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May 14, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Columbia, Hamilton and Suwannee County Transportation Disadvantaged Coordinating Board will meet Wednesday, May 21, 2014 at 10:00 a.m. in the **Suwannee/Santa Fe Meeting Room located in the Florida Department of Transportation Lake City Operations Center, 710 N.W. Lake Jeffery Road, Lake City 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.

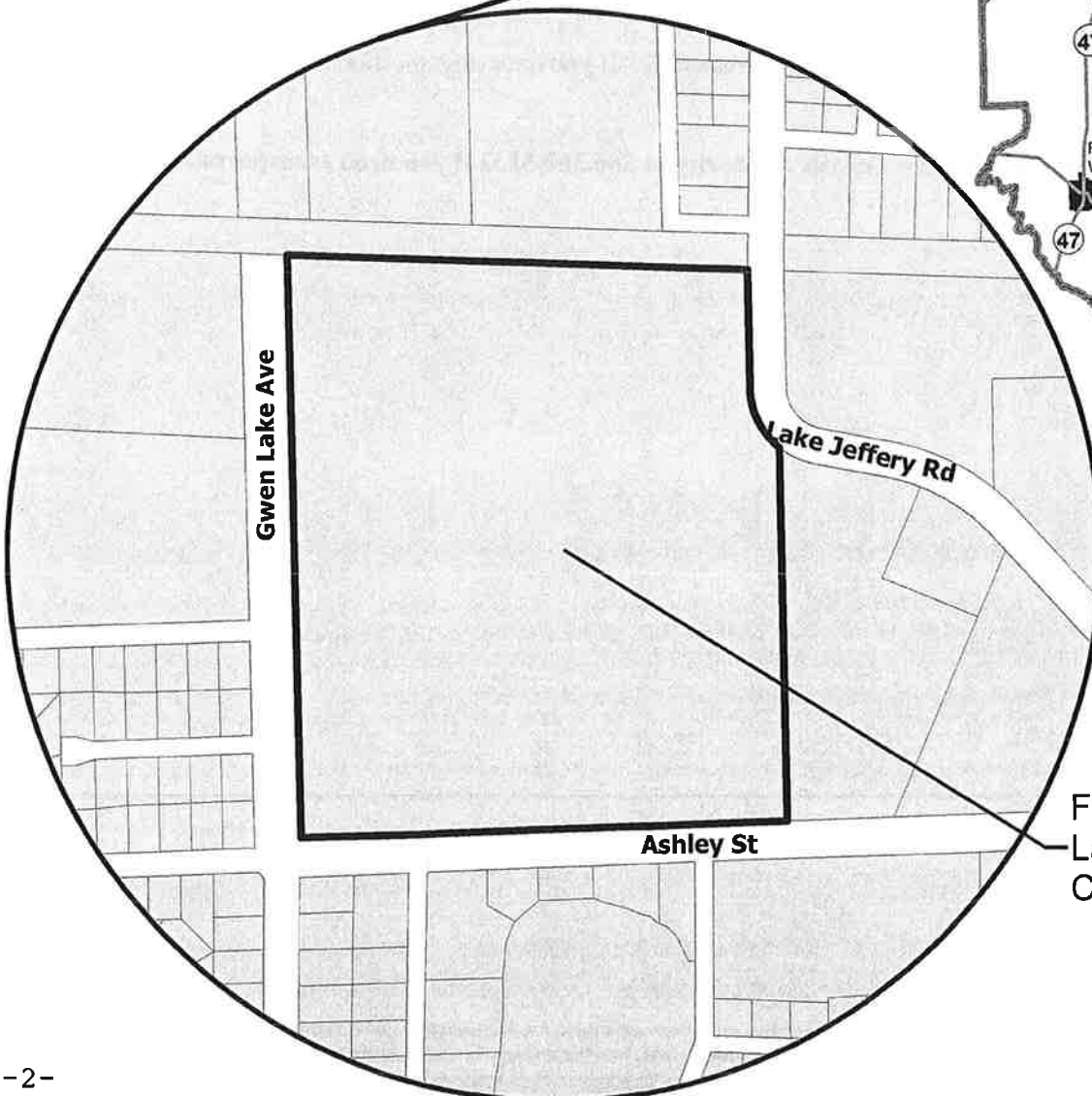
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Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

Florida Department of Transportation District Two Lake City Operations Center 710 N.W. Lake Jeffery Road Lake City, FL 32055

Directions: From the intersection of Interstate 75 and U.S. Highway 90 (exit 427) turn, East onto U.S. Highway 90, travel approximately 2.5 miles to County Road 129 (also known as NW Lake Jeffery Rd), turn left (North) onto County Road 129 (also known as NW Lake Jeffery Rd), travel approximately 1/2 mile and the Florida Department of Transportation will be on the left, on the Western side of County Road 129 (also known as NW Lake Jeffery Rd).



1 inch = 500 feet

FDOT District 2
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**COLUMBIA, HAMILTON AND SUWANNEE
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEETING
ANNOUNCEMENT AND AGENDA**

**Suwannee/Santa Fe Meeting Room
Florida Department of Transportation Lake City Operations Center
710 N.W. Lake Jeffery Road
Lake City, Florida**

**Wednesday
May 21, 2014
10:00 a.m.**

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

C. Approval of the February 12, 2014 Minutes **Page 7**

II. UNFINISHED BUSINESS

A. Passenger Survey **Page 13**

Enclosed is a draft passenger survey for the Board's review

III. NEW BUSINESS

**A. 2014/15 Columbia, Hamilton and Suwannee County
Transportation Disadvantaged Service Plan** **Page 19**

The Board needs to review and approve the 2014/15 Columbia, Hamilton and Suwannee
County Transportation Disadvantaged Service Plan

B. Grievance Committee Report **Page 129**

The Board needs to review the minutes of the February 12, 2014 Grievance Committee
meeting

C. Florida's Medicaid Managed Care Program

Page 137

Enclosed is information concerning Florida's Medicaid Managed Care Program

D. Operations Reports

Page 145

IV. OTHER BUSINESS

A. Comments

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

V. FUTURE MEETING DATES

1. Wednesday, August 13, 2014 at 10:00 a.m. at the Hamilton County Courthouse Annex, Jasper, Florida
2. 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**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
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 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 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

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

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

VOTING MEMBERS PRESENT

Commissioner Bucky Nash, Chairman
Sandra Buck-Camp representing 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
Allison Gill representing Rayford Riels, Florida Department of Education
Keith Hatcher, Public Education Representative
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
Sheryl Rehberg, Workforce Development Board
Kay Tice, Florida Department of Children and Families

VOTING MEMBERS ABSENT

Commissioner Jason Bashaw, Local Elected Official
Commissioner Beth Burnam, Local Elected Official
Kathy Barrs, Medical Community Representative
Rayford Riels, Florida Department of Education Representative

ALTERNATE MEMBERS PRESENT

Ellis Gray, III, Veterans Representative
Audre J. Washington, Children at Risk Representative

OTHERS PRESENT

Doreen Joyner Howard, Florida Department of Transportation
William Steele, Suwannee Valley Transit Authority
Richard Todd
Floyd Webb, Suwannee Valley Transit Authority

STAFF PRESENT

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

I. PUBLIC HEARING CALL TO ORDER

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

A. Introductions

Chairman Nash asked everyone to introduce themselves.

B. Receive Public Testimony

Ms. Doreen Joyner Howard, Florida Department of Transportation District Modal Development Manager, stated that the Florida Department of Transportation recently conducted a safety review of Suwannee Valley Transit Authority. She said the Florida Department of Transportation was extremely pleased with Suwannee Valley Transit Authority's compliance with safety requirements and record keeping.

C. Close Public Hearing

Chairman Nash closed the public hearing at 10:05 a.m.

II. BUSINESS MEETING CALL TO ORDER

Chair Nash called the meeting to order at 10:06 a.m.

A. Approval of the Meeting Agenda

ACTION: Ralph Kitchens moved to approve the meeting agenda. Sandra Collins seconded;

B. Approval of the October 23, 2013 Meeting Minutes

ACTION: Sandra Collins moved to approve the October 23, 2013 minutes. Ralph Kitchens seconded; motion passed unanimously.

III. UNFINISHED BUSINESS

A. Passenger Survey

Ms. Lynn Franson-Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that, 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. She said the draft combined survey is included in the meeting packet for the Board's review.

The Board recommended simplifying the survey. The Board also recommended using telephonic, written and electronic survey formats.

The Board asked staff to incorporate the Board's recommendations into a final draft survey.

B. Rural Area Capital Assistance Program Grant Application

Ms. Godfrey stated that Suwannee Valley Transit Authority applied for Rural Area Capital Assistance Program Grant funds. She said information about Suwannee Valley Transit Authority's grant award from the Florida Commission for the Transportation Disadvantaged is included in the meeting packet.

IV. NEW 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 since the revisions Suwannee Valley Transit Authority made to Chapter II were not compliant with the Medicaid Subcontracted Transportation Provider contract, the Board deferred approving the Service Plan at the October 23, 2013 meeting.

Ms. Godfrey stated that the revised Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan is included in the meeting packet. She said the Board needs to review and approve the Plan.

Mr. Floyd Webb, Suwannee Valley Transit Authority Planning and Special Projects Manager, discussed the revisions to Chapter II of the Plan. He also discussed possible changes to Chapter I of the Plan.

Ms. Godfrey explained that Suwannee Valley Transit Authority's complaint and grievance procedures should be included in Chapter II of the Plan. She said the Board's Grievance Procedures and Suwannee Valley Transit Authority's complaint and grievance procedures are separate documents and should not be combined.

Mr. Webb stated that Suwannee Valley Transit Authority will include their complaint and grievance procedures in Chapter II of the Plan. He also said Suwannee Valley Transit Authority would like the opportunity to propose changes to the Board's Grievance Procedures.

The Board agreed to have the Grievance Committee review any proposed changes to the Grievance Procedures before they are approved by the Board.

ACTION: Matthew Pearson moved to approve the Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan without the combined grievance procedures in Chapter II of the Service Plan and Suwannee Valley Transit Authority will provide the Board with their complaint and grievance procedures as part of Chapter II of the Service Plan at the next meeting. Coleen Cody seconded; motion passed unanimously.

B. Florida's Managed Medical Assistance Program

Ms. Godfrey explained that Florida's Managed Medical Assistance Program will be implemented in Columbia, Hamilton and Suwannee Counties beginning May 1, 2014. She explained that the Health Maintenance Organizations in Medicaid Region 3 will be responsible for providing transportation services under the Managed Medical Assistance Program.

Ms. Godfrey stated that the Health Maintenance Organizations have contracted with Transportation Management Organizations to provide transportation under the Managed Medical Assistance Program. She said the Transportation Management Organizations will subcontract with local transportation providers for the direct provision of transportation services.

Ms. Godfrey also explained that the Florida Commission for the Transportation Disadvantaged will continue to contract with the Community Transportation Coordinators for a small amount of Medicaid non-emergency transportation. She explained which population groups will continue to use Medicaid Non-Emergency Transportation Program services.

Mr. William Steele, Suwannee Valley Transit Authority Director of Operations, stated that Suwannee Valley Transit Authority will provide very little if any Medicaid Non-Emergency Transportation Program services under contract with the Florida Commission for the Transportation Disadvantaged after May 1, 2014. He said Suwannee Valley Transit Authority plans on contracting with the Transportation Management Organizations for the provision of Medicaid transportation under the Managed Medical Assistance Program. He said Suwannee Valley Transit Authority looks forward to the Medicaid Transportation Program changes and is working on expanding their services beyond the Medicaid Program.

C. Operations Reports

Mr. Webb discussed Suwannee Valley Transit Authority's operations reports.

Ms. Colleen Cody noted the tone of Suwannee Valley Transit Authority's response to some of the service complaints is subjective. She asked that Suwannee Valley Transit Authority respond to complaints objectively.

V. OTHER BUSINESS

A. Comments

1. Members

There were no member comments.

2. Citizens

There were no member comments.

ADJOURNMENT

The meeting adjourned at 11:25 a.m.

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

Date



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May 14, 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 February 12, 2014 meeting, the Board directed staff to develop a passenger survey. The Board asked the survey to be conducted telephonically, in writing and in electronic format.

Please find attached a draft passenger survey developed on Survey Monkey. If you have any questions concerning this matter, please contact me at extension 110.

Attachment

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Suwannee Valley Transit Authority Passenger Survey

Exit this Survey

1 / 1

1. How often do you schedule transportation services through Suwannee Valley Transit Authority?

Extremely often

Very often

Moderately often

Not often at all

Other (please specify)

2. Overall, is it easy to schedule your transportation service through Suwannee Valley Transit Authority?

Extremely easy

Very easy

Moderately easy

Slightly easy

Not at all easy

Other (please specify)

3. How long do you wait on hold before speaking with a Suwannee Valley Transit Authority reservationist?

Extremely long

Quite long

Moderately long

Slightly long

Not at all long

4. How convenient is the transportation service you receive?

Extremely convenient

Very convenient

Moderately convenient

Slightly convenient

Not at all convenient

Other (please specify)

5. Are the drivers safe, courteous and professional?

Very safe, courteous and professional

Moderately safe, courteous and professional

Not at all safe, courteous or professional

Other (please specify)

6. Are the vehicles clean and well maintained?

Extremely clean

Very clean

Moderately clean

Slightly clean

Not clean at all

Other (please specify)

7. Do you get to your appointments on time?

Always on time

Sometimes on time

Never on time

Other (please specify)

8. How responsive is Suwannee Valley Transit Authority to your questions and/or concerns?

Extremely responsive

Very responsive

Moderately responsive

Slightly responsive

Not at all responsive

Other (please specify)

9. Are your transportation needs met by Suwannee Valley Transit Authority?

Yes

No

Other (please specify)

10. Overall, are you satisfied with the transportation service you receive?

Extremely satisfied

Moderately satisfied

Slightly satisfied

Neither satisfied nor dissatisfied

Slightly dissatisfied

Moderately dissatisfied

Extremely dissatisfied

Other (please specify)

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May 14, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2014/15 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

RECOMMENDATION

Approve the 2014/15 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 2014/15 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

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

Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

July 1, 2014 - June 30, 2015

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board



2014/15 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

Approved by the

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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

Bucky Nash, Chair

with Assistance from

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

and

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



May 21, 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 a 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.

