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November 4, 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, November 12, 2014 at 10:00 a.m. in the **Florida Department of Transportation Lake City Operations Center, Santa Fe Room located at 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.**

#### 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.

# 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  
Lake City Operations  
Center





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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 NW Lake Jeffery Road  
Lake City, Florida**

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

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

**A. Introductions**

**B. Approval of the Meeting Agenda**

**ACTION REQUIRED**

**C. Approval of the August 13, 2014  
Minutes**

**Page 7**

**ACTION REQUIRED**

**II. UNFINISHED BUSINESS**

**A. 2014/15 Columbia, Hamilton and  
Suwannee Transportation Disadvantaged  
Service Plan Operations Element**

**Page 13**

**ACTION REQUIRED**

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

**B. Bylaws**

**Page 57**

**ACTION REQUIRED**

The Board needs to review and approve amendments to the Bylaws

**III. NEW BUSINESS**

**A. Community Transportation Coordinator  
Annual Performance Evaluation**

**Page 75**

**ACTION REQUIRED**

The Board needs to approve Suwannee Valley Transit Authority's annual performance  
evaluation

- B. Rural Area Capital Assistance Program Grant Application** **Page 139** **ACTION REQUIRED**

The Board needs to approve Suwannee Valley Transit Authority's application for Rural Area Capital Assistance Program Grant funds

- C. 2013/14 Annual Operations Reports** **Page 173** **NO ACTION REQUIRED**

The Board needs to review the 2013/14 Annual Operations Reports

- D. Operations Reports** **Page 223** **NO ACTION REQUIRED**

#### **IV. OTHER BUSINESS**

**A. Comments**

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

#### **V. FUTURE MEETING DATES**

1. February 11, 2015 at 10:00 a.m. at the Live Oak Public Library, Live Oak, Florida
2. May 13, 2015 at 10:00 a.m. at the Institute of Food and Agricultural Sciences Hamilton County Extension Office, Jasper, Florida
3. August 12, 2015 at 10:00 a.m. at the Florida Department of Transportation, Lake City, Florida
4. November 18, 2015 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**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Bucky Nash Local Elected Official/Chair Grievance Committee Member	Not Applicable
Commissioner Beth Burnam - Vice-Chair Local Elected Official	Not Applicable
Commissioner Jason Bashaw Local Elected Official	Not Applicable
Sandra Collins Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Jaime Sanchez-Bianchi Florida Department of Children and Families
Jeff Aboumrad 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 Grievance Committee Member	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, 2017 Grievance Committee Member	Vacant Florida Association for Community Action Term ending June 30, 2017
Keith Hatcher Public Education	Vacant Public Education
Ellis A. Gray, III Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
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 Grievance Committee Member	Vacant Persons with Disabilities Term ending June 30, 2015
Reverend Charles Burke Elderly Term ending June 30, 2017	Sandra Buck-Camp Elderly Term ending June 30, 2017
Vacant 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**

Institute of Food and Agricultural Sciences  
Hamilton County Extension Office  
1143 US Hwy 31 NW  
Jasper, Florida

Wednesday  
August 13, 2014  
10:00 a.m.

**VOTING MEMBERS PRESENT**

Commissioner Bucky Nash, Chairman  
Commissioner Jason Bashaw, Suwannee County Local Elected Official  
Reverend Charles Burke, Elderly Representative  
Commissioner Beth Burnam, Hamilton County Local Elected Official  
Colleen Cody, Children at Risk Representative  
Sandra Collins, Florida Department of Transportation  
Jeanne d'Eauede, Citizen Advocate  
Dwight Law representing Bruce Evans, Florida Department of Elder Affairs  
Keith Hatcher, Public Education Representative  
LJ Johnson, Citizen Advocate-User  
Ralph Kitchens, Persons with Disabilities Representative  
Alana McKay, Florida Agency for Health Care Administration – Medicaid  
Matthew Pearson, Florida Association for Community Action Representative  
Sheryl Rehberg, Workforce Development Board  
Jaime Sanchez-Bianchi representing Kay Tice, Florida Department of Children and Families

