visits	Y	Y			Y	Y		Y		Y	Y	Y	Y	Y
Pneumonia vaccine	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Post-discharge meals	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Prenatal/Perinatal visits	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Primary care visits for non-pregnant adults	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shingles vaccine	Y	Y	Y	Y	Y	Y		Y		Y	Y	Y	Y	Y
Waived co-payments	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

NOTE: Details regarding scope of covered benefit may vary by managed care plan.

## Will my MMA plan continue the services I am receiving now?

- ❖ The new plan is required to continue existing services for up to 60 days, OR until the enrollee's primary care practitioner or behavioral health provider reviews the enrollee's treatment plan.

## What providers will be included in the Managed Medical Assistance plans?

- ❖ Managed Medical Assistance plans may limit the providers in their networks based on credentials, quality indicators, and price but they must include the following statewide essential providers:

Statewide MMA Program Required Essential Network Providers	
Faculty Plans of Florida Medical Schools	Regional Perinatal Intensive Care Centers (RPICCS)
Specialty Children's Hospitals	Health Care Providers serving Medically Complex Children, as determined by the State

- ❖ Plans must have a sufficient provider network to serve the needs of their plan enrollees, as determined by the State.

Additional Qualified Providers Under the MMA Program Include:	
Anesthesiologists	Cardiologists
Cardiovascular Surgeons	Chiropractors
Dermatologists	Endocrinologists
Gastroenterologists	General Dentists
General Surgeons	Infectious Diseases
Midwives	Nephrologists
Neurologists	Neurosurgeons
Obstetrics/Gynecologists	Oncologists
Ophthalmologists	Optometrists
Oral Surgeons	Orthodontists
Orthopedic Surgeons	Otolaryngologists
Pathologists	Pediatric Primary Care Providers and Specialists
Podiatrists	Pedodontists
Pulmonologists	Rheumatologists
Therapists	Urologists
Pharmacies	Board Certified or Board Eligible Psychiatrists
Licensed Practitioners of the Healing Arts	Inpatient Substance Abuse Detoxification Units
Fully Accredited Psychiatric Community Hospitals or Crisis Stabilization Units (CSU)/ Freestanding Psychiatric Specialty Hospitals	

## Where can I find more information?

- ❖ Visit our SMMC website at: <http://ahca.myflorida.com/SMMC>
- ❖ Email questions about the program to: [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)
- ❖ Keep up to date by signing up to receive program updates at <http://ahca.myflorida.com/SMMC>. Click the red "Sign Up for Program Updates" box on the right hand side of the page.





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February 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Operations Reports

RECOMMENDATION

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

BACKGROUND

Attached are the following reports:

1. Suwannee Valley Transit Authority Daily Management Statistics Reports;
2. Suwannee Valley Transit Authority Operations Reports;
3. Complaint Report;
4. Fiscal Year 2013/14 Transportation Disadvantaged Trust Fund Status Report; and
5. Medicaid Non-Emergency Transportation Program Encounter Data Reports

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

**Attachments**

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# Daily Management Statistics Report

SVTA

07/01/2013 - 09/30/2013

Days of Service:	92
Service Hours:	16563.6992
NonService Hours:	0.0
Total Billable Riders:	24,875
Average Hours Per Ride:	0.6659
Average Rides Per Day:	270.4
Average Service Hours Per Day:	180.0
NonBillable No Shows:	649
Rider Cancells:	2,537
Subscription Rides:	16101
Demand Rides:	8,774
Immediate Rides:	124
In Area Rides:	24,707
Out of Area Rides:	168
In County Rides:	16,582
Out of County Rides:	8,293
Unduplicated Riders:	1,375
Denied Rides:	12
Ambulatory Rides:	20,887
Non Ambulatory Rides:	3,988
Accidents:	1
Breakdowns:	0

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## Daily Management Statistics Report

SVTA

10/01/2013 - 12/13/2013

Days of Service:	74
Service Hours:	14944
NonService Hours:	0.0
Total Billable Riders:	21,001
Average Hours Per Ride:	0.7
Average Rides Per Day:	283.8
Average Service Hours Per Day:	201.9
NonBillable No Shows:	233
Rider Cancels:	2,401
Subscription Rides:	13795
Demand Rides:	7,206
Immediate Rides:	96
In Area Rides:	19,114
Out of Area Rides:	1,876
In County Rides:	14,392
Out of County Rides:	6,609
Unduplicated Riders:	1,257
Denied Rides:	6
Ambulatory Rides:	17,849
Non Ambulatory Rides:	3,152
Accidents:	0
Breakdowns:	0

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**Suwannee Valley Transit Authority**  
**Operations Report**  
**Jul 01 - Sep 30, 2013**