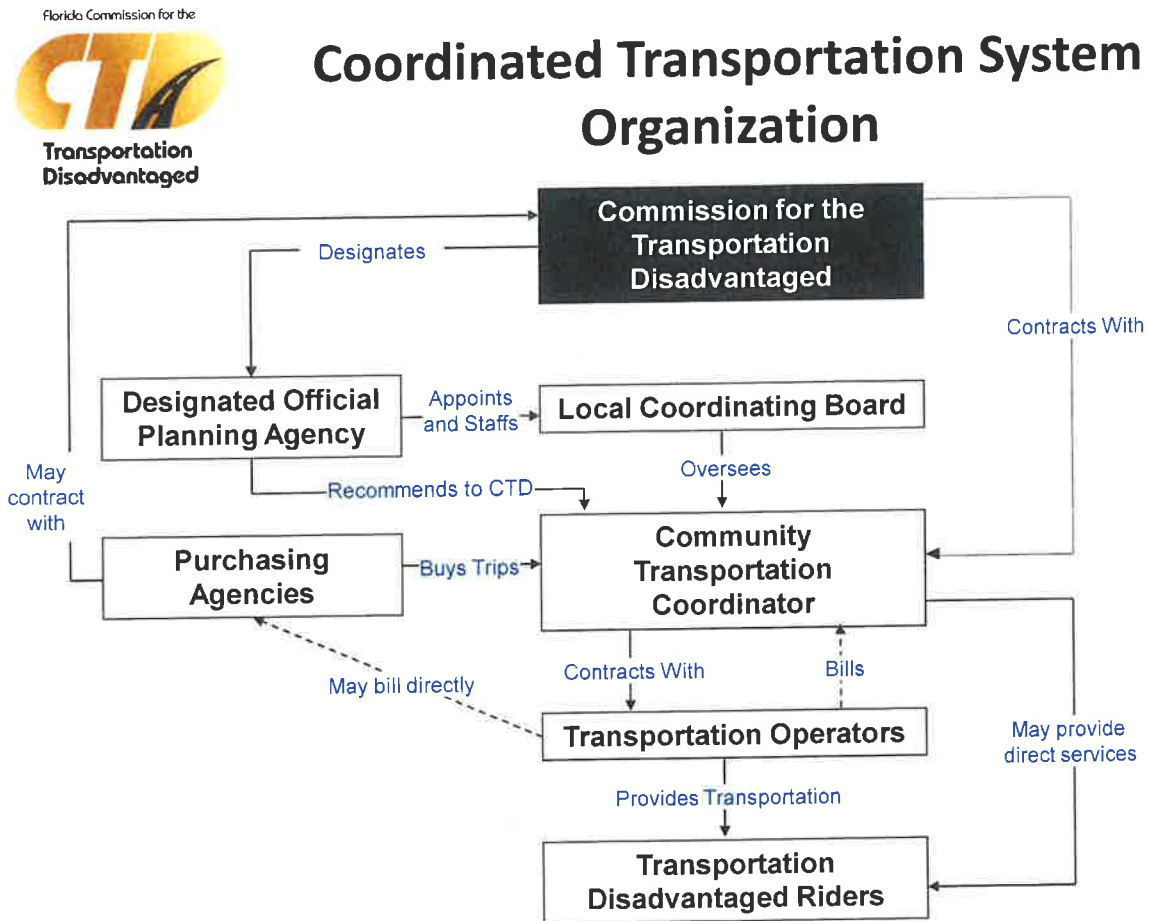
Suwannee Valley Transit Authority's Administrator directs the operation of the transit system. Suwannee Valley Transit Authority also employs maintenance, operational and fiscal personnel.

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.



2

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. Date: 12-12-13
Garth R. Nobles, Jr., Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Bucky Nash	Not Applicable	No Term
Local Elected Official	Beth Bumam	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.

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
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
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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**

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

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

Table 2

**Population Counts and Estimates
Hamilton County**

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

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

Table 3

**Population Count
Suwannee County**

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

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

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

i. Population Densities

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

Table 4

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

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

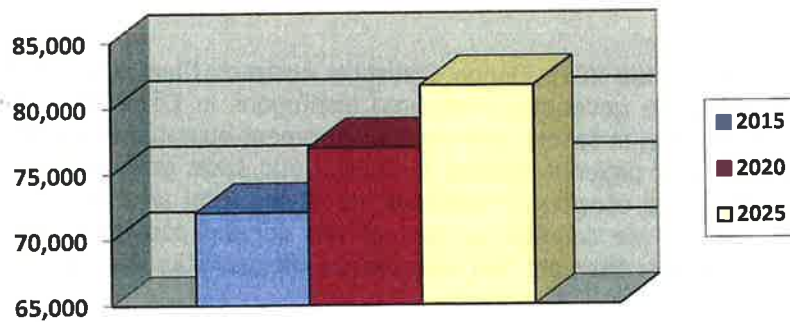
Source: 2010 U.S. Bureau of the Census, State & County Quick Facts.

ii. Population Projections

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

Illustration I

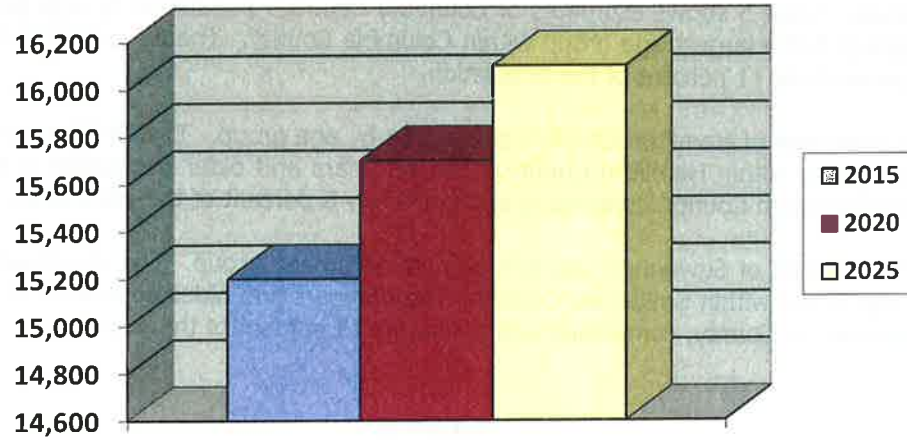
**Population Projections
Columbia County**



Source: 2011 Florida Statistical Abstract, Table 1.41.

Illustration II

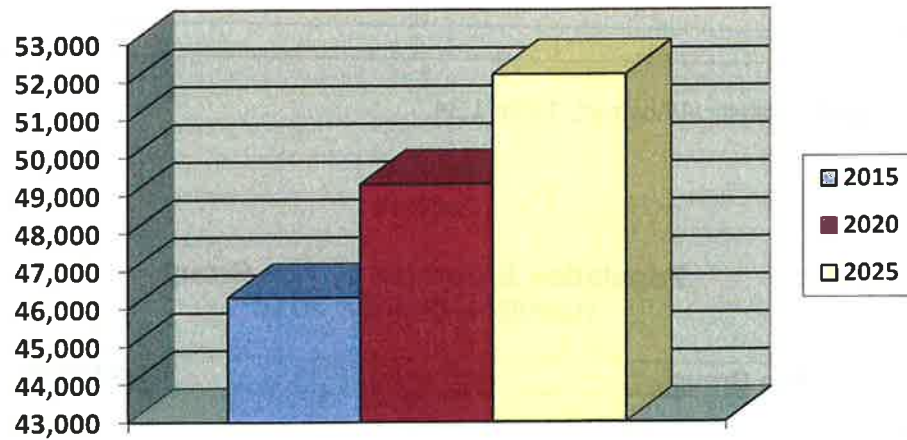
Population Projects Hamilton County



Source: 2011 Florida Statistical Abstract, Table 1.41.

Illustration III

Population Estimates Suwannee County



Source: 2011 Florida Statistical Abstract, Table 1.41.

iii. Population Age Distribution

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

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

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

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

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

Source: 2011 Florida Statistical Abstract, Table 1.34.

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

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

Source: 2011 Florida Statistical Abstract, Table 1.34.

Table 7
Population Estimates by Age Group
Suwannee County, 2010

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

Source: 2011 Florida Statistical Abstract Table 1.34.

c. Disability

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

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

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

Table 9
Poverty Thresholds: Poverty Level
Based on Money Income by Family Size in the United States

Family Size	2010 Income
1	\$11,369
2	\$14,634
3	\$17,094
4	\$22,541
5	\$27,183
6	\$31,266
7	\$35,975
8	\$40,235
9 or More	\$48,400

Source: 2011 Florida Statistical Abstract, Table 5.47.

Table 10

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

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

Source: 2011 Florida Statistical Abstract, Table 7.19.

f. Housing

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

Table 11

**Housing
Columbia, Hamilton and Suwannee Counties**

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

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

g. Health

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

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

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

h. Transportation

According to the 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.'

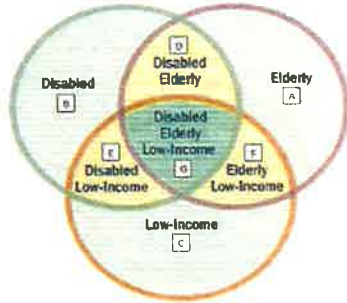
The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, 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
Overlapping Circle Component											
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
TOTAL GENERAL TD POPULATION	26,548	26,900	27,257	27,618	27,984	28,355	28,731	29,112	29,498	29,889	30,286
TOTAL POPULATION	63,551	64,394	65,247	66,113	66,989	67,877	68,777	69,689	70,613	71,550	72,498



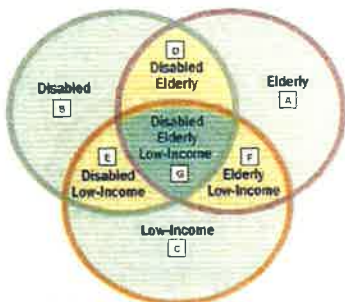
Columbia County

Critical Need TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Total Critical TD Population											
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
Total Critical Need TD Population	5,007	5,074	5,141	5,209	5,278	5,348	5,419	5,491	5,564	5,637	5,712
Daily Trips - Critical Need TD Population											
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	5,386	5,459	5,532
Total Daily Trips Critical Need TD Population	4,969	5,053	5,139	5,226	5,314	5,408	5,504	5,601	5,700	5,801	5,892
Annual Trips	1,813,829	1,844,483	1,875,654	1,907,353	1,939,587	1,973,918	2,008,856	2,044,413	2,080,599	2,117,426	2,150,669

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
Overlapping Circle Component											
E - 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
TOTAL GENERAL TD POPULATION	7,202	7,242	7,282	7,322	7,363	7,403	7,444	7,485	7,527	7,568	7,610
TOTAL POPULATION	14,728	14,809	14,891	14,973	15,056	15,139	15,223	15,307	15,391	15,476	15,562



Hamilton County

Critical Need TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Total Critical TD Population											
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
Total Critical Need TD Population	1,659	1,668	1,677	1,687	1,696	1,705	1,715	1,724	1,734	1,743	1,753
Daily Trips - Critical Need TD Population											
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
Total Daily Trips Critical Need TD Population	1,746	1,775	1,805	1,836	1,867	1,900	1,933	1,968	2,002	2,038	2,070
Annual Trips	637,194	647,962	658,913	670,049	681,372	693,433	705,706	718,198	730,910	743,847	755,525

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
Overlapping Circle Component											
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
TOTAL GENERAL TD POPULATION	17,789	18,024	18,263	18,505	18,749	18,997	19,249	19,504	19,762	20,023	20,288
TOTAL POPULATION	41,735	42,287	42,847	43,414	43,988	44,570	45,160	45,758	46,363	46,976	47,598



Suwannee County

Critical Need TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Total Critical TD Population											
Disabled	1,809	1,833	1,857	1,882	1,907	1,932	1,957	1,983	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
Total Critical Need TD Population	3,289	3,332	3,377	3,421	3,466	3,512	3,559	3,606	3,654	3,702	3,751
Daily Trips - Critical Need TD Population											
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	3,122	3,163	3,205
Total Daily Trips Critical Need TD Population	2,899	2,948	2,998	3,049	3,100	3,155	3,211	3,268	3,325	3,384	3,437
Annual Trips	1,058,160	1,076,042	1,094,228	1,112,720	1,131,525	1,151,553	1,171,935	1,192,679	1,213,789	1,235,273	1,254,667

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%
Total Non Elderly	6,881		778	1.46%
65-74	1,893	27.12%	513	8.34%
75+	2,496	46.55%	1,162	28.48%
Total Elderly	4,389		1,675	16.36%
Total	11,270		2,454	3.86%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	223
11.70%	196
	419

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

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

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION			
Low Income & Not Disabled = C + F			
Assumes	9,388		
27.2% xx % without auto access	2,554		
100.0% xx % without transit access	2,554		
		Calculation of Daily Trips	
Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	2,454	0.049	120
Low Income ND	###	1.899	4,849
Totals	5,007		4,969

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Hamilton 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
<18	201	6.90%	47	1.60%
18-64	1,873	19.00%	552	5.60%
Total Non Elderly	2,074	16.24%	599	4.69%
65+	865	44.20%	161	8.20%
Total Elderly	865	44.20%	161	8.20%
Total	2,940	19.96%	759	5.16%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	171
11.70%	19
	190

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

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

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

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%
Total Non Elderly	4,617		547	1.60%
65-74	1,599	27.12%	434	10.00%
75+	1,780	46.55%	829	25.76%
Total Elderly	3,379		1,262	16.72%
Total	7,996		1,809	4.33%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	156
11.70%	148
	304

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

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

Assumes		Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
27.2%	xx % without auto access	5,441		Calculation of Daily Trips	
		1,480		Daily Trip Rates	Total
100.0%	xx % without transit access	1,480		Per Person	Daily Trips
Total Actual Critical TD Population					
	Severely Disabled	1,809		0.049	89
	Low Income ND	###		1.899	2,810
	Totals	3,289			2,899