**VOTING MEMBERS ABSENT**

Kathy Barrs, Medical Community Representative  
Clay Lambert, Veterans Representative

**ALTERNATE MEMBERS PRESENT**

Sandra Buck-Camp, Elderly Representative  
Audre J. Washington, Children at Risk Representative

**OTHERS PRESENT**

Teresa Fortner, Suwannee Valley Transit Authority  
John Irvine, Florida Commission for the Transportation Disadvantaged  
Sarai King, Suwannee Valley Transit Authority  
Stew Lilker, Columbia County Observer  
Sheri Powers, Florida Commission for the Transportation Disadvantaged

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Chairman Nash called the meeting to order at 10:07 a.m.

**A. Introductions**

Chairman Nash asked everyone to introduce themselves.

**B. Chair's Report**

Chairman Nash stated that the Suwannee Valley Transit Authority Board of Directors met and commended their staff for balancing the budget. He said with the reduction in Medicaid Non-Emergency Medical Transportation Program revenue, staff agreed to reduce their work hours instead of reducing the number of staff positions. He said it is very difficult to project Suwannee Valley Transit Authority's expenses and revenues because of Medicaid reform.

**C. Approval of the Meeting Agenda**

**ACTION: Ralph Kitchens moved to approve the meeting agenda. LJ Johnson seconded; motion passed unanimously.**

**D. Approval of the February 12, 2014 Meeting Minutes**

Commissioner Burnam stated she should be noted in the minutes as present.

Ms. Godfrey apologized for the error.

**ACTION: LJ Johnson moved to approve the February 12, 2014 minutes with the noted correction. Ralph Kitchens seconded; motion passed unanimously.**

**II. NEW BUSINESS**

**A. Fiscal Year 2014/15 Service Rates**

Ms. Lynn Franson-Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Board needs to review and approve Suwannee Valley Transit Authority's Fiscal Year 2014/15 service rates. She said the proposed rates are included in the meeting materials.

Mr. John Irvine, Florida Commission for the Transportation Disadvantaged Project Manager, stated that the Board needs to review and approve Suwannee Valley Transit Authority's Rate Model which was used to develop the Fiscal Year 2014/15 service rates.

Ms. Colleen Cody stated that, at the last meeting, the Board discussed Suwannee Valley Transit Authority possibly eliminating Transportation Disadvantaged Program sponsored dialysis service on Saturdays due to funding constraints. She asked if Suwannee Valley Transit Authority will be able to transport dialysis patients on Saturdays under the Transportation Disadvantaged Program with the proposed rates.

Ms. Teresa Fortner, Suwannee Valley Transit Authority Interim Administrator, stated that Suwannee Valley Transit Authority will continue providing Transportation Disadvantaged Program sponsored service to dialysis patients on Saturdays with the new rates.

Mr. Dwight Law noted that charging higher rates will reduce the amount of service that can be provided under the Transportation Disadvantaged Program.

Mr. Ralph Kitchens discussed his concerns with Suwannee Valley Transit Authority losing drivers.

Mr. LJ Johnson discussed his concerns with driver pay.

Mr. Stew Lilker, Columbia County Observer asked how much time would be needed to select a new Community Transportation Coordinator if Suwannee Valley Transit Authority's designation as the Community Transportation Coordinator were terminated.

Ms. Godfrey said the North Central Florida Regional Planning Council would issue a competitive selection process to recommend the designation for a new Community Transportation Coordinator and that process would take approximately six months.

**ACTION: Coleen Cody moved to approve Suwannee Valley Transit Authority's Fiscal Year 2014/15 Rate Model. Jeanne d'Eauede seconded; motion passed unanimously.**

## **B. Bylaws**

Ms. Godfrey stated that the Board needs to review and approve the Bylaws. She said staff made proposed changes to the Bylaws based on the Florida Commission for the Transportation Disadvantaged Coordinating Board Operating Guidelines. She said the proposed changes are noted with strike out and underline.