Acct	Rides	Passenger Miles	Passenger Hours	Inv Revenue
12/ARC	466	8,826	333	
12AWALKER	108	5,152	178	
12MEDI/A	9,612	87,717	3,693	
12MEDI/ST	109	1,184	31	
12MEDI/WC	1,421	20,958	711	
12TD/A	3,184	33,582	2,013	\$ 67,500.36
12TDST	16	592	14	\$ 4,249.12
12TDW/C	396	2,585	153	\$ 8,891.75
23MEDI/A	2,329	93,222	2,632	
23MEDI/ST	18	628	25	
23MEDI/WC	495	17,805	555	
23TDA	439	14,193	481	\$ 28,528.33
23TDW/C	97	1,719	67	\$ 5,911.98
61/ARC	152	541	57	
61JTHOMP	40	1,079	33	
61MEDI/A	3,239	90,982	3,542	
61MEDI/ST	39	1,215	39	
61MEDI/WC	1,030	18,246	650	
61MWOOD	34	642	36	
61RyanWhiteA	12	439	15	
61TDA	1,257	31,266	1,347	\$ 62,844.80
61TDST	1	12	1	\$ 86.38
61TDW/C	288	6,014	255	\$ 20,686.58
61VocRehabA	2	196	3	

<b>Totals</b>	<b>24,784</b>	<b>438,795</b>	<b>16,864</b>
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	12= COL CTY	23= HAM CTY	61=SUW CTY
NON SPONSORED (TD)	\$ 80,641.23	\$ 34,440.31	\$ 83,617.76

**Suwannee Valley Transit Authority  
Operations Report  
October 1 - December 31, 2013**

<b>ACCT</b>	<b>Rides</b>	<b>Passenger Miles</b>	<b>Passenger Hours</b>	<b>Inv Revenue</b>
12/ARC	656	11,826.00	532.00	
12AWALKER	104	5,032.00	194.00	
12MEDI/A	10,479	91,703.00	4,499.00	
12MEDI/ST	63	685.00	29.00	
12MEDI/WC	1,378	17,785.00	646.00	
12TD/A	2,921	30,078.68	1,838.64	60,458.15
12TDST	6	151.00	4.45	1,084.18
12TDW/C	390	2,084.13	153.45	7,169.41
23MEDI/A	2,277	91,286.00	2,484.00	
23MEDI/ST	2	146.00	3.00	
23MEDI/WC	394	13,164.00	410.00	
23TDA	489	15,176.71	508.02	30,505.19
23TDST	2	38.20	1.17	270.28
23TDW/C	154	3,796.65	123.43	13,060.48
61JTHOMP	34	1,200.00	61.00	
61MEDI/A	2,963	90,612.00	3,377.00	
61MEDI/ST	23	308.00	16.00	
61MEDI/WC	923	13,908.00	541.00	
61MWOOD	24	600.00	28.00	
61RyanWhiteA	5	317.00	11.00	
61TDA	1,300	32,990.98	1,437.41	66,311.87
61TDW/C	365	5,485.58	278.13	18,870.40

<b>Totals</b>	<b>24,952</b>	<b>428,373.93</b>	<b>17,175.70</b>
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	12= COL CTY	23= HAM CTY	61= SUW CTY
NON SPONSORED (TD)	\$68,711.74	\$43,835.95	\$85,182.27

COMPLAINT #	2013-10_01
DATE OF COMPLAINT	10/4/2013
TIME OF COMPLAINT	1205 hrs
COMPLAINANT'S NAME	(Hamilton Co)
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Late Pick up by Collins Transport. Complainant states that she had a 12:00 noon Medicaid sponsored appointment and at 12:05, when the Complainant called, she stated that Collins still had not arrived. Complainant stated that she had to cancel her appointment. Complainant added that this was the 7th time that Collins had been late. Complainant stated to the Administrator that she had not called in to complain about the service because she did not want to get 'anyone' in trouble.
SVTA'S ACTION TAKEN	Collins Transport reports that transportation DID arrive to pick up Ms. at 10:00 am. According to Collins, Ms. refused the transportation because in her mind, the transportation was too early and she did not want to wait at the doctor's office until her appointment time. According to Collions, the Driver did depart to go get another rider and then came back to the Hall residence for Ms. Hall, but there was no answer at the door. Collins Trasported reiterated their goal to comply with the multi-load rule.
RESOLUTION	Collins did arrive at Ms. residence within the authorized time frame. Had Ms accepted the transportation when it arrived, she would have been at her doctor's only about 1 hour early. The time factor is reasonable for SVTA public transportation. Ms. has a history of demanding 'private taxi' service; refusing to ride with others (multi loading) and demanding to be picked up/dropped of at times so she never has to wait. Ms. has been advised of the acceptable time frames for public transportaiton. SVTA finds that in this case Collins followed SVTA policy and procedures. This complaint does not give any reasons to alter SVTA's current policy or procedures. SVTA determines that this compliant is NOT SUSTAINED.