3. Barriers to Coordination

Lack of agency knowledge of Chapter 427, Florida Statutes and its requirements is a barrier to coordination. More education of Florida's 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	Areas Affected By Project	Project Cost	Funding Source
Purchase replacement vehicle for 100% transportation of persons with disabilities.	2014/15	Lake City, Columbia County	\$56,452 \$7,057 \$7,057	United States Code. Section 5310 Florida Department of Transportation Columbia ARC
Purchase a vehicle to provide transportation to individuals with intellectual and developmental disabilities residing in Hamilton and Suwannee Counties.	2014/15	Columbia, Hamilton, Lafayette and Suwannee Counties	\$30,400 \$3,800 \$3,800	United States Code Section 5310 Florida Department of Transportation The ARC of North Florida, Inc.
3 - MV-1 Vans 1 - Stretcher Vehicle	2014/15	Alachua Baker Columbia Hamilton Lafayette Madison Suwannee	\$149,538 \$18,692 \$18,692	United States Code Section 5310 Florida Department of Transportation Suwannee Valley Transit Authority

United States Code Section 5311 Grant Program

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

United States Code Section 5339 Grant Program

PROJECT	PROJECT YEAR	Areas Affected By Project	ESTIMATED COST	FUNDING SOURCE
2 - MV-1 vans 1 - 21' cutaway vehicle w/ stretcher locks 3 - 21' cutaway vehicles 1 - 25' diesel cutaway vehicle 3 - 25' cutaway vehicles 1 - central heater 8 - garage door openers 4 - automatic gate door openers 2 - storage units 1 - hazardous chemical containment unit 1 - transfer switch 17 - light fixtures	2014/15	Alachua Baker Columbia Hamilton Lafayette Madison Suwannee	\$602,563 \$150,640	United States Code Section 5339 Florida Department of Transportation
<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>\$7,057</u> <u>\$7,057</u>	<u>United States Code. Section 5339</u> <u>Florida Department of Transportation</u> <u>Columbia ARC</u>

Rural Capital Equipment Support Grant

Project	Project Year	Areas Affected By Project	Estimated Cost	Funding Source
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

Project	Project Year	Areas Affected By Project	Grant Allocation	Funding Source
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	Areas Affected By Project	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

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

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 1st 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. Limkin, 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 C-camera, R-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		X		
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	2014-15		X		X
29														2	14	0	4

SVTA TDSP Operational Element – 1/31/2014

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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)(y) 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 10th 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)(q) 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 comment below.

See attachment 2A of this section of the plan containing the SVTA organization complaint and grievance procedure. The LCB complaint and grievance procedure is a separate procedure and not include here. 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.

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board requested Suwannee Valley Transit Authority include their process for resolving complaints. This process is separate from the local Coordinating Board's Grievance Procedures (Appendix A) as required by the Florida Commission for the Transportation Disadvantaged Instruction Manual for the Memorandum of Agreement and Transportation Disadvantaged Service Plan November 2007.

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						Version 1.4	CTC: Suwannee Valley Transit Authority County: Columbia & Hamilton & Suwannee
1. Complete applicable GREEN cells in columns 2, 3, 4 and 7							
	Prior Year's ACTUALS From Oct 1st of 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 > 10% and Also > \$50,000	
1	2	3	4	5	6	7	
REVENUES (GTC/Operators ONLY / Do NOT include coordination contractors!)							
Local Non-Govt							
Tariffs	\$ 24,971	\$ 25,000	\$ 25,000	0.1%	0.0%	Midland copies expected to drop by 27% due to TMS conversion of NEW! Among	
Medicaid Co-Pay Received	\$ 2,000	\$ 2,000	\$ 240	0.0%	-88.0%		
Donations/Contributions in-kind, Contributed Services							
Other	\$ 23,143	\$ 21,000	\$ 27,000	-9.0%	28.6%	Others from bus	
Bus Pass Program Revenue							
Local Government							
District School Board							
County 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 50 match	
County in-kind, Contributed Services							
City Cash							
City in-kind, Contributed Services							
Other Cash							
Other in-kind, Contributed Services	\$ 13,500	\$ 13,500	\$ 13,500	0.0%	0.0%	OTHER Contributed Services=\$13.5K's value of Suwannee County and DCHL Courts Community Services Program for janitorial, bus washing and other maintenance services	
Bus Pass Program Revenue							
CTD							
Non-Sports Trip Program	\$ 689,558	\$ 712,482	\$ 712,482	3.3%	0.0%	No estimated increase in TD funding	
Non-Sports Capital Equipment							
River Capital Equipment		\$ 188,628	\$ 80,000		-54.2%	Suwannee County for 12 hand radios, 1200 recording system, office productivity software, 90 pgs, one MV1 vehicle w/ R/O of driver of truck	
Other TD (specify in explanation)							
Bus Pass Program Revenue							
USDOT & FDOT							
49 USC 5307							
49 USC 5310	\$ 80,863	\$ 131,591	\$ 168,230	159.6%	27.8%	5310-3 AMT's and 9.22 Downway bus, 10% match	
49 USC 5311 (Operating)	\$ 415,746	\$ 699,296	\$ 819,761	49.8%	5.0%	5311 is used as system subsidy, matched by TDTF and other purchase of service contracts, 50% match	
49 USC 5311 (Capital)							
Block Grants							
Service Development							
Computer Assistance							
Other DOT (specify in explanation)	\$ 45,800		\$ (53,263)	-100.0%		Create FDOT Planning Grant in 12-13, 5336 in 14-15 for 8 busways, NO MATCH	
Bus Pass Program Revenue							
AHCA							
Medicaid	\$ 2,300,831	\$ 2,087,243	\$ 250,489	-9.3%	-88.0%	Estimated 12% of prior year funding from CTD	
Other AHCA (specify in explanation)							
Bus Pass Program Revenue							
DCF							
Abuse, Drug & Mental Health							
Family Safety & Preservation							
Corrections, Aging & Adult Serv							
Other DCF (specify in explanation)							
Bus Pass Program Revenue							
DCH							
Children Medical Services							
County Public Health							
Other DCH (specify in explanation)							
Bus Pass Program Revenue							
DOE (state)							
Cap Packets							
Dir of Blind Services							
Vocational Rehabilitation							
Day Care Programs							
Other DOE (specify in explanation)							
Bus Pass Program Revenue							
AWI							
WAOL/Workforce Board							
Other AWI (specify in explanation)							
Bus Pass Program Revenue							
DOEA							
Other Americans Act							
Community Care for Elderly							
Other DOEA (specify in explanation)							
Bus Pass Program Revenue							
DCA							
Community Services							
Other DCA (specify in explanation)							
Bus Pass Admin. Revenue							

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

Page 2 of 8

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

Comprehensive Budget Worksheet		Version 1.4	CTC: Suwannee Valley Transit Authority County: Columbia & Hamilton & Suwannee			
1. Complete applicable GREEN cells in columns 2, 3, 4, and 7						
	Prior Year's ACTUALS from Oct 1st of 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	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price Explain Changes in Column 6 That Are > = 10% and Also > = \$50,000
1	2	3	4	5	6	7
APD						
Office of Disability Determination		\$ 900	\$ 900		0.0%	
Developmental Services						
Other APD (Specify in explanation)						
Bus Pass Program Revenue						
DUJ						
Opportunity in explanation						
Bus Pass Program Revenue						
Other Paid or State						
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 manually hand-cap patients. This funding is provided to SVTA from "Med Wever" out of Gainesville.
TRAX	\$ 14,000			100.0%		
Other						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings	\$ 4			-100.0%		Estimated Medicaid REAT funding from 3 known TMO organizations = 1/2 of 66% former funding level
TMOs			\$ 918,387			
Other						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve	\$ (278,333)	\$ (181,254)				
Balancing Revenue is Short By = \$ (278,333) - \$ (181,254) = \$ 97,079						
Total Revenues =	\$ 3,398,276	\$ 3,696,754	\$ 3,671,630	8.8%	-0.7%	
EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)						
Operating Expenditures						
Labor	\$ 1,310,555	\$ 1,150,183	\$ 1,078,460	-12.2%	-6.4%	
Fringe Benefits	\$ 179,107	\$ 758,564	\$ 737,883	99.9%	-2.7%	
Services	\$ 281,809	\$ 28,622	\$ 100,190	-66.2%	1.5%	
Materials and Supplies	\$ 385,880	\$ 462,367	\$ 435,134	23.6%	-3.8%	
Utilities	\$ 38,232	\$ 51,480	\$ 54,054	34.6%	5.0%	
Travel and Liability	\$ 27,822	\$ 10,010	\$ 74,497	-19.2%	5.0%	
Taxes	\$ 2,120	\$ 3,116	\$ 3,135	49.8%	0.6%	
Purchased Transportation						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 653,095	\$ 614,175		-5.9%	-100.0%	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.
Other						Former subs: Alternative, JD Health, Collins, Peele, and Parish Transp
Miscellaneous	\$ 188,737	\$ 131,293	\$ 143,016	-29.9%	4.2%	
Operating Debt Service - Principal & Interest	\$ 915	\$ 869		-5.0%	-100.0%	
Leases and Rentals	\$ 4,725	\$ 2,733	\$ 2,870	-42.3%	5.0%	
Contrib to Capital Equip. Replacement Fund						
In-kind Contracted Services	\$ 13,500	\$ 13,500	\$ 13,500	0.0%	0.0%	Continued services by community service volunteers for bus and facility cleaning.
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 50,663	\$ 328,129	\$ 1,011,433	547.7%	208.2%	5310 match - Shirley Conroy and 5339 no match
Equip. Purchases with Local Revenue	\$ 5,820	\$ 14,811	\$ 18,562	159.5%	27.9%	
Equip. Purchases with State Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$ 3,398,276	\$ 3,696,754	\$ 3,671,630	8.8%	-0.7%	

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

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 Revenue	What amount of the Budgeted Revenue in cell 2 will be generated in the unit determined by this spreadsheet. Cell used as local match for these types of revenue?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in cell 4 will come from funds to purchase equipment. OR will be used as match for the purchase of equipment?
from Oct 1st of 2014 to Sept 30th of 2015			
1	2	3	4

REVENUES (CTC/Operations ONLY)

Local Non Govt

Farebox	\$ 73,000
Metrolink Co-Pay Received	\$ 240
Grants/Contributions	\$ -
In-kind, Commodity Services	\$ -
Other	\$ 73,000
Bus Pass Program Revenue	\$ -

Local Government

Direct School Board	\$ -
Comp. ADA Services	\$ -
County Cash	\$ 52,469
County In-kind, Commodity Services	\$ -
City Cash	\$ -
City In-kind, Commodity Services	\$ -
Other Cash	\$ -
Other In-kind, Commodity Services	\$ 13,500
Bus Pass Program Revenue	\$ -

CTD

Trans-Span, Trip Program	\$ 712,452
Non-Span, Capital Equipment	\$ -
Bus Capital Equipment	\$ 90,000
Other CTD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ 166,230
49 USC 5311 (Capital)	\$ 630,761
49 USC 5311 (Capital)	\$ -
Bus Pass Program Revenue	\$ -
Other DOT	\$ -
Commodity Services	\$ -
Other DOT	\$ 793,252
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ 250,469
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

Adult, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care (Drug & Adult Care)	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

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

DOE (state)

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

AMT

MACTA/Statewide Board	\$ -
AMT	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Other American Art	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

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

\$ 25,000	\$ -	\$ -
\$ 240	\$ -	\$ -
\$ -	\$ -	\$ -
\$ 73,000	\$ -	\$ -
\$ -	\$ -	\$ -

\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ 52,469	\$ 10,602	\$ 18,692
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\$ 13,500	\$ -	\$ -
\$ -	\$ -	\$ -

\$ 712,452	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ 90,000	\$ 90,000
\$ -	\$ -	\$ -

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\$ -	\$ 166,230	\$ 166,230
\$ -	\$ 630,761	\$ 630,761
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\$ 793,252	\$ -	\$ 793,252
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\$ 250,469	\$ -	\$ -
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YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

If the Farebox Revenue 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 5

	Upcoming Year's BUDGETED Revenues from Oct 1st of 2014 to Sept 30th of 2015	What amount of the Budgeted Revenues will be guaranteed at the rate per unit determined by the Agreement? OK used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue will be used to purchase equipment? OK will be used as match for the purchase of equipment?
	\$	\$	\$	\$
APD				
Office of Disability Determination	\$ 800			
Developmental Services	\$ -			
Other APD	\$ -			
Bus Pass Program Revenue	\$ -			
DJJ				
Bus Pass Program Revenue	\$ -			
Other Fed or State				
CMHC	\$ 24,000			
FEHA	\$ -			
WIA	\$ -			
Bus Pass Program Revenue	\$ -			
Other Revenues				
Interest Earnings	\$ -			
TRIPS	\$ 818,387			
Bus Pass Program Revenue	\$ -			
Balancing Revenue to Prevent Deficit	\$ -			
Actual or Planned Use of Cash Reserve	\$ -			
Total Revenues =	\$ 3,671,890			
		\$ 1,888,244	\$ 1,883,286	\$ 1,030,175

EXPENDITURES (CTC/Operators ONLY)		\$ 653,261
Operating Expenditures		
Salaries	\$ 1,076,650	
Fringe Benefits	\$ 737,663	
Services	\$ 190,336	
Materials and Supplies	\$ 433,274	
Utilities	\$ 54,854	
Capital and Leasing	\$ 24,487	
Taxes	\$ 3,339	
Purchased Transportation		
Purchased Bus Pass Expenses	\$ -	
Excluded Bus Subsidy Expenses	\$ -	
Contracted Transportation Services	\$ -	
Other	\$ -	
Interest	\$ 143,016	
Operating Debt Service - Principal & Interest	\$ -	
Leases and Rentals	\$ 2,870	
Contrib to Capital Equip. Replacement Fund	\$ -	
In-Rent, Contracted Services	\$ 13,000	
Allocated Indirect	\$ -	
Capital Expenditures		
Equip. Purchase with Grant Funds	\$ 1,011,433	
Equip. Purchase with Local Revenue	\$ 10,882	
Equip. Purchase with Rate Generated Rev	\$ -	
Capital Debt Service - Principal & Interest	\$ -	
Total Expenditures =	\$ 3,871,830	
net: EXCLUDED Subsidy Revenue =	\$ 1,883,286	
Budgeted Total Expenditures INCLUDED in	\$ 1,988,544	
Rate Base =	\$ 1,988,244	
Rate Base Adjustment =	\$ -	
Adjusted Expenditures Included in Rate	\$ 1,988,244	
Base =	\$ 1,988,244	

1 Rate Base Adjustment Cell

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

*The Difference between Expenses and Revenues for Fiscal Year 2012 - 2013

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

Worksheet for Program-wide Rates

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

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	705,813
Rate Per Passenger Mile = \$	2.82
Total Projected Passenger Trips =	40,592
Rate Per Passenger Trip = \$	48.98

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	5.20
Rate Per Passenger Trip = \$	90.45

Fiscal Year
2014 - 2015

Avg. Passenger Trip Length =	17.4 Miles
------------------------------	------------

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells, starting in Section 1 for all services.
2. Follow the yellow #122 prompts, starting now to skip or go to specific questions and functions based on previous answers.