The Board discussed the Bylaws.

**ACTION:** LJ Johnson moved to have all Board meetings audio recorded. Ralph Kitchens seconded; motion passed unanimously.

**ACTION:** Alana McKay moved to approve the Bylaws as amended. Ralph Kitchens seconded; motion passed unanimously.

Chairman Nash asked staff to draft language regarding the Chair's term of appointment for inclusion in the Bylaws.

**C. Grievance Procedures**

Ms. Godfrey stated that the Board needs to review and approve the Grievance Procedures. She said staff made proposed changes to the Grievance Procedures based on the Florida Commission for the Transportation Disadvantaged Coordinating Board Operating Guidelines. She said the proposed changes are noted with strike out and underline.

**ACTION:** LJ Johnson moved to amend the Grievance Procedures to state the Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings. Keith Hatcher seconded; motion passed unanimously.

**ACTION:** LJ Johnson moved to approve the Grievance Procedures as amended. Ralph Kitchens seconded; motion passed unanimously.

**D. Elect Vice-Chair**

**ACTION:** Ralph Kitchens moved to elect Commissioner Beth Burnam as the Board's Vice-Chair. Jason Bashaw seconded; motion passed unanimously.

**C. Operations Reports**

Ms. Fortner discussed the operations reports.

Mr. Matthew Pearson stated that seniors in Hamilton County are requesting more transportation service. He requested information on how much of the Hamilton County Transportation Disadvantaged Trust Fund allocation is being used and if additional transportation services can be provided with these funds. He noted that Suwannee Valley Transit Authority agreed to provide the Board with individual operating reports for each county when the Boards combined into a multi-county Board. He said the reports in the meeting packet are for the combined three county area.

Ms. Fortner said Ms. Sarai King will report the Transportation Disadvantaged Trust Fund expenditures by county at the next meeting.

Ms. Godfrey said she will e-mail the individual county Transportation Disadvantaged Trust Fund allocations to the Board members.

Mr. LJ Johnson requested the number of single passenger trips be reported at the next meeting.

Ms. Fortner said they recently implemented a new software program. She said they are having difficulty transitioning to the new software, but, should be able to provide the reports requested by the Board at the next meeting.

Ms. Fortner also requested the Board approve Transportation Disadvantaged Program trip priorities at the next meeting.

### **III. OTHER BUSINESS**

#### **A. Comments**

##### **1. Members**

Mr. LJ Johnson asked Ms. Fortner if she is still in contact with the former Suwannee Valley Transit Authority management staff.

Chair Nash stated that he will not require Ms. Fortner to answer Mr. Johnson's question.

Dwight Law stated that he believes Suwannee Valley Transit Authority and the Board are headed in the right direction.

Sandra Collins stated that Ms. Fortner has taken on a difficult job. She said other Community Transportation Coordinator management staff offered assistance to Ms. Fortner. She encouraged Ms. Fortner to seek assistance from her peers.

Sandra Buck-Camp said she is pleased the relationship between the Board and Suwannee Valley Transit Authority staff is more amicable.

Ralph Kitchens said he is pleased at the progress that has been made.

Chairman Nash said the Suwannee Valley Transit Authority Board is getting better financial data from their staff. He said this has improved credibility and the Board members are more involved with the operations of Suwannee Valley Transit Authority.

**2. Citizens**

There were no citizen comments.

**ADJOURNMENT**

The meeting adjourned at 11:25 a.m.

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

\_\_\_\_\_  
Date





November 5, 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 Operations Element

RECOMMENDATION

**Approve the Operations Element of 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. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

The Operations Element of the Transportation Disadvantaged Service Plan is developed by Suwannee Valley Transit Authority and provides a profile of the transportation system and basic information about daily operations.