COMPLAINT #	2013-10_02
DATE OF COMPLAINT	10/2/2013
TIME OF COMPLAINT	0925hrs
COMPLAINANT'S NAME	Thru Lynn Godfrey of the NCFPC
COMPLAINT'S POC	(386) 955-2209 Lynn godfrey's # at NCFPC
COMPLAINT'S ISSUE	Complainant's advocate states that Complainant is complaining about SVTA Veh #12 having vehicle problems, to wit: gear shift problems. The Complainant's advocate forwarded this complaint to FDOT.
SVTA'S ACTION TAKEN	The Professional Bus Operator (PBO) that transported this individual today, states that he did NOT have any difficulty in using the gear shifter of Veh #12. In his opinion, as well as in the EXPERT opinion of SVTA Mechanic, the vehicle shifted exactly as it is supposed to.
RESOLUTION	SVTA vehicles go through a complete pretrip and post trip inspection. During both, no indication of malfunctions of any kind were found on SVTA Veh #12. SVTA finds, yet again, the complaint filed by to be <u>UNFOUNDED</u> . FDOT has been notified.
COMPLAINT #	2013-10_03
DATE OF COMPLAINT	10/7/2013
TIME OF COMPLAINT	1002hrs
COMPLAINANT'S NAME	Thru Lynn Godfrey of the NCFPC

<b>COMPLAINT'S POC</b>	(386) 955-2209 Lynn godfrey's # at NCFPC
<b>COMPLAINT'S ISSUE</b>	Complainant's advocate states that Complainant is complaining about his pick up time: Complainant is asking why his pick up time is at 12:15 hrs when he scheduled a pick up time for 11:15.
<b>SVTA'S ACTION TAKEN</b>	SVTA reviewed Complainants pick up time. the time line for Johnson's pick up / drop off times for 7 Oct. This time lines clearly counters his complaint -that SVTA is continuing to harass him and retaliate against him by not giving him the pick-up times/drop off times that he demands.
<b>RESOLUTION</b>	SVTA followed policy and procedures.

<b>COMPLAINT #</b>	2013-10_04
<b>DATE OF COMPLAINT</b>	10/8/2013
<b>TIME OF COMPLAINT</b>	1805 hrs
<b>COMPLAINANT'S NAME</b>	(Columbia)
<b>COMPLAINT'S POC</b>	
<b>COMPLAINT'S ISSUE</b>	Vendor's vehicle in unsafe condition. Complainant stated that on or about 30 Aug, at about 1400 hrs., Peeler's Transport transported him to his appointment in Gainesville. While there in Gainesville, and after dropping off a rider, the Driver of Peeler's Transport Vehicle tried to get the vehicle to move in reverse. According to the complainant, while the veh did shift into reverse, the veh would not move. The Complainant stated that the Driver has to get out, push the vehicle so it would move, then quickly jumped back into the vehicle and took control of the veh so it would continue to move. The complainant stated that this action was dangerous. The complainant stated that he asked the driver about this. According to the complainant, the driver stated that the vehicle has had transmission problems for some time and the owner just could not afford to get the vehicle fixed. The complainant ended the call by saying he did not want to get the drive in any trouble, so he did not call at that time.
<b>SVTA'S ACTION TAKEN</b>	SVTA did confirm the date and time of the transport. Complaint forwarded to Peeler for response.
<b>RESOLUTION</b>	
<b>COMPLAINT #</b>	2013-10_05
<b>DATE OF COMPLAINT</b>	10/17/2013
<b>TIME OF COMPLAINT</b>	1106 hrs
<b>COMPLAINANT'S NAME</b>	(Columbia)
<b>COMPLAINT'S POC</b>	
<b>COMPLAINT'S ISSUE</b>	Complainant states the is does not like the SVTA vehicle that was sent for him to transport him. He states the door opening is to small due to the hand rails that are on the bus. Complainant states that for him, such a narrow opening does not allow him safe access into the SVTA vehicle. Further, Complainant stated that the driver 'snapped' at him when he took a cell phone photo of the side of the vehicle. Complainant stated that he felt the Driver did not have to 'snap' at him as he did.
<b>SVTA'S ACTION TAKEN</b>	Director of Operations reviewed the video showing Complainant entering the Vehicle. The video evidence indicates that Complaint had no difficulty in boarding the bus - especially noting that he boarded the bus without using the available hand rails as the Complainant's hands were full carrying a cane, cell phone and coffee mug. Prior to Boarding the SVTA vehicle, the Complainant did not indicate that he could not board the bus; stated that he was having difficulty as he was boarding the bus, nor did the Complainant ask for assistance in boarding the SVTA vehicle. On his second issue, the SVTA Driver did question the Complainant as to why he, the Complainant, was taking a photo of the Driver. His asking was not done in a hostile manner.