CTC: Suwannee Valley, Inc.
County: Columbia & Hamilton & Suwannee

SECTION I: Services Provided

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

Service	Yes	No	Comments
Paratransit	<input checked="" type="radio"/>	<input type="radio"/>	Yes to Section 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000

SECTION II: Contracted Services

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

Service	Yes	No	Comments
Paratransit	<input checked="" type="radio"/>	<input type="radio"/>	Yes to Section 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000

2. If you answered YES to #1 above, do you want to enter the bidding rate by simply dividing the proposed contract amount by the provided Passenger Mile / passenger trip?

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?

4. If you answered #2 A, want to Combined Rate per Trip (ELM) a per mile add-on for 1 or more services, (USD) the Desired per Trip Rate (but must be \$35 Rate per trip rate in Q3 above).
Rate per Passenger Mile for Database

Worksheet for Multiple Service Rates

1. Answer the questions for completing the ODEM with appropriate data for all services.
2. Follow the ODEM through, starting from the top to the bottom, and follow the instructions based on provided answers.

CTC: Suwannee Valley, Inc.
County: Columbia & Hamilton & Suwannee

SECTION III: Excess Service

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

☐ Yes ☒ No

Leave Blank

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

☐ Trip ☒ Mile

Leave Blank

3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trip / Passenger Mile 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 in the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)

Leave Blank

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

Leave Blank

SECTION V: Rate Calculations for Multiple Services

1. Input Projected Passenger Miles and Passenger Trip for each service in the ODEM table and the Rates for each Service will be calculated automatically.
• Miles and Trip you input must sum to the total for all services combined.
• The ODEM will calculate the "Projected Passenger Miles" and "Projected Passenger Trip" for each service.
• Be sure to leave the message BLANK if you answered NO in Section I or YES to question #2 in Section II.

RATES FOR FY 2018 - 2019

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Miles (including totally contracted services addressed in Section II) = 705,813

Rate per Passenger Mile = \$0.23

Projected Passenger Trip (including totally contracted services addressed in Section II) = 42,522

Rate per Passenger Trip = \$2.25

Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
---------	-------------	-----------	-------

Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
---------	-------------	-----------	-------

Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
---------	-------------	-----------	-------

Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Projected Passenger Trip and Mile Rate

Service	Wheel Chair	Stretcher	Group
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Attachment 2A

SUWANNEE VALLEY TRANSIT AUTHORITY (SVTA)

COMPLAINT AND GRIEVANCE PROCEDURE

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. 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.

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.

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
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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 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
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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. 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.

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. The only matters subject to consideration as a grievance are those which have unsatisfactorily been processed as an official written complaint. 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.

Complaint/Grievance FLOW CHART (not for Medicaid)



Official Complaint/Grievance Form

Page 1 of _____

Date Received _____

by: _____

Section I: Complainant/Grievant

Name: _____

Physical Address: _____

Mailing Address (if different): _____

Contact Phone #: _____

Email: _____

Section II: Person and Organization the Complaint/Grievance is about

Organization: _____

Person(s): _____

Telephone number (if known): _____

Section III: Complaint/Grievance

Explain as clear as possible what your complaint/grievance is. Describe all persons who were involved. Include the name and contact information of the person(s) involved (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form or attach other relevant information.

Date of Problem, Complaint or Grievance (Day, Month, Year): _____

My complaint/grievance is:

Under the penalties of perjury, I hereby certify the above statements to be true. Signature and date required below.

Signature _____

Date _____

Please submit this form in person, or mail to the address below:

SVTA
1907 Voyles St., SW
Live Oak, Florida, 32064

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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.

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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.

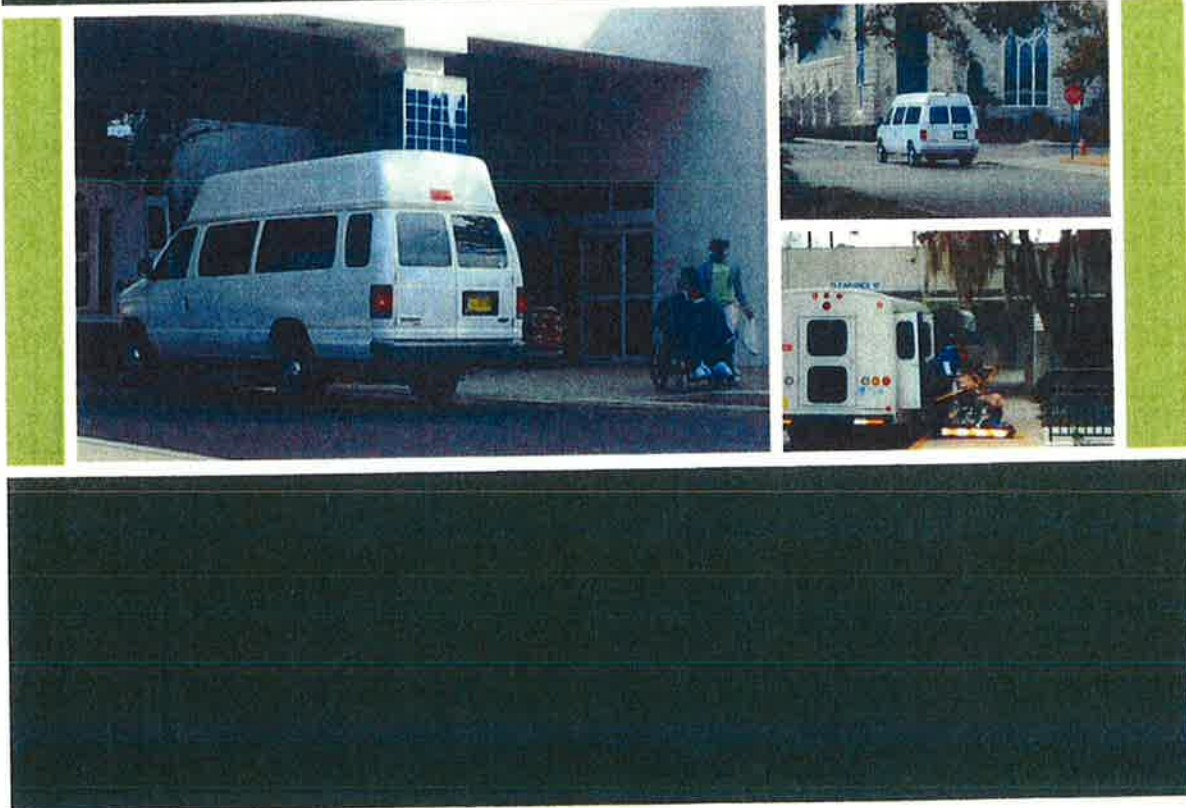
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Appendix A: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

Transportation Disadvantaged Grievance Procedures

July 26, 2013

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

Approved by the

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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


Bucky Nash, Chair

with Assistance from

North Central Florida Regional Planning Council
2009 NW 67th Place
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July 26, 2013

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

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Procedures**

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

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

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

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

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

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

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

D. Purpose

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

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

E. Membership

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

F. Officers

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

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints.
- (2) Notice of Meetings. Notices and agendas shall be sent to all Grievance Committee members and other interested parties at least two (2) weeks prior to each Grievance Committee meeting. Such notice shall state the date, time and the place of the meeting.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

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

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

- (6) **Proxy Voting.** Proxy voting is not permitted.
- (7) **Parliamentary Procedures.** The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

H. Administration

- (1) **Staff Support.** The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.
- (2) **Minutes.** The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

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

J. Procedures

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

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

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- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

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

- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.

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

L. Medicaid Non-Emergency Transportation Program Grievance System

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

M. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the person requesting the hearing.

N. Prohibition Against Retaliation

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

O. Alternative Recourse

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

P. Certification

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



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

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

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**Florida Commission for the Transportation
Disadvantaged
Medicaid Grievance System**

A. Overview

1. Description

- a. Complaint process – The Complaint process is the CTD AND STP's procedure for addressing Medicaid Beneficiary Complaints, which are expressions of dissatisfaction about any matter other than an Action that are resolved at the Point of Contact rather than through filing a formal Grievance.
- b. Grievance process – The Grievance process is the CTD AND STP's procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any matter other than an Action.
- c. Appeal process – The Appeal process is the STP's procedure for addressing Medicaid Beneficiary Appeals, which are requests for review of an Action.
- d. Medicaid Fair Hearing process – The Medicaid Fair Hearing process is the administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the CTD AND STP.
- e. Action – (i) The denial or limited authorization of a requested service, including the type or level of service, pursuant to 42 CFR 438.400(b). (ii) The reduction, suspension, or termination of a previously authorized service. (iii) The denial, in whole or in part, of payment for a service. (iv) The failure to provide services in a timely manner, as defined by the State. (v) The failure of the CTD AND STP to resolve a Complaint within fifteen (15) Business Days, a Grievance within ninety (90) Calendar Days, and an Appeal within forty-five (45) Calendar Days from the date the CTD AND STP receives the Complaint, Grievance, or Appeal.

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2. General Requirements

- a. The CTD AND STP shall all have a Grievance System in place that includes a Complaint process and a Grievance process. The STP must also have an Appeal process and access to the Medicaid Fair Hearing System. The CTD AND STP Grievance System shall comply with the requirements set forth in Section 641.511, F.S., if applicable and with all applicable federal and State laws and regulations, including 42 CFR 431.200 and 42 CFR 438, Subpart F, "Grievance System."
- b. The CTD AND STP must develop and maintain written policies and procedures relating to the Grievance System. Before implementation, the AHCA must give the CTD AND STP written approval of the CTD AND STP Grievance System policies and procedures.
- c. The CTD AND STP shall refer all Medicaid Beneficiaries who are dissatisfied with the CTD AND STP or its Actions to the CTD AND STP Grievance/Appeal Coordinator for processing and documentation in accordance with this Contract and the CTD AND STP, AHCA approved policies and procedures.
- d. The CTD AND STP must give Medicaid Beneficiaries reasonable assistance in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability.
- e. The CTD AND STP must acknowledge, in writing, the receipt of a Grievance or a request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.
- f. The CTD AND STP shall ensure that none of the decision makers on a Grievance or Appeal were involved in any of the previous levels of review or decision-making when deciding any of the following:
 - (1) An Appeal of a denial that is based on lack of Medical Necessity; and
 - (2) A Grievance regarding the denial of an expedited resolution of an Appeal.
 - (3) ***All local Appeals and Grievances shall be heard by the local Transportation Disadvantaged Coordinating Board.***

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- g. The CTD AND STP shall allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity to examine the Medicaid Beneficiary's case file before and during the Grievance or Appeal process, including all Medical Records and any other documents and records.
- h. The CTD AND STP shall consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the Grievance/Appeal.
- i. The CTD AND STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of this Contract and to fulfill the reporting requirements as set forth in Section XI, Reporting Requirements.
- j. Notice of Action
 - (1) The STP shall notify the Medicaid Beneficiary, in writing, using language at, or below the fourth (4th) grade reading level, of any Action taken by the STP to deny a Transportation Service request, or limit Transportation Services in an amount, duration, or scope that is less than requested.
 - (2) The STP must provide notice to the Medicaid Beneficiary as set forth below (see 42 CFR 438.404(a) and (c) and 42 CFR 438.210(b) and (c)):
 - (a) The Action the STP has taken or intends to take;
 - (b) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;
 - (c) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;
 - (d) The procedures for filing an Appeal;
 - (e) The circumstances under which expedited resolution is available and how to request it; and
 - (f) The Medicaid Beneficiary's rights to request that Transportation Services continue pending the

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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resolution of the Appeal, how to request the continuation of Transportation Services, and the circumstances under which the Medicaid Beneficiary may be required to pay the costs of these services.

- (3) The STP must provide the notice of Action within the following time frames:
- (1) **At least ten (10) Calendar Days before the date of the Action or fifteen (15) Calendar Days if the notice is sent by Surface Mail (five [5] Calendar Days if the Vendor suspects Fraud on the part of the Medicaid Beneficiary). See 42 CFR 431.211, 42 CFR 431.213 and 42 CFR 431.214.**
 - (2) For denial of the Trip request, at the time of any Action affecting the Trip request.
 - (3) For standard Service Authorization decisions that deny or limit Transportation Services, as quickly as the Medicaid Beneficiary's health condition requires, **but no later than fourteen (14) Calendar Days following receipt of the request for service (see 42 CFR 438.201(d)(1)).**
 - (4) If the STP extends the time frame for notification, it must:
 - (a) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid Beneficiary of the right to file a Grievance if the Medicaid Beneficiary disagrees with the STP's decision to extend the time frame; and
 - (b) Carry out its determination as quickly as the Medicaid Beneficiary's health condition requires, **but in no case later than the date upon which the fourteen (14) Calendar Day extension period expires (see 42 CFR 438.210(d)(1)).**
 - (5) If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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denial and, therefore, an Action adverse to the Medicaid Beneficiary (See 42 CFR 438.210(d)).