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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# Chapter I: Service Plan

## A. Operations

The operations element is a profile of the Suwannee Valley Transit Authority's current transportation system and provides basic information about Suwannee Valley Transit Authority'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 Suwannee Valley Transit Authority.

Suwannee Valley Transit Authority is a governmental organization created in 1974 as a regional public transportation authority by an inter-local agreement between Columbia, Hamilton and Suwannee County governments. Beginning in 1990, ~~the~~ The Florida Commission for the Transportation Disadvantaged (CTD) designated the Suwannee Valley Transit Authority as a the Community Transportation Coordinator (CTC) for Columbia, Hamilton and Suwannee Counties pursuant to Chapter 427 Florida Statutes in 1990. As a the CTC Community Transportation Coordinator, Suwannee Valley Transit Authority is responsible to for coordinating the arrangement or provision of transportation services to the transportation disadvantaged in their designated service area Columbia, Hamilton and Suwannee Counties. Suwannee Valley Transit Authority was most recently re-designated as the CTC Community Transportation Coordinator for the 1-1-2012 to 6-30-2016 period through June 30, 2016. In early 2013 ~~the~~ The CTD Florida Commission for the Transportation Disadvantaged also designated Columbia, Hamilton and Suwannee Counties as a "regional combined service area" under Florida's Transportation Disadvantaged Program July 1, 2013.

### 1. Types, Hours and Days of Service

~~SERVICE AREA: SUWANNEE VALLEY TRANSIT AUTHORITY 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 Suwannee Valley Transit Authority. Other purchasers will obtain services as described in this service plan. Medicaid service guidelines are addressed in the Suwannee Valley Transit Authority 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.~~

#### a. Types of Service

Suwannee Valley Transit Authority provides door-to-door (paratransit), curb-to-curb, shared-ride, flex route services as needed for ambulatory (walking), wheelchair, and stretcher passengers patrons. These Transportation services are arranged on a subscription, on-demand, and advance reservation basis. There are currently no fixed route transportation services available in the three county areas service area. Except for specialty contract services, Suwannee Valley Transit Authority transportation is a shared ride service. Suwannee Valley Transit Authority reserves the right to request riders make reasonable adjustments to their desired transport times in order to most effectively coordinate trips.

Suwannee Valley Transit Authority is required to transport all "common wheelchairs. 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. Wheelchairs that exceed these dimensions and weight may not to be transported. Passengers who cannot propel their wheelchair independently must have an escort. Suwannee Valley Transit Authority will only transport wheelchairs that can be safely secured using the standard 4-point tie down wheelchair restraint devices. ~~The rider~~ Passengers must be able to transfer from to a bus seat for all non-standard wheelchairs (such as a scooter). All ~~riders~~ passengers must use seat/lap belts and shoulder harnesses if the vehicle is so equipped.

~~SUWANNEE VALLEY TRANSIT AUTHORITY 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 SUWANNEE VALLEY TRANSIT AUTHORITY in advance in order for SUWANNEE VALLEY TRANSIT AUTHORITY 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 SUWANNEE VALLEY TRANSIT AUTHORITY.~~

~~Subscription trip ordering is offered for recurring 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.~~

## b. Hours and Days of Service

~~Transportation service for the Transportation Disadvantaged Non-sponsored~~ pProgram sponsored service is provided Monday through Saturday from 6:00 a.m. to 5:00 p.m. excluding holidays.

General Public ~~Ttransportation~~ service are is available to the general public on any existing route from Monday through Friday from 6:00 a.m. to 5:00 p.m. excluding holidays.

Agency sponsored transportation service for sponsoring agencies can be provided twenty four (24) hours per day, seven days a week as needed and adequately arranged in advance is provided according to contractual arrangements.