RESOLUTION	SVTA did send appropriate veh to pick up the Complainant. . The SVTA Vehicle (ADA compliant) sent is equipped
COMPLAINT #	2013-10_06
DATE OF COMPLAINT	10/14/2013
TIME OF COMPLAINT	1155 hrs
COMPLAINANT'S NAME	(Columbia)
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Complainant states that SVTA failed to pick him up for a Medicaid Sponsored medical appointment set for 14 Oct. At 10:55, Complainant called SVTA Dispatcher stating that he had an appointment set for 11:00am. When asked for the confirmation #, Complainant give the # 675936, insisting that this was his confirmation # the day's appointment.
SVTA'S ACTION TAKEN	In researching the reservations database, SVTA finds that Complainant did NOT schedule an appointment for 14 Oct. The confirmation # that Complainants insisted was for the day's appointment was infact for the appointment he made for the 7th of October. SVTA ran his reservation history, and while Complainant makes many reservations, SVTA Reservationist are extremely careful to be most accurat based on this complainant's history and goal to destroy SVTA. There is no doubt whatsoever that SVTA Reservationists accuracy when it comes to this Complainant. Added to the fact that the Complainant insisted on providing a false rconfirmation # further substantiate this Complainant's intent to decieve and discredit SVTA for his personal agenda. irector of Operations find this complaint does NOT show any violation of rule, policy or procedres and no rule, policy or procedures needs to be adjusted based on this compliant. THIS COMPLAINT IS DETERMINED TO BE UNFOUNDED.
RESOLUTION	There is no doubt whatsoever of SVTA Reservationists' accuracy when it comes to this Complainant. Added to the
COMPLAINT #	2013-120_07
DATE OF COMPLAINT	10/17/2013
TIME OF COMPLAINT	0824 hrs
COMPLAINANT'S NAME	(Suwannee)
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Failure to pick up for a Medicaid sponsored appointment. Complainant states that when SVTA arrived to pick her up, she was not ready. She demands SVTA return to pick her up for her appointment.
SVTA'S ACTION TAKEN	Complainant has a 0830 pick up time for a 10:00 appointment in Lake City. The day before, the Complainant called SVTA and requested a call from SVTA before the SVTA bus was to arrive so she could be ready. Due to work load,
RESOLUTION	Since SVTA did call arrive at athe Complainant's home within the proper time frame (and granted the exception to policy by calling ahead to inform the Complaint as to the arrival of SVTA) this complaint if UNFOUNDED. This complaint offers no reason for SVTA to alter policy or procudures. NOTE: SVTA did return to the Complaint, and did pick her up and did transport her to her appointment, getting here there on time. Complainant withdrew her complaint.
COMPLAINT #	2013-10_08
DATE OF COMPLAINT	10/19/2013
TIME OF COMPLAINT	1117 hrs
COMPLAINANT'S NAME	- Escort for 7 yr old (SUWANNEE)
COMPLAINT'S POC	(386) 362-2682

<b>COMPLAINT'S ISSUE</b>	Crowded Veh & excessive fumes. Complainant had transportation to a Medicaid sponsored appointment provided by Alternative Transport. Complainant states that the vehicle was too small (not enough head room) for taller people. She believed that as she boarded the vehicle, she had to bend over too far in order to avoid hitting the roof of the veh. Complainant added that with a wheelchair in the vehicle, there left little leg room. Complainant also stated that the vehicle had a extreme amount of gasoline fumes permeating inside the vehicle from the back. Complainant noted that the Alternative Driver was very apologetic stating that the veh she was directed to drive has problems. Complainant commented on how 'sweet' and 'nice' the Driver for Alternative was and that she apologized for the condition of the vehicle over and over. Complainant expressed concern that the vehicle was not equipped with any type of AED Defibrillator. Complainant requests to be transported only by SVTA as she is very pleased with SVTA vehicles & drivers.
<b>SVTA'S ACTION TAKEN</b>	SVTA has scheduled a mandatory motor vehicle safety inspection set to be completed NLT 30 Oct. SVTA will look at obtaining AEDs for SVTA vehicles and determine if similar a similar directive can be placed on vendors.
<b>RESOLUTION</b>	This complaint does not give reason to alter SVTA policy and Procedures. A determination as to the validity of the complaint will be done after the mandatory safety inspection.
<b>COMPLAINT #</b>	2013-11-01
<b>DATE OF COMPLAINT</b>	11/6/2013
<b>TIME OF COMPLAINT</b>	14:16 hrs
<b>COMPLAINANT'S NAME</b>	Daughter (would not give name) on behalf of her mother Ms. (Suwannee Co)
<b>COMPLAINT'S POC</b>	
<b>COMPLAINT'S ISSUE</b>	Demands immediate pickup when finished appointment and quite upset that her mother has to wait to be picked up
<b>SVTA'S ACTION TAKEN</b>	Contacted the daughter, ( would not give her name, but acknowledged that she was Ms. daughter.) The Complainant stated that she was upset that her mother had to wait to be picked up. Complainant was advised that SVTA is public transportation, not a private taxi service. Complainant was advised that all Riders are informed to be prepared for a wait. Complainant asked if SVTA informs the riders of this. After answering yes and beginning to elaborate, the Complainant stated that she doesn't agree that her mother should have to wait and she hung up the phone. Call ended.
<b>RESOLUTION</b>	In this case, SVTA followed SOP and finds no need to alter current SVTA policy or procedures. Therefore this
<b>COMPLAINT #</b>	2013-11-02
<b>DATE OF COMPLAINT</b>	11/8/2013
<b>TIME OF COMPLAINT</b>	0:00
<b>COMPLAINANT'S NAME</b>	ZERUTO, Dan, CTD on behalf of a Ms. on behalf of (Columbia)
<b>COMPLAINT'S POC</b>	CTD Commission /
<b>COMPLAINT'S ISSUE</b>	Complainant filed a complaint stating that SVTA is denying transportation services fro her husband, to be taken for a medical treatment.
<b>SVTA'S ACTION TAKEN</b>	SVTA contacted . made clear that she was not filing a complaint, but wanted to understand why SVTA was not taking her husband to his methadone treatment. Ms was advised that when her husband made the appointment, on 1 Nov, her husband did NOT inform SVTA that transportation was needed on the weekends. According to SVTA Reservations Agent, Mr. asked for a subscription trip for Monday thru Friday only. SVTA Reservation Agents are extremely thorough when taking reservations, thus there is little doubt that the reservation taken from Mr. was placed as he requested - which is for a subscription trip for Monday - Friday.