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

B. The Complaint Process

1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a Complaint. *All complaints must begin with an STP response, regardless of where the initial complaint is received.*
2. General CTD AND STP Duties
 - a. The CTD AND STP must:
 - (1) Resolve each Complaint within fifteen (15) Business Days from the day the CTD AND STP received the Initial Complaint, be it oral or in writing;
 - (a) The CTD AND STP may extend the Complaint resolution time frame by up to ten (10) Business Days if the Medicaid Beneficiary requests an extension, or the CTD AND STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
 - (b) If the CTD AND STP request the extension, the CTD AND STP must give the Medicaid Beneficiary written notice of the reason for the delay.
 - (2) Notify the Medicaid Beneficiary, in writing, within five (5) Business Days of the resolution of the Complaint if the Medicaid Beneficiary is not satisfied with the CTD AND STP resolution. The notice of disposition shall include the results and date of the resolution of the Complaint, and shall include:
 - (a) A notice of the right to request a Grievance or Appeal, whichever is the most appropriate to the nature of the objection;

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- (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Section VIII.E., Medicaid Fair Hearing System, below);
 - (3) Provide the AHCA with a report detailing the total number of Complaints received, pursuant to Section XI., Reporting Requirements; and
 - (4) Ensure that neither the **CTD AND STP** (if applicable), or any Transportation Provider takes any punitive action against a physician or other Health Care Provider who files a Complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's Complaint.
- b. Filing Requirements
 - (1) **The Medicaid Beneficiary or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent must file a Complaint within fifteen (15) Calendar Days after the date of occurrence that initiated the Complaint.**
 - (2) The Medicaid Beneficiary or his/her representative may file a Complaint either orally or in writing. The Medicaid Beneficiary or his/her representative may follow up an oral request with a written request, however the timeframe for resolution begins the date the **CTD AND STP** receives the oral request.
- C. The Grievance Process
 - 1. A Medicaid Beneficiary may file a Grievance; or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a Grievance.
 - 2. General **CTD AND STP** Duties
 - a. The **CTD AND STP** must:
 - (1) **Resolve each Grievance within ninety (90) Calendar Days from the day the CTD AND STP received the initial Grievance request, be it oral or in writing;**

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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- (2) **Notify the Medicaid Beneficiary, in writing, within thirty (30) Calendar Days of the resolution of the Grievance.** The notice of disposition shall include the results and date of the resolution of the Grievance, and for decisions not wholly in the Medicaid Beneficiary's favor, the notice of disposition shall include:
 - (a) Notice of the right to request a Medicaid Fair Hearing, if applicable;
 - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, including the contact information necessary to pursue a Medicaid Fair Hearing (see Section VIII.E., Medicaid Fair Hearing System, below);
 - (3) Provide AHCA with a copy of the written notice of disposition upon request;
 - (4) Ensure that neither the CTD AND STP nor any Subcontractors (if applicable), or any Transportation Provider takes any punitive action against a physician or other health care provider who files a Grievance on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's Grievance; and
 - (5) Provide AHCA with a report detailing the total number of Grievances received, pursuant to Section XI., Reporting Requirements.
- b. **The CTD AND STP may extend the Grievance resolution time frame by up to fourteen (14) Calendar Days** if the Medicaid Beneficiary requests an extension, or the CTD AND STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
- (1) **If the CTD AND STP requests the extension, the CTD AND STP must give the Medicaid Beneficiary written notice of the reason for the delay.**
- c. **Filing Requirements**
- (1) **The Medicaid Beneficiary or provider must file a Grievance within one (1) year after the date of occurrence that initiated the Grievance.**

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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- (2) The Medicaid Beneficiary or provider may file a Grievance either orally or in writing. The Medicaid Beneficiary may follow up an oral request with a written request, however the timeframe for resolution begins the date the CTD AND STP receives the oral request.

D. The Appeal Process

1. A Medicaid Beneficiary may file an Appeal, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file an Appeal.
2. General STP Duties
 - a. The STP shall:
 - (1) Confirm in writing all oral inquiries seeking an Appeal, unless the Medicaid Beneficiary or provider requests an expedited resolution;
 - (2) If the resolution is in favor of the Medicaid Beneficiary, provide the services as quickly as the Medicaid Beneficiary's health condition requires;
 - (3) Provide the Medicaid Beneficiary or provider with a reasonable opportunity to present evidence and allegations of fact or law, in person and/or in writing;
 - (4) Allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity, before and during the Appeal process, to examine the Medicaid Beneficiary's case file, including all documents and records;
 - (5) Consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the Appeal;
 - (6) Continue the Medicaid Beneficiary's Transportation Services if:
 - (a) The Medicaid Beneficiary files the Appeal in a timely manner, meaning on or before the later of the following:

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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- (i) **Within ten (10) Business Days of the date on the notice of Action (add five [5] Business Days if the notice is sent via Surface Mail); or**
 - (ii) The intended effective date of the STP proposed Action.
 - (b) The Appeal Involves the termination, suspension, or reduction of a previously authorized Transportation service;
 - (c) The Transportation was for a Medicaid compensable service ordered;
 - (d) The authorization period has not expired; and/or
 - (e) The Medicaid Beneficiary requests extension of Transportation Services.
- (7) **Provide written notice of the resolution of the Appeal, including the results and date of the resolution within two (2) Business Days after the resolution.** For decisions not wholly in the Medicaid Beneficiary's favor, the notice of resolution shall include:
- (a) Notice of the right to request a Medicaid Fair Hearing;
 - (b) Information about how to request a Medicaid Fair Hearing, including the DCF address necessary for pursuing a Medicaid Fair Hearing, as set forth in Section VIII.E., Medicaid Fair Hearing System, below;
 - (c) Notice of the right to continue to receive Transportation Services pending a Medicaid Fair Hearing;
 - (d) Information about how to request the continuation of Transportation Services; and
 - (e) Notice that if the **STP Action** is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued Transportation Services.
- (8) Provide AHCA with a copy of the written notice of disposition upon request;

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- (9) Ensure that neither the STP nor any Subcontractors (if applicable) or Transportation Providers take any punitive action against a physician or other health care provider who files an Appeal on behalf of a Medicaid Beneficiary or supports a Medicaid Beneficiary's Appeal; and
- (10) Provide the AHCA with a report detailing the total number of Appeals received, pursuant to Section XI., Reporting Requirements.
- b. If the STP continues or reinstates the Medicaid Beneficiary's Transportation Services while the Appeal is pending, the STP must continue providing the Transportation Services until one (1) of the following occurs:
 - (1) The Medicaid Beneficiary withdraws the Appeal;
 - (2) Ten (10) Business Days pass from the date of the STP's notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and if the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached;
 - (3) The Medicaid Fair Hearing panel's decision is adverse to the Medicaid Beneficiary; or
 - (4) The authorization to provide services expires, or the Medicaid Beneficiary meets the authorized service limits.
- c. If the final resolution of the Appeal is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished from the Medicaid Beneficiary while the Appeal was pending, to the extent that the STP furnished the services solely because of the requirements of this Section.
- d. If the STP did not furnish services while the Appeal was pending and the Appeal panel reverses the STP decision to deny, limit or delay services, the STP must authorize or provide the disputed services promptly and as quickly as the Medicaid Beneficiary's health condition requires.
- e. If the STP furnished services while the Appeal was pending and the Appeal panel reverses the STP decision to deny, limit or delay

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services, the STP must pay for disputed services in accordance with State policy and regulations.

3. Filing Requirements

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

4. Expedited Process

- a. **The STP shall establish and maintain an expedited review process for Appeals when the STP determines, the Medicaid Beneficiary requests or the provider indicates (in making the request on the**

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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Medicaid Beneficiary's behalf or supporting the Medicaid Beneficiary's request) that taking the time for a standard resolution could seriously jeopardize the Medicaid Beneficiary's life, health or ability to attain, maintain or regain maximum function.

- b. The Medicaid Beneficiary may file an expedited Appeal either orally or in writing. No additional written follow-up on the part of the Medicaid Beneficiary is required for an oral request for an expedited Appeal.
- c. The STP must:
 - (1) Inform the Medicaid Beneficiary of the limited time available for the Medicaid Beneficiary to present evidence and allegations of fact or law, in person and in writing;
 - (2) **Resolve each expedited Appeal and provide notice to the Medicaid Beneficiary, as quickly as the Medicaid Beneficiary's health condition requires, within State established time frames not to exceed seventy-two (72) hours after the STP receives the Appeal request, whether the Appeal was made orally or in writing;**
 - (3) **Provide written notice of the resolution in accordance with Section VIII.D., The Appeal Process, of the expedited Appeal to the Medicaid Beneficiary;**
 - (4) Make reasonable efforts to provide oral notice of disposition to the Medicaid Beneficiary immediately after the Appeal panel renders a decision; and
 - (5) Ensure that neither the STP nor any Subcontractors (if applicable) or Transportation Providers take any punitive action against a physician or other health care provider who requests an expedited resolution on the Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for expedited resolution of an Appeal.
- d. If the STP denies a request for an expedited resolution of an Appeal, the Vendor/Subcontractor must:
 - (1) Transfer the Appeal to the standard time frame of no longer than **forty-five (45) Calendar Days from the day the STP received the request for Appeal (with a possible fourteen [14] day extension);**

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- (2) Make reasonable efforts to provide immediate oral notification of the **STP** denial for expedited resolution of the Appeal;
- (3) **Provide written notice of the denial of the expedited Appeal within two (2) Calendar Days;** and
- (4) Fulfill all requirements set forth in Section VIII.D., The Appeal Process, above.

E. Medicaid Fair Hearing System

1. As set forth in Rule 65-2.042, FAC, the **CTD AND STP** Grievance Procedure and Appeal and Grievance processes shall state that the Medicaid Beneficiary has the right to request a Medicaid Fair Hearing, in addition to, and at the same time as, pursuing resolution through the **CTD AND STP** Grievance and Appeal processes.
 - a. A physician or other health care provider must have a Medicaid Beneficiary's written consent before requesting a Medicaid Fair Hearing on behalf of a Medicaid Beneficiary.
 - b. The parties to a Medicaid Fair Hearing include the **CTD AND STP**, as well as the Medicaid Beneficiary, his/her representative or the representative of a deceased Medicaid Beneficiary's estate.
2. Filing Requirements
 - a. The Medicaid Beneficiary may request a Medicaid Fair Hearing within ninety (90) days of the date of the notice of the **CTD AND STP** resolution of the Medicaid Beneficiary's Grievance/Appeal by contacting DCF at:

The Office of Appeal Hearings
1317 Winewood Boulevard, Building 5, Room 203
Tallahassee, Florida 32399-0700
3. General **CTD AND STP** Duties
 - a. The **CTD AND STP** must:
 - (1) Continue the Medicaid Beneficiary's Transportation Services while the Medicaid Fair Hearing is pending if:

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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- (a) The Medicaid Beneficiary filed for the Medicaid Fair Hearing in a timely manner, meaning on or before the later of the following:
 - (i) Within ten (10) Business Days of the date on the notice of Action (add five [5] Business Days if the notice is sent via Surface Mail);
 - (ii) The intended effective date of the STP proposed Action.
 - (b) The Medicaid Fair Hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
 - (c) The authorization period has not expired; and/or
 - (d) The Medicaid Beneficiary requests extension of Transportation Services.
- (2) Ensure that neither the CTD AND STP (if applicable) or Transportation Providers take any punitive action against a physician, Transportation Provider, or other health care provider who requests a Medicaid Fair Hearing on a Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for a Medicaid Fair Hearing.
- b. If the STP continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the Vendor/Subcontractor must continue said Transportation Services until one (1) of the following occurs:
- (1) The Medicaid Beneficiary withdraws the request for a Medicaid Fair Hearing;
 - (2) Ten (10) Business Days pass from the date of the STP's notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached (add five [5] Business Days if the STP sends the notice of Action by Surface Mail);
 - (3) The Medicaid Fair Hearing officer renders a decision that is adverse to the Medicaid Beneficiary; and/or

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- (4) The Medicaid Beneficiary's authorization expires or the Medicaid Beneficiary reaches his/her authorized service limits.
4. If the final resolution of the Medicaid Fair Hearing is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished while the Medicaid Fair Hearing was pending, to the extent that the STP furnished said services solely because of the requirements of this Section.
5. If services the STP did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP decision to deny, limit or delay services, the STP must authorize or provide the disputed services as quickly as the Medicaid Beneficiary's health condition requires.
6. If the STP did furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP decision to deny, limit or delay services, the STP must pay for the disputed services in accordance with State policy and regulations.

<u>Type</u>	<u>Time Frame to File</u>	<u>Provide Transportation Services During Review</u>	<u>Time Frame to Resolve</u>	<u>Extension Time Frame</u>	<u>Time Frame to Send Notification of Resolution</u>	<u>Next Step (if any)</u>
Complaint	Ninety (90) Calendar Days From the Date of the Incident That Precipitated the Complaint	Yes	Fifteen (15) Business Days	Ten (10) Business Days	Five (5) Business Days From the Date of the Complaint	File a Grievance
Grievance	Ninety (90) Calendar Days From the Date of the Action That Precipitated the Grievance	Yes	Ninety (90) Calendar Days	Fourteen (14) Calendar Days	Thirty (30) Calendar Days from the Date of the Resolution of the Grievance	Medicaid Fair Hearing

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
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Appeal	Thirty (30) Calendar Days of Receiving Notice of Denial or Limitation of Services	Yes	Forty-five (45) Calendar Days	Fourteen (14) Calendar Days	Thirty (30) Calendar Days from the Date of the Resolution of the Appeal	Medicaid Fair Hearing
Medicaid Fair Hearing	Upon Filing a Grievance or Appeal	Yes	Resolution by Administrative Hearing	None	Notification Sent by the Administrative Hearing Office	Legal Recourse

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

** Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



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Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org/td

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

May 14, 2014

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

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Grievance Committee Report

RECOMMENDATION

The Board needs to forward the Grievance Committee recommendations to the Suwannee Valley Transit Authority Board of Directors.