## c. Holidays

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

Veteran's Day

Thanksgiving Day

Christmas Day

New Year's Day

Martin Luther King, Jr.'s Birthday

Memorial Day

Independence Day

Labor Day

## 2. Accessing Services

### a. Reservations

~~Transportation~~ Trip reservations can be made by calling 386. 362.5332 Monday through Friday from 8:00 a.m. to 5:00 p.m. excluding the following holidays: ~~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 & and day after, ~~Christmas-Eve & and~~ Christmas Day and day after.

Transportation services for agency sponsored customers passengers may be ordered and canceled ~~only by the sponsoring agencies authorized staff, or pursuant to the contractual arrangements made in advance.~~

When making a reservation, passengers the rider must have all the necessary information at hand available at the time of the call. ~~If the rider does not have the information at hand when making the reservation, the Suwannee Valley Transit Authority 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.

### b. Advance Notification

Transportation Disadvantaged Program and General Public trip requests reservations must be made before 3:00 p.m. three (3) days before the day of transport in advance (prior to) ~~for Non-sponsored Program and general public services.~~ For example, one: For a trip needed on Monday trip, the reservation must be made no later than the prior Wednesday by 3:00 p.m., unless the Wednesday is a holiday, in which case the reservation must be made on Tuesday by 3:00 p.m.

~~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.~~

Trip requests for ~~other agency sponsored~~ transportation services will be taken according to contractual arrangements ~~programs are typically the same with exceptions for urgent situations depending on the sponsoring agency or program.~~

Suwannee Valley Transit Authority 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:

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

### c. Trip Cancellation Process

~~A trip cancellation is a timely notice to Suwannee Valley Transit Authority that the rider no longer needs a ride and wishes to cancel the reservation. To cancel a trip, the rider should call Suwannee Valley Transit Authority~~ Trips must be cancelled 24 hours in advance of the scheduled pickup time. ~~Cancellations to Suwannee Valley Transit Authority without 24 hour prior notice are not timely. Passengers who do not cancel their transportation 24 hours in advance and 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~~ unable to cancel the trip 24 hours in advance notice.

#### d. No-Show Policy

Drivers shall wait five minutes after the scheduled pick-up time for passengers to board the vehicle. Drivers picking up patients returning from dialysis appointments may wait more than 5 minutes upon request as long as the wait time does not jeopardize the return drop off time of other passengers on the vehicle. For each no-show where the driver is on location and has waited five minutes after the scheduled pick-up time, the 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 passenger is subject to a service termination for 30 days. After the passenger 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~~ passenger ~~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. Suwannee Valley Transit Authority 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.~~

Passengers may only be removed from suspension by their sponsoring agency. ~~Suwannee Valley Transit Authority is the sponsoring agency for Non-sponsored~~ will determine passenger suspensions for passengers transported under the Florida's Transportation Disadvantaged Program. If a passenger feels that he/she has been unfairly suspended, they client may file a appeal grievance with ~~through the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures of the Local Coordinating Board.~~

#### e. After Hours Service

After hours service is provided if required by contractual agreement. 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.~~

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 <u>(follow prompts)</u>
Facsimile:	(386) 364-7834, 24 hours/seven days per week

#### f. Passenger Fares

Non-Sponsored Transportation Disadvantaged Program: ~~Co-payment of \$1.00 per one-way passenger trip~~

General Public: \$3.00 for each 10 mile segment or portion thereof, one way if it fits on existing route.

Medicaid: Determined by ~~specific~~ Medicaid beneficiary enrolled program.

Other sponsoring agencies: Determined by ~~their respective arrangement~~ contractual agreement.