RESOLUTION	SVTA corrected Mr. subscription from what he first advised, to now include weekends. SVTA will have Mr. transported starting tomorrow, Saturday, 9 Nov. Since Ms. insisted that she was not making a compliant, she was advised that she will get better, and faster, attention if she allows SVTA the opportunity to deal with her issues before going elsewhere to seek resolutions. Since SVTA did follow policy and procedures, and in this case, did make a reservation according the Mr. original request, this complaint is UNFOUNDED. Based on the investigation of this complaint, SVTA finds no reason to alter current policy nor change any procedures.
COMPLAINT #	2013-12_1
DATE OF COMPLAINT	12/2/2013
TIME OF COMPLAINT	10:19
COMPLAINANT'S NAME	(Unknown Cty-Logged as Col Cty)
COMPLAINT'S POC	
COMPLAINT'S ISSUE	While explaining situation, past efforts, and current status dealing with Medicaid eligibility for mother ( ) and two children (one unidentified & ), the call-taker Karen was Rude.
SVTA'S ACTION TAKEN	Called to confirm concern. She felt the call-taker Karen was rude. When asked exactly what the call-taker had done that was rude, the response by Ms. was that Karen had interrupted her explanation several times by saying "yes maam". She also wanted to confirm whether she had already sent service application forms in for everyone in the family, as she had several of the forms in front of her, a recent car accident with a lot of secondary drama, and she couldn't remember what she had sent in. Obtained SS# information on two of the family members that formerly was not available by Ms. upon original phone call. Confirmed from Frederica the eligibility status of the two newly identified patrons. Confirmed from Sarai, that no applications, were in the Que. Confirmed with Karen to mail out three applications.
RESOLUTION	Called Ms. to confirm we were sending 3 application packages for her to fill out and return, so we can update each person's eligibility under various sponsoring programs. All concerns seem satisfactorily resolved at this time. Complaint of rudeness is UNFOUNDED and not valid. A call taker's polite interruption in order to proceed in concluding the business at hand is reasonable and sometimes necessary.
COMPLAINT #	2013-12_2
DATE OF COMPLAINT	12/13/2013
TIME OF COMPLAINT	a.m.
COMPLAINANT'S NAME	(Suwannee Cty)
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Client feels that driver Julie gets into the riders' business and plays favorites.
SVTA'S ACTION TAKEN	Acting Driver Supervisor, Ken Kaemmer spoke with client about complaint. Client is upset because driver would not let her drink on the bus, but felt as the driver made exceptions for other clients.
RESOLUTION	Ken Kaemmer spoke with Julie and she stated that she would not let drink on the bus as that is SVTA's rule. The other client hid their drink in their purse and driver did not know about it. Driver also stated that when transporting clients on a regular basis, you do tend to let the job become personal.
COMPLAINT #	2013-12_3
DATE OF COMPLAINT	12/18/2013
TIME OF COMPLAINT	a.m.
COMPLAINANT'S NAME	(Columbia Cty)