BACKGROUND

The Grievance Committee met on February 12, 2014 to hear a grievance filed by Mr. LJ Johnson. Chapter I. J. (13) of the Grievance Procedures requires that a written report and any recommendations of the Grievance Committee shall be provided to the Board.

The Grievance Committee made the following recommendations concerning the grievance:

1. Suwannee Valley Transit Authority drivers should give passengers receipts noting their pick-up and drop off times and should use ink instead of pencil when documenting pick-up and drop off times on the manifests.
2. Suwannee Valley Transit Authority should not schedule Mr. LJ Johnson's trips with Parrish Medi-Van in the future.
3. Suwannee Valley Transit Authority should enforce the five minute wait time once the drivers arrive to pick passengers up.
4. Refer Mr. Johnson's concern regarding the requirement to submit complaints in writing to the Suwannee Valley Transit Authority Board of Directors.
- 5.

Attached are the February 12, 2014 Grievance Committee meeting minutes.

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

Attachment

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

MEETING MINUTES

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

Wednesday
February 12, 2014
11:40 a.m.

GRIEVANCE COMMITTEE MEMBERS PRESENT

Commissioner Bucky Nash, Chairman
Sandra Collins, Florida Department of Transportation
Ralph Kitchens, Persons with Disabilities Representative
Matthew Pearson, Florida Association for Community Action Representative

GRIEVANCE COMMITTEE MEMBERS ABSENT

Alana McKay, Florida Agency for Health Care Administration – Medicaid

BOARD MEMBERS PRESENT

Sandra Buck-Camp, Elderly Representative
Jeanne d'Eauede, Citizen Advocate

GRIEVANT

LJ Johnson
Richard Todd

OTHERS PRESENT

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

STAFF PRESENT

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

I. CALL TO ORDER

Chair Nash called the meeting to order at 11:40 a.m.

A. Introductions

There were no introductions. Chair Nash stated a quorum of Committee members was present.

B. Presentation of Grievance #1

Chair Nash asked Mr. Mr. Richard Todd to present his grievance.

Mr. Richard Todd stated he is oftentimes picked up and dropped off late to his medical appointments. He said he has discussed this issue with Suwannee Valley Transit Authority staff.

Mr. Todd also noted the seatbelt extensions to not work in some of the vehicles.

Response to Grievance #1

Mr. William Steele, Suwannee Valley Transit Authority Director of Operations, stated Suwannee Valley Transit Authority staff researched Mr. Todd's trips and concluded they have been meeting the Board's on-time performance standard of 90 percent.

Mr. Steele sated vehicle equipment is checked regularly.

Committee Discussion/Recommendation

Chair Nash suggested Suwannee Valley Transit Authority give passengers receipts with their pick-up time noted on the receipt. He asked Mr. Todd to document the dates and times when he is not picked-up or dropped off on time and to contact him for assistance.

ACTION: Matthew Pearson moved to recommend Suwannee Valley Transit Authority give passengers receipts noting the pick-up time. He also recommended Suwannee Valley Transit Authority drivers use ink instead of pencil when documenting pick-up and drop off times on the manifests . Ralph Kitchens seconded; motion passed unanimously.

C. Presentation of Grievance #2

ACTION: Ralph Kitchens moved to not discuss Mr. Johnson's concerns regarding Board meetings, documents and minutes because they are not within the Grievance Committee's purview. Sandra Collins seconded; motion passed unanimously.

Chair Nash asked Mr. Johnson to discuss his first concern regarding trip scheduling.

Mr. Johnson stated he was incorrectly scheduled to ride with Parrish, a Suwannee Valley Transit Authority vendor, and felt the scheduling was done in retaliation on the part of Suwannee Valley Transit Authority.

Response to Concern #1

Mr. Steele stated Suwannee Valley Transit Authority will be more careful in the future not to schedule Mr. Johnson's trips with Parrish.

Committee Discussion/Recommendation Concern #1

ACTION: Ralph Kitchens moved to recommend that Suwannee Valley Transit Authority not schedule Mr. Johnson's trips with Parrish in the future. Matthew Pearson seconded; motion passed unanimously.

Presentation of Concern #2

Chair Nash asked Mr. Johnson to present his second concern.

Mr. Johnson stated he was dropped off late to his medical appointment on January 2, 2014 because the driver had to go back to pick up a passenger who was not ready on time. He also said the driver was speeding through a residential area.

Response to Concern #2

Mr. Steele stated Suwannee Valley Transit Authority staff researched Mr. Johnson's trips and concluded they have been meeting the Board's on-time performance standard of 90 percent. Mr. Steele stated that Mr. Johnson filed his grievance because he is a white man and the driver is a black man.

Committee Discussion/Recommendation Concern #2

Mr. Pearson recommended Suwannee Valley Transit Authority enforce the five minute wait time policy.

ACTION: **Ralph Kitchens moved to recommend Suwannee Valley Transit Authority enforce the five minute wait time and give passengers receipts noting the pick-up time. He also recommended that Suwannee Valley Transit Authority drivers use ink when documenting pick-up and drop off times on the manifests . Sandra Collins seconded; motion passed unanimously.**

Presentation of Concern #3

Chair Nash asked Mr. Johnson to present his third concern.

Mr. Johnson said Mr. Steele required him to submit his complaints writing although it is not required by the Medicaid Non-Emergency Transportation subcontractor agreement.

Response to Concern #3

Mr. Steele stated written complaints are required by the Suwannee Valley Transit Authority's complaint and grievance procedures.

Committee Discussion/Recommendation Concern #3

ACTION: **Ralph Kitchens moved to refer Mr. Johnson's concerns regarding the requirement to submit complaints in writing to the Suwannee Valley Transit Authority Board of Directors . Sandra Collins seconded; motion passed unanimously.**

Presentation of Concern #4

Chair Nash asked Mr. Johnson to present his fourth concern.

Mr. Johnson stated Suwannee Valley Transit Authority staff sent him correspondence which included his Medicaid number. He stated that, at the September 23, 2013 Grievance Committee meeting, the Committee recommended Suwannee Valley Transit Authority never include passengers' Medicaid numbers in written correspondence.

Response to Concern #4

Mr. Steele stated Suwannee Valley Transit Authority received information from the Medicaid Field 3 Office that the inclusion of Mr. Johnson's Medicaid number was not a violation of the Health Insurance Portability and Accountability Action of 1996 (HIPAA).

Committee Discussion/Recommendations Concern #4

ACTION: Ralph Kitchens moved to recommend Suwannee Valley Transit Authority not include personal information about passengers in written correspondence. Sandra Collins seconded; motion passed unanimously.

D. PROPOSED AMENDMENTS TO GRIEVANCE PROCEDURES

ACTION: Ralph Kitchens moved to defer review of Suwannee Valley Transit Authority's proposed changes to the Grievance Procedures to the next meeting. Sandra Collins seconded; motion passed unanimously.

ADJOURNMENT

The meeting adjourned at 1:30 p.m.

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

Date



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

May 14, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Medicaid Non-Emergency Medical Transportation

RECOMMENDATION

For information only. No action is required.

BACKGROUND

Attached information concerning the provision of Medicaid non-emergency medical transportation services.

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

Attachments

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

Lynn Godfrey

From: McKay, Alana E. [Alana.McKay@ahca.myflorida.com]
Sent: Friday, April 25, 2014 11:08 AM
To: Kelly Gonzalez (kelly.gonzalez@mvtransit.com); Demetrius Moring (demetrius.moring@mvtransit.com); Matt Pearson (mpearson@suwanneeec.net); teresa.fortner@RideSVTA.com; Connie Conley (cjconley@bellsouth.net); Boyd Thompson (boyd@theridesolution.org); Myra Strange (myra@theridesolution.org); Wanda Boggs (wanda@theridesolution.org); Curtis E Allen (ceallen1954@yahoo.com); Lynn Godfrey
Cc: Hager, Greg D.; Singer, Andrew
Subject: RE: Numbers to call for rides

Also, if there are complaints from Medicaid beneficiaries, providers, etc. they can be filed using this website.

https://apps.ahca.myflorida.com/smmc_cirts/

Complaints are going to a central hub in the state for tracking and resolution to ensure fast and consistent responses. When an issue is submitted using this online form an email will be sent confirming it was received.

From: McKay, Alana E.
Sent: Friday, April 25, 2014 10:07 AM
To: Kelly Gonzalez (kelly.gonzalez@mvtransit.com); Demetrius Moring (demetrius.moring@mvtransit.com); Matt Pearson (mpearson@suwanneeec.net); teresa.fortner@RideSVTA.com; Connie Conley (cjconley@bellsouth.net); Boyd Thompson (boyd@theridesolution.org); Myra Strange (myra@theridesolution.org); Wanda Boggs (wanda@theridesolution.org); Curtis E Allen (ceallen1954@yahoo.com); Lynn Godfrey (godfrey@ncfrpc.org)
Cc: Hager, Greg D.; Singer, Andrew
Subject: Numbers to call for rides

Good morning,

I received this information earlier this week. These are the numbers for riders to call at each of the MCOs to schedule their rides. These are not the direct numbers to the MCOs, I believe they are to the transportation brokers call centers. Please share these with your riders who should know what plan they are enrolled in at this point.

Prestige	1 (855) 381-3778
Staywell (Wellcare)	1 (866) 591-4066
Sunshine	1 (866) 790-8817
United	1 (800) 698-8457

If riders have questions they can call me, but they should try these numbers first. If you have riders who are in life threatening circumstances (ex. dialysis, etc.) who are unable to schedule a ride please email or call me so we can assist them.

Thank you,
Alana



**Alana McKay - SENIOR HUMAN SERVICES
PROGRAM SPECIALIST**

Field Office 3 - Alachua -
14101 NW HIGHWAY 441 ALACHUA, 32615
386-462-6229 (Office) - 386 418-5370 (Fax)



Transportation Service Requirements in the Managed Medical Assistance Program

Overview

The Statewide Medicaid Managed Care (SMMC) program consists of two components: the Managed Medical Assistance (MMA) program and the Long-term Care (LTC) program. The MMA program provides medical services to infants, children and adults on Medicaid, while the LTC program provides nursing facility and home and community-based services to adults who meet nursing home level of care.

MMA plans¹ are required to provide transportation services, including emergency transportation, to their enrollees who have no other means of transportation available to any covered service. This document provides an overview of the transportation requirements for the MMA program and the expectations established by contract for MMA plans and transportation providers.

Contract Language

Attachment II, Section V. D.3.f., Managing Mixed Services

Managed Care Plans shall provide non-emergency transportation (NET) services to enrollees with both MMA benefits and LTC benefits as follows:

- (1) MMA Managed Care Plans shall provide NET to all MMA benefits.*
- (2) LTC Managed Care Plans shall provide NET to all LTC benefits.*
- (3) Comprehensive LTC Managed Care Plans shall provide NET to enrollees with both MMA and LTC benefits, and provide NET to [sic] all MMA benefits for enrollees with only MMA benefits.*

Attachment II, Exhibit II-A, Section V.A.28., Transportation Services

The Managed Care Plan shall provide transportation services, including emergency transportation, for its enrollees who have no other means of transportation available to any covered service, including enhanced benefits.

The Managed Care Plan shall comply with provisions of the Medicaid Transportation Services Coverage and Limitations Handbooks. In any instance when compliance conflicts with the terms of this Contract, the Contract prevails. In no instance may the limitations or exclusions imposed by the Managed Care Plan be more stringent than those in the Medicaid Transportation Services Coverage and Limitations Handbooks.

The Managed Care Plan is not obligated to follow the requirements of the Commission for the Transportation Disadvantaged (CTD) or the Transportation Coordinating Boards as set forth in Chapter 427, F.S., unless the Managed Care Plan has chosen to coordinate services with the CTD.

¹ Includes Comprehensive Long-term Care Plans

The Managed Care Plan may provide transportation services directly through its own network of transportation providers or through a provider contract relationship, which may include the Commission for the Transportation Disadvantaged. In either case, the Managed Care Plan is responsible for monitoring provision of services to its enrollees.

The Managed Care Plan shall ensure transportation services meet the needs of its enrollees including use of multiload vehicles, public transportation, wheelchair vehicles, stretcher vehicles, private volunteer transport, over-the-road bus service, or, where applicable, commercial air carrier transport;

The Managed Care Plan shall be responsible for the cost of transporting an enrollee from a non-participating facility or hospital to a participating facility or hospital if the reason for transport is solely for the Managed Care Plan's convenience.

The Managed Care Plan shall approve and process claims for transportation services in accordance with the requirements set forth in this Contract.

The Managed Care Plan shall establish a minimum twenty-four (24) hour advance notification policy to obtain transportation services, and the Managed Care Plan shall communicate that policy to its enrollees and transportation providers.

The Managed Care Plan shall establish enrollee pick-up windows and communicate those timeframes to enrollees and transportation providers.

Managed Medical Assistance (MMA) Plans' Responsibilities

Continuity of Care Period

- The continuity of care period is defined as: a period of 60 days after the effective date of enrollment, or until the enrollee's primary care provider or behavioral health provider (as applicable to medical care or behavioral health care services, respectively) reviews the enrollee's treatment plan, whichever comes first. This period is in effect during both the initial implementation of the MMA program and for any new enrollments in a plan after implementation.

Coordination of Care

- MMA plans are responsible for providing non-emergency transportation (NET) to all enrollees who have no other means of transportation to any covered service including expanded benefits.
- MMA plans are required to ensure that the mode of transportation provided to each enrollee is most appropriate to meet the enrollee's needs (e.g., a wheelchair vehicle versus public transportation).
- MMA plans are required to ensure that enrollees receive NET services safely, by complying with the provisions of Attachment II, Exhibit II-A, Section V.A.28.(e).