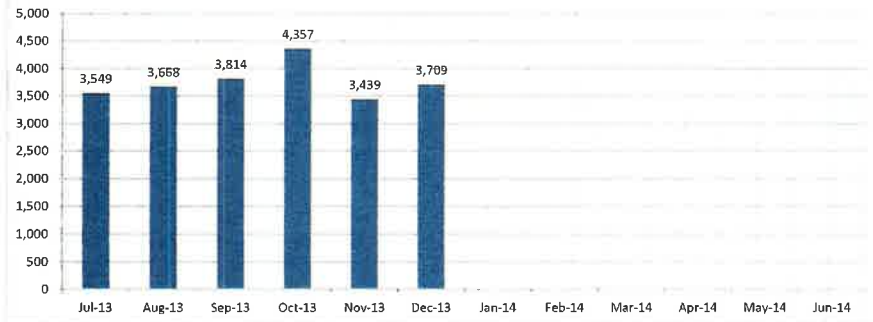
<b>COMPLAINT'S POC</b>	
<b>COMPLAINT'S ISSUE</b>	Drivers are repeatedly late for his pick up and getting him to his appts
<b>SVTA'S ACTION TAKEN</b>	Mr. complaint was a general one and he could not give a definite date for the trips in question. He also stated that one driver (121) dropped him off in the middle of a parking lot and not at the doctor's office door. He called the Ombudsmen complaint number .
<b>RESOLUTION</b>	Acting Driver Supervisor, Ken Kaemmer spoke with Mr. . Again Mr. could not give specific details as to the date(s) in question. Ken had one of the Trip Coordinators run a history of Mr. past rides so that we could try to check video tape for the date(s). Ken also spoke with driver (121) and he denied dropping Mr. off at any location other than his appointment.

2013-2014 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY  
COLUMBIA/HAMILTON/SUWANNEE COUNTIES

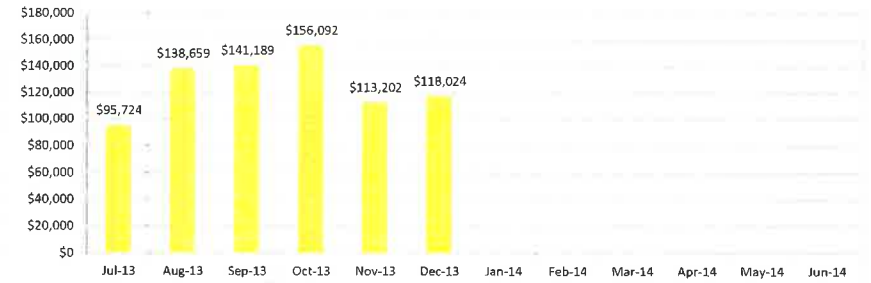
	BALANCE	AMOUNT INVOICED	TRIPS PROVIDED
CONTRACT AMT	\$791,622.00		
DATE			
7/1/2013	\$732,211.00	\$59,411.00	1941
8/1/2013	\$672,840.00	\$59,371.00	1861
9/1/2013	\$613,469.00	\$59,371.00	1876
10/1/2013	\$554,098.00	\$59,371.00	2039
11/1/2013	\$494,727.00	\$59,371.00	1817
12/1/2013	\$435,356.00	\$59,371.00	1771
1/1/2014	\$435,356.00		
2/1/2014	\$435,356.00		
3/1/2014	\$435,356.00		
4/1/2014	\$435,356.00		
5/1/2014	\$435,356.00		
6/1/2014	\$435,356.00		
Total		\$356,266.00	11,305

Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports  
Columbia County

Medicaid Trips



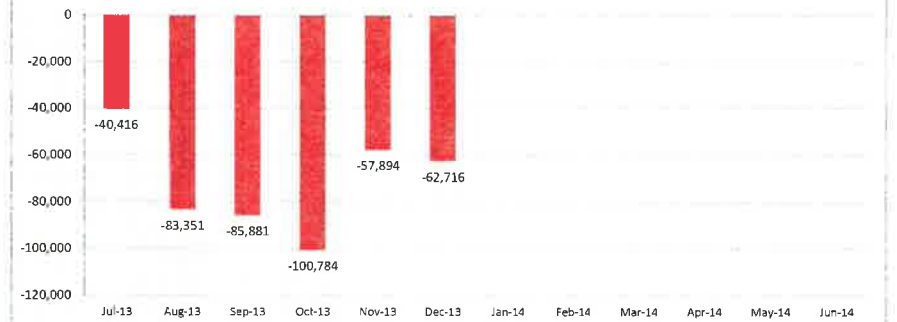
Medicaid Service Cost



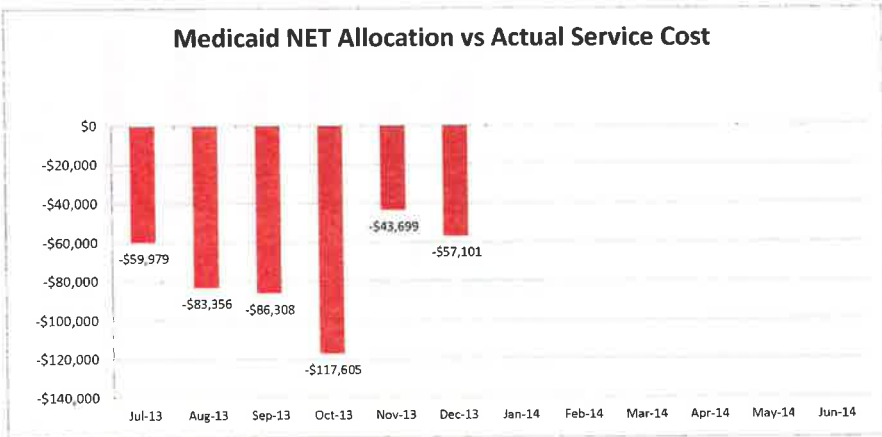
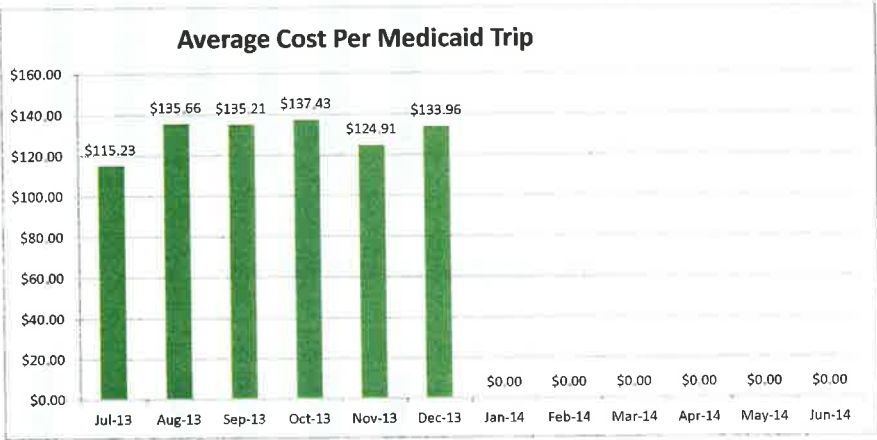
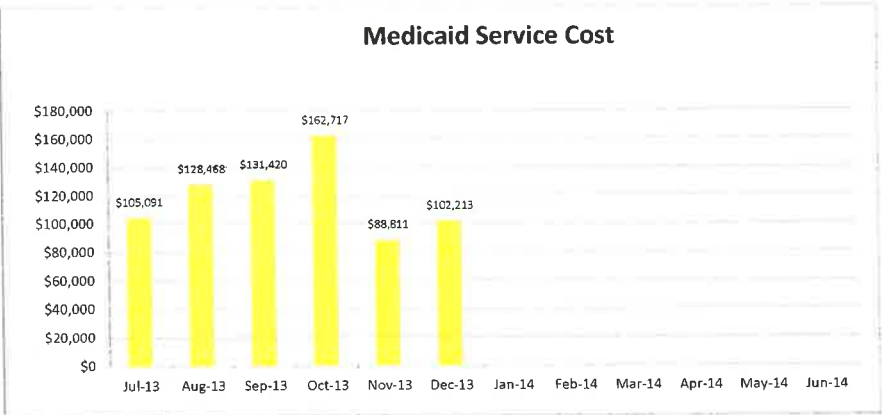
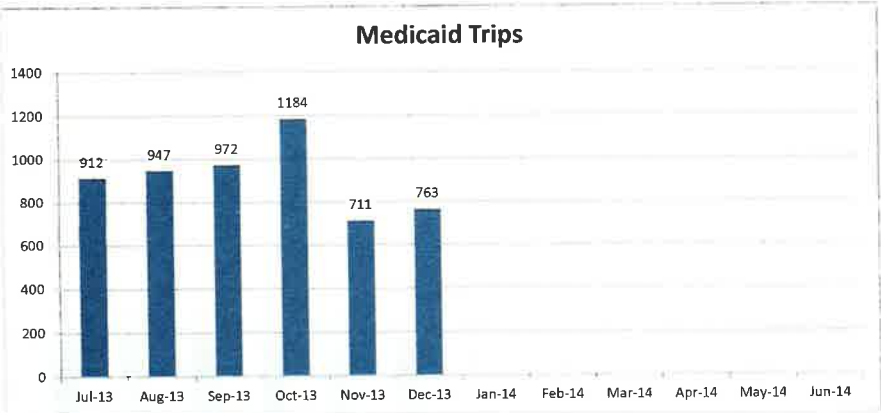
Average Cost Per Medicaid Trip