Authorization Requirements

- MMA plans are required to cover any NET services that were **previously authorized or prescheduled prior to the enrollee's enrollment in the plan** with the recipient's existing NET provider during the continuity of care period, even if that provider does not participate in the plan's network. (Providers that are not enrolled in a plan's network are sometimes referred to as "non-participating" providers.)
- If NET services were previously authorized, the MMA plan may not require additional authorization in order for the enrollee to obtain the service. However, the plan may require the NET provider to submit written documentation of the prior approved or prescheduled appointment prior to the payment of any claims.
- MMA plans must establish timeframes for picking up enrollees (also referred to as the pick-up window) when NET services are requested. Pick-up window timeframes must be communicated to both the enrollee and the transportation provider.
- MMA plans are responsible for communicating any authorization requirements for NET services to its enrollees and providers. Prior authorization is not required for emergency transportation services.

Payment

- MMA plans are responsible for the costs of any NET services provided during the continuity of care period that were **authorized or prescheduled prior to the implementation of MMA** in the region. This is true whether such services are provided by participating or non-participating providers.
- For services provided in the first 30 days of the continuity of care period, the MMA plan must pay non-participating providers at the rate they received for services rendered to the enrollee immediately prior to the enrollee transitioning to MMA, unless the provider agrees to an alternative rate.
- MMA plans are responsible for approving and processing claims submitted for NET services in accordance with the requirements established in contract.
- If the MMA plan transports an enrollee from a non-participating facility to a participating facility solely for the plan's convenience, the MMA plan is responsible for paying for the cost of the transport.

Provider Responsibilities During the Continuity of Care Period

- Existing NET service providers (this includes those contracted with the Commission for Transportation Disadvantaged) should continue providing NET services to MMA enrollees during the continuity of care period for any NET services **that were previously authorized or prescheduled prior to the MMA implementation in their region**, regardless of whether the provider is participating in the plan's network.

- The NET provider should continue providing NET services to recipients through the continuity of care period or until it is contacted by the MMA plan and directed to discontinue services, whichever comes first.
- NET providers should notify the enrollee's MMA plan as soon as possible of any prior authorized or prescheduled NET trips.
- During the continuity of care period, non-participating NET providers will continue to be paid at the rate they received for services rendered to the enrollee immediately prior to the enrollee transitioning to the MMA plan for a minimum of 30 days, unless the provider agrees to an alternative rate. Providers will need to follow the process established by the managed care plans for getting these claims paid appropriately.
- NET providers may be required to submit written documentation of any prior authorized prescheduled services, along with their claim(s) in order to receive payment from the plan.

Recipient/Enrollee Responsibilities

- Enrollees are encouraged to contact their MMA plan as soon as possible to notify the plan of any prescheduled or prior approved NET services.
- For any new transportation service requests, enrollees must request NET services from the MMA plan at least 24 hours in advance of the desired trip.

Frequently Asked Questions

1. Do the MMA plans have to cover NET services that were prescheduled prior the Medicaid recipient enrolling in their plan?

Yes. If the prescheduled NET trip occurs during the continuity of care period, the MMA plan should pay for the NET service without requiring any additional authorization.

2. A Medicaid recipient is receiving an ongoing course of treatment, like dialysis, and requires non-emergency transportation multiple times per week to attend his appointments. He receives NET services through a local NET provider, but his local NET provider is not in his new MMA plan's network. How will the recipient's NET services be covered during his 60 day continuity of care period?

The non-participating NET provider should continue providing NET services to the recipient during the continuity of care period for any NET services that were previously authorized or prescheduled prior to the MMA implementation. The NET provider should check the recipient's eligibility prior to rendering services. Once the NET provider has verified that the recipient has selected a new MMA plan, the NET provider should contact the recipient's new MMA plan to notify the MMA plan of any prior authorized or prescheduled trips. During the continuity of care period, the NET provider should continue providing NET services to recipients until it is contacted by the MMA plan and directed to discontinue services.

3. A Medicaid recipient is receiving non-emergency transportation (NET) services multiple times per week for an ongoing course of treatment from his local Community Transportation Coordinator (CTC) through the Florida Commission for the Transportation Disadvantaged. The local CTC is not in his new MMA plan's network. Should the CTC provider continue providing NET services to the recipient once the recipient has transitioned to his new MMA plan?

Yes. The CTC provider (and all previously authorized transportation providers) should continue providing the recipient's NET services even after the recipient has transitioned to his MMA plan. After the first date of the regional transition to the MMA program, the CTC provider should check the recipient's eligibility. Once the CTC provider has verified that the recipient has selected a new MMA plan, the CTC provider should contact the recipient's new MMA plan or the MMA plan's transportation broker, to notify the MMA plan or broker of any prior authorized, prescheduled or upcoming trips. During the continuity of care period, the CTC provider should continue providing NET services to recipients until it is contacted by the MMA plan and directed to discontinue services.

A list of the MMA plans' transportation broker's contact information is provided below:

<i>MMA Plan</i>	<i>Transportation Appointment Phone Number</i>
<i>AHF / Positive</i>	<i>888- 997-0979</i>
<i>Amerigroup</i>	<i>866-372-9794 866-288-3133 (TTY)</i>
<i>Better</i>	<i>866-201-9970</i>
<i>Clear Health</i>	<i>866-201-9971</i>
<i>Coventry</i>	<i>866-411-8912</i>
<i>FCA</i>	<i>866-201-9967</i>
<i>Humana</i>	<i>866-779-0565</i>
<i>Integral</i>	<i>866-258-4326</i>
<i>Magellan</i>	<i>877-796-5843</i>
<i>Molina</i>	<i>866-528-0454</i>
<i>Preferred</i>	<i>866-779-0564 866-288-3133 (TTY)</i>
<i>Prestige</i>	<i>855-381-3778</i>
<i>SFCCN</i>	<i>866-306-9358</i>
<i>Simply</i>	<i>866-201-9969</i>
<i>Sunshine</i>	<i>866-790-8817</i>
<i>United</i>	<i>800-698-8457</i>
<i>Wellcare</i>	<i>866-591-4066</i>



May 14, 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 Report January - March 2014;
2. Suwannee Valley Transit Authority Operations Report January - March 2014
3. Suwannee Valley Transit Authority Complaint Report January - March 2014;
4. Fiscal Year 2013/14 Transportation Disadvantaged Trust Fund Status Report; and
5. Fiscal Year 2013/14 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

01/01/2014 - 03/31/2014

Days of Service:	90
Service Hours:	18624
NonService Hours:	0.0
Total Billable Riders:	24,176
Average Hours Per Ride:	0.7704
Average Rides Per Day:	268.6
Average Service Hours Per Day:	206.9
NonBillable No Shows:	152
Rider Cancells:	3,659
Subscription Rides:	16,083
Demand Rides:	8,093
Immediate Rides:	126
In Area Rides:	21,585
Out of Area Rides:	2,584
In County Rides:	16,855
Out of County Rides:	7,321
Unduplicated Riders:	1,402
Denied Rides:	30
Ambulatory Rides:	20,731
Non Ambulatory Rides:	3,445
Accidents:	0
Breakdowns:	0

4/21/2014 2:33:37PM

Page 1 of 1

Suwannee Valley Transit Authority
Operations Report
Jan-March 2014

Acct	Rides	Pass Miles	Pass Hours	Inv Revenue
12/ARC	671	12,849.00	533.00	
12AWALKER	108	5,138.00	205.00	
12DisDetA	4	113.00	4.00	
12MEDI/A	10715	114,633.00	4,662.00	
12MEDI/ST	45	1,115.00	26.00	
12MEDI/WC	1086	13,362.00	442.00	
12TD/A	2755	26,683.14	1,669.08	53,633.11
12TDST	1	16.80	0.50	120.62
12TDW/C	346	2,861.45	187.09	9,843.39
23MEDI/A	1890	76,555.00	2,023.00	
23MEDI/ST	6	113.00	6.00	
23MEDI/WC	383	15,322.00	410.00	
23TDA	571	21,712.07	578.89	43,641.26
23TDST	1	38.90	1.42	279.30
23TDW/C	97	2,101.49	79.53	7,229.13
61JTHOMP	28	1,080.00	49.00	
61MEDI/A	2767	96,638.00	3,228.00	
61MEDI/ST	26	870.00	22.00	
61MEDI/WC	932	17,141.00	598.00	
61MWOOD	24	456.00	26.00	
61RyanWhiteA	2	217.00	7.00	
61TDA	1152	29,690.33	1,264.43	59,677.56
61TDW/C	423	6,842.39	342.93	23,537.82
Totals	24,033	445,548.57	16,364.87	

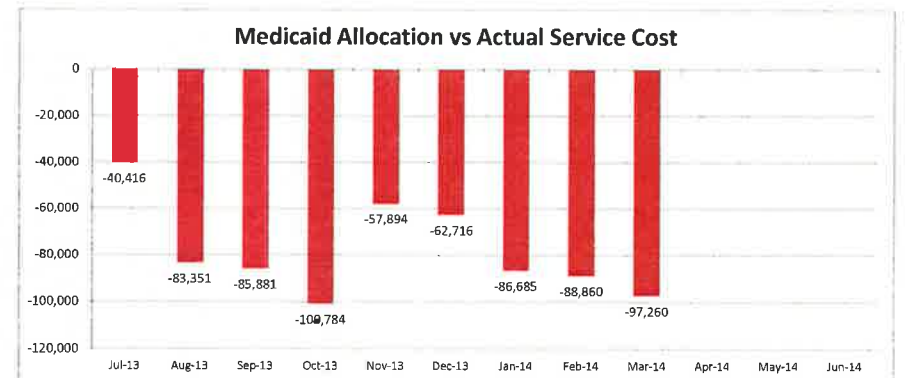
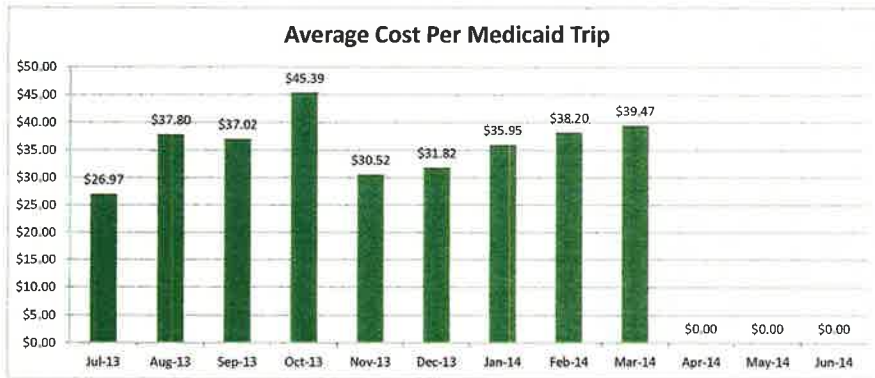
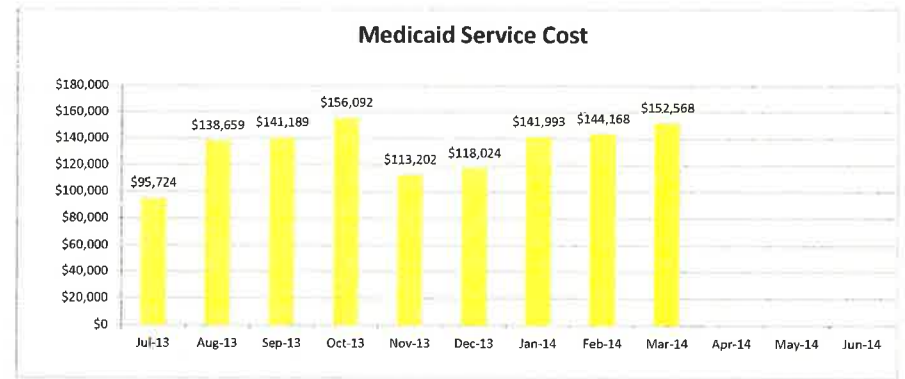
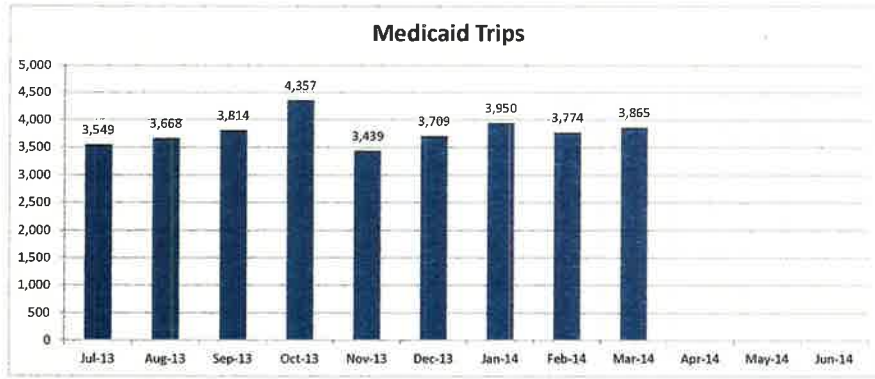
COMPLAINT #	2014-01_1
DATE OF COMPLAINT	1/3/2014
TIME OF COMPLAINT	approx 2:45 p.m.
COMPLAINANT'S NAME	(Columbia Cty)
COMPLAINT'S POC	
COMPLAINT'S ISSUE	Excessive speed by SVTA vehicle #1028. While traveling on Hwy 242 near SR 47 Mr. was behind a SVTA vehicle. He stated that the vehicle traveled between 49-53 MPH in a 35 MHP residential neighborhood. Complainant spoke with Teresa Fortner.
SVTA'S ACTION TAKEN	Complaint was turned over to acting Driver Supervisor, Ken Kaemmer. He questioned the driver. She stated that she knew the area and that she could have been speeding.
RESOLUTION	She was verbally reprimanded and she stated that she would be more cautious to her surroundings and speed limits.
COMPLAINT #	2014-02_1
DATE OF COMPLAINT	2/25/2014
TIME OF COMPLAINT	8:35 a.m.
COMPLAINANT'S NAME	(Columbia Cty)

COMPLAINT'S POC	(386) (office) (352)
COMPLAINT'S ISSUE	Called in regards to (patient) Ms. was dropped off 45 minutes late for her appt. Driver (135) dropped her off at the door and drove away without checking to see if patient could still be seen. Ortho Institute worked her in and after appt was completed, they called SVTA four times to let us know she was ready. Transport did not arrive back to pick her up until 4:45 p.m.
SVTA'S ACTION TAKEN	
RESOLUTION	
COMPLAINT #	2014-03_31
DATE OF COMPLAINT	3/31/2014
TIME OF COMPLAINT	14:12 hrs
COMPLAINANT'S NAME	Ms. Debra of on behalf of (Hamilton Co)
COMPLAINT'S POC	(386-
COMPLAINT'S ISSUE	Late Pick up. Accordng to Ms. Debra, the resident, had an appointment in Madison at 11:00. Ms. states that Collins called at about 11:45 saying the driver could not find . this was about 45 minutes after the scheduled pick up time. According to Ms., she then guided Collins into In the mean time, according to the doctor's office called upset that was not at his appointment, causing the doctor's office to have to remain open during the lunch hour. added that furthermore, because is diabetic, missing his appointment time meant that he could not have the required blood work done because had to eat. In short, is upset that Collins late arrival, and failing to call, caused a wasted trip.