Medicaid Allocation vs Actual Service Cost

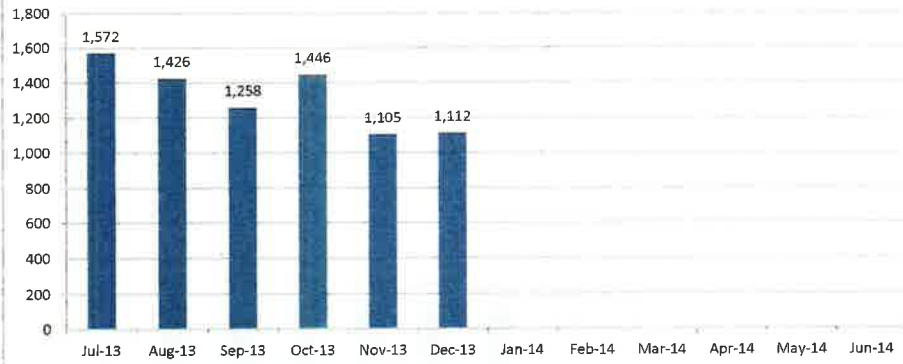


Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports  
Hamilton County

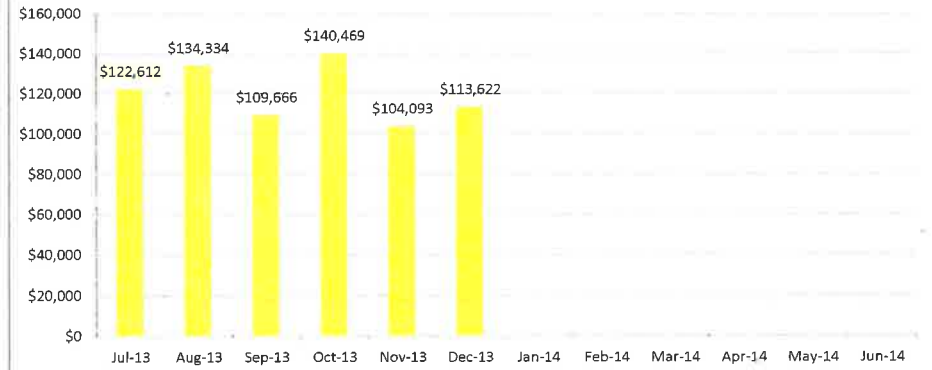


## Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports Suwannee County

### Medicaid Trips



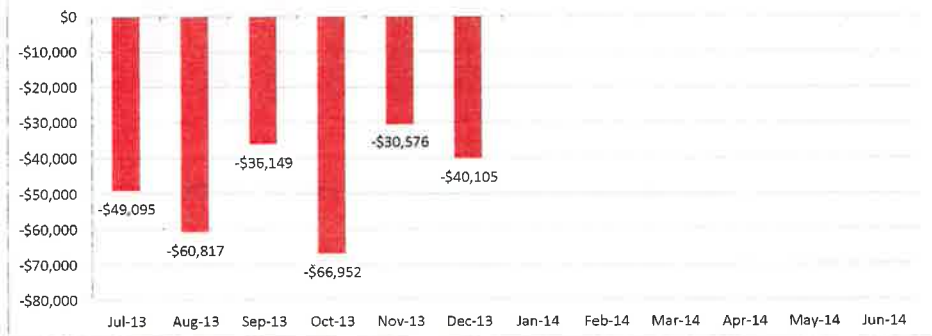
### Medicaid Service Cost



### Average Cost Per Medicaid Trip



### Service Cost vs Revenue



## COMMISSION FOR THE TRANSPORTATION DISADVANTAGED GLOSSARY OF TERMS AND ABBREVIATIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

provision of transportation disadvantaged services for a designated service area.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Passenger Trip:** a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Trip Priorities:** various methods for restricting or rationing trips.

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

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

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

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

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

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

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

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

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

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

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

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

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



## ATTENDANCE RECORD

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

MEMBER/ORGANIZATION	NAME	7/26/13	10/23/13
Chair	Commissioner Bucky Nash	P	P
Hamilton County Elected Official	Commissioner Beth Burnam	P	P
Suwannee County Elected Official	Commissioner Jason Bashaw	P	A
Florida Department of Transportation	Sandra Collins	P	P
Alternate Member	Janell Damato	A	A
Florida Department of Children and Families	Kay Tice	A	A
Alternate Member	Jaime Sanchez-Bianchi	A	P
Florida Agency for Health Care Administration	Alana McKay	P	P
Alternate Member	Andrew Singer	A	A
Florida Department of Education	Rayford Riels	P	A
Alternate Member	Allison Gill	P	A
Public Education	Keith Hatcher	P	A
Alternate Member	Vacant		
Florida Department of Elder Affairs	Bruce Evans	P	P
Alternate Member	Dwight Law		
Citizen Advocate	Louie Goodin		
Alternate Member	Jeanne d'Eauede	P	P
Citizen Advocate - User	LJ Johnson	P	P
Alternate Member	Vacant		
Elderly	Reverend Charles Burke	P	P
Alternate Member	Sandra Buck-Camp	A	A
Veterans	Clay Lambert	P	P
Alternate Member	Ellis Gray, III	A	A
Persons with Disabilities	Ralph P. Kitchens Jr.	P	P
Alternate Member	Vacant		
Florida Association of Community Action	Matthew Pearson	P	P
Alternate Member	Vacant		
Children at Risk	Colleen Cody	P	P
Alternate Member	Audre J. Washington		
Private Transit	Vacant		
Alternate Member	Vacant		
Regional Workforce Board	Sheryl Rehberg	P	A
Alternate Member	Jeannie Carr	A	A
Medical Community	Kathy Barrs	P	A
Alternate Member	Vacant		

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

ATTENDANCE POLICY: 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.