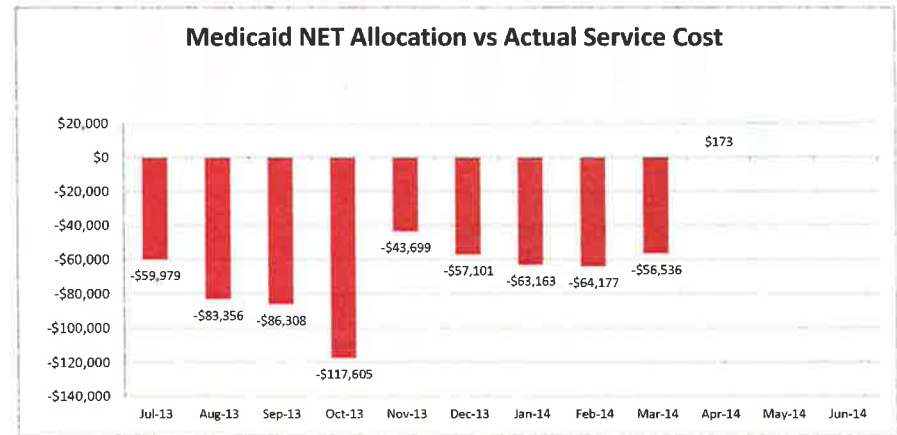
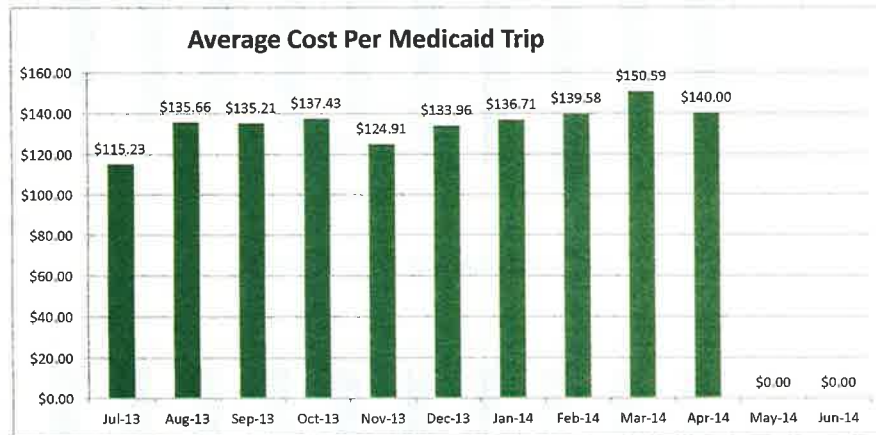
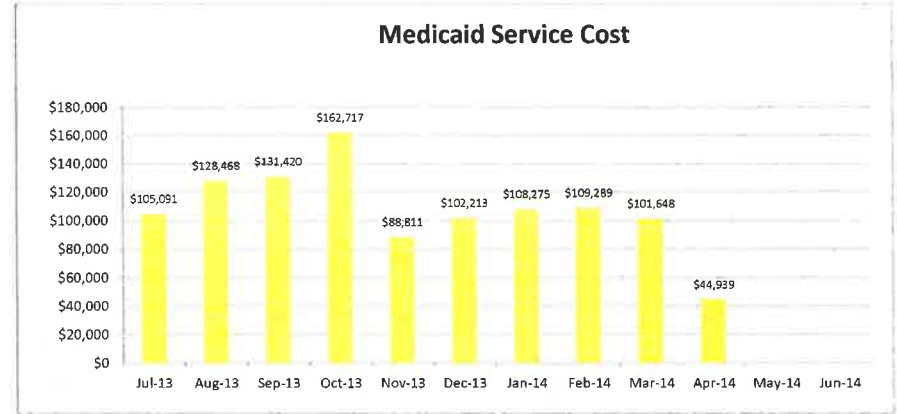
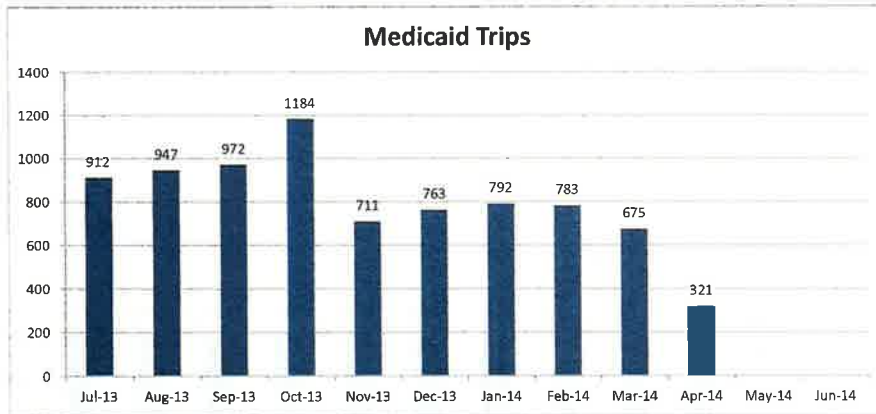
2013-2014 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
COLUMBIA/HAMILTON/SUWANNEE COUNTIES

	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	\$375,985.00	\$59,371.00	1797
2/1/2014	\$316,614.00	\$59,371.00	1770
3/1/2014	\$257,243.00	\$59,371.00	1780
4/1/2014	\$257,243.00		
5/1/2014	\$257,243.00		
6/1/2014	\$257,243.00		
Total		\$534,379.00	16,652

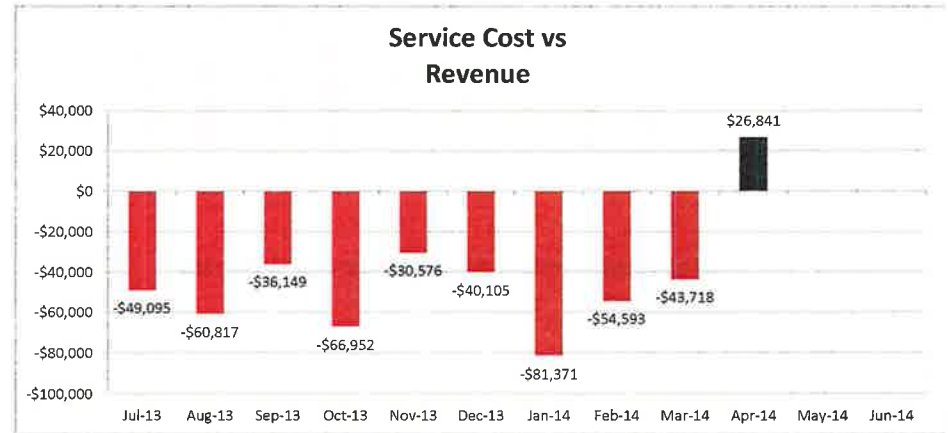
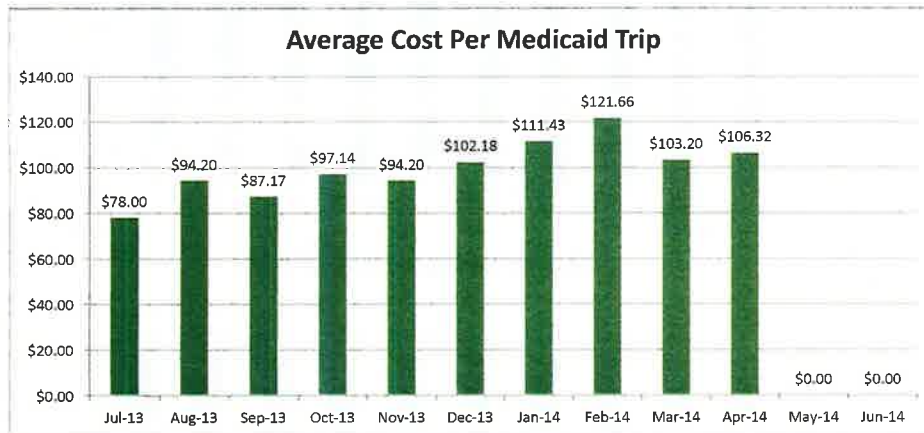
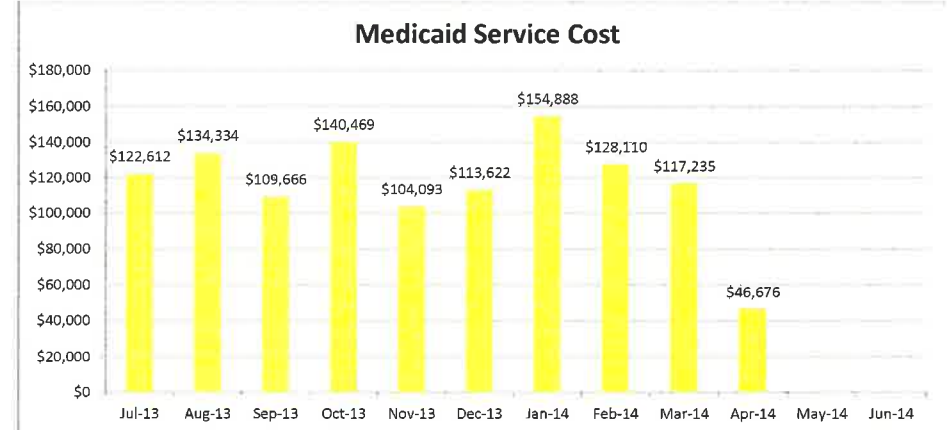
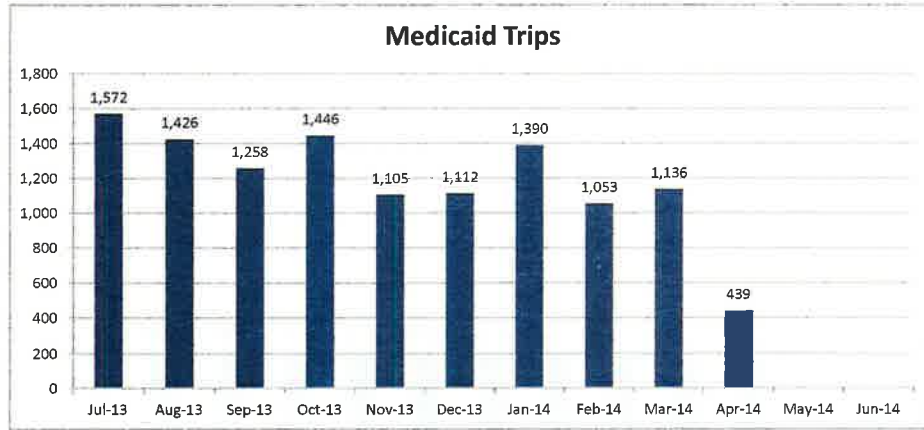
**Florida Commission for the Transportation Disadvantaged Fiscal Year 2013/14 Medicaid Encounter Data Reports
Columbia County**



**Florida Commission for the Transportation Disadvantaged Fiscal Year 2013/14 Medicaid Encounter Data Reports
Hamilton County**



Florida Commission for the Transportation Disadvantaged Fiscal Year 2013/14 Medicaid Encounter Data Reports Suwannee County



ATTENDANCE RECORD

COLUMBIA, HAMILTON AND SUWANNEE TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	7/26/13	10/23/13	2/12/14
Chair	Commissioner Bucky Nash	P	P	P
Hamilton County Elected Official	Commissioner Beth Burnam	P	P	A
Suwannee County Elected Official	Commissioner Jason Bashaw	P	A	A
Florida Department of Transportation	Sandra Collins	P	P	P
Alternate Member	Janell Damato	A	A	A
Florida Department of Children and Families	Kay Tice	A	A	P
Alternate Member	Jaime Sanchez-Bianchi	A	P	A
Florida Agency for Health Care Administration	Alana McKay	P	P	A
Alternate Member	Andrew Singer	A	A	A
Florida Department of Education	Rayford Riels	P	A	A
Alternate Member	Allison Gill	P	A	P
Public Education	Keith Hatcher	P	A	P
Alternate Member	Vacant			
Florida Department of Elder Affairs	Bruce Evans	P	P	P
Alternate Member	Dwight Law			A
Citizen Advocate	Jeanne d'Eauede	P	P	P
Alternate Member	Louie Goodin			A
Citizen Advocate - User	LJ Johnson	P	P	P
Alternate Member	Vacant			
Elderly	Reverend Charles Burke	P	P	A
Alternate Member	Sandra Buck-Camp	A	A	P
Veterans	Clay Lambert	P	P	P
Alternate Member	Ellis Gray, III	A	A	P
Persons with Disabilities	Ralph P. Kitchens Jr.	P	P	P
Alternate Member	Vacant			
Florida Association of Community Action	Matthew Pearson	P	P	P
Alternate Member	Vacant			
Children at Risk	Colleen Cody	P	P	P
Alternate Member	Audre J. Washington			P
Private Transit	Vacant			
Alternate Member	Vacant			
Regional Workforce Board	Sheryl Rehberg	P	A	P
Alternate Member	Jeannie Carr	A	A	A
Medical Community	Kathy Barrs	P	A	A
Alternate Member	Vacant			

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