## g. Transportation Disadvantaged Program Eligibility

~~The Non-sponsored Service provided under Florida's Transportation Disadvantaged Program is funded by the Transportation Disadvantaged Trust Fund. It's The purpose of the Transportation Disadvantaged Program is to provide transportation services to any transportation disadvantaged person individuals 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. The following criteria will be used to determine Transportation Disadvantaged Program eligibility:~~

~~**•rchase transportation:** Individual's income is below the federal poverty level guideline  
Unable to transport themselves: Individual is not sponsored by any agency for their transportation and their income meets a maximum of 150% of the 2014 Federal Poverty Guidelines (*Proof of Income required*).~~

### **2014 POVERTY GUIDELINES**

<b><u>Persons in Family/Household</u></b>	<b><u>Poverty Guideline</u></b>
<u>1</u>	<u>\$11,670</u>
<u>2</u>	<u>\$15,730</u>
<u>3</u>	<u>\$19,790</u>
<u>4</u>	<u>\$23,850</u>
<u>5</u>	<u>\$27,910</u>
<u>6</u>	<u>\$31,970</u>
<u>7</u>	<u>\$36,030</u>
<u>8</u>	<u>\$40,090</u>
<u>For families/households with more than 8 persons, add \$4,060 for each additional person</u>	

Source: U.S. Department of Health and Human Services, Office of The Assistant Secretary for Planning and Evaluation

Unable to obtain transportation: Individual does not have an operational vehicle in the household; or the ability to operate a vehicle; or the ability to find transportation from other sources.

~~Suwannee Valley Transit Authority 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, SUWANNEE VALLEY TRANSIT AUTHORITY 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 sponsored trip request must occur with Suwannee Valley Transit Authority prior to receiving transportation. The registration and eligibility determination process is be renewed on an annual basis on or about January 1<sup>st</sup> each year. Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Eligibility shall be for one year. Suwannee Valley Transit Authority shall notify individuals 30 days in advance of their eligibility expiration date and need for renewal.~~

~~Eligibility can may be revoked at any time if it is determined the an individual's eligibility status has changeds. Eligibility Transportation Disadvantaged Program eligibility applications forms are mailed provided upon request, or each time a new rider calls in for services. Suwannee Valley Transit Authority will provide one trip for new rider passengers who have not yet registered applied for eligibility but need transportation service immediately transportation (urgent care, or urgent onset care appointment and has not picked up the registration form), Suwannee Valley Transit Authority will provide one trip while the registration eligibility is being determined process is in progress.~~

~~Suwannee Valley Transit Authority 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, Suwannee Valley Transit Authority will inform the rider and the rider must contact his/her Medicaid Counselor. Suwannee Valley Transit Authority cannot correct errors or make adjustments to the Medicaid file record.~~

## h. Transportation Disadvantaged Program Trip Priorities

Due to limited funding allocated to Columbia, Hamilton and Suwannee Counties through the Transportation Disadvantaged Trust Fund, ~~it is possible Suwannee Valley Transit Authority may need be required to prioritize Transportation Disadvantaged Program sponsored trip requests for non-sponsored services under its Non-sponsored Program.~~ Prioritization of trip requests criteria ~~will~~ shall 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 Suwannee Valley Transit Authority will provide transportation for additional temporary trip purposes related to employment or critical shopping after considering cost effectiveness, system efficiency and capacity. Suwannee Valley Transit Authority 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.~~

Suwannee Valley Transit Authority in cooperation with the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds in ranking order:

- 1) Medical
  - a) Kidney Dialysis
  - b) Cancer Treatment
  - c) Doctor Appointments
  - d) Therapy
  - e) Prescriptions
- 2) Nutritional
  - a) Food/Grocery Shopping/Meal Site/Food Stamps
- 3) Medicaid Recertification
- 4) Employment (within County of residence only)
- 5) Training/Education
- 6) Life Sustaining/Other
  - a) Non-Grocery Shopping
  - b) Banking/Social Security
  - c) Visits to Hospitals/Nursing Homes

Suwannee Valley Transit Authority shall notify Transportation Disadvantaged Program eligible individuals and other interested persons/agencies of the implementation of the Transportation Disadvantaged trip priorities due to Transportation Disadvantaged Trust Fund availability. Suwannee Valley Transit Authority shall notify eligible individuals of the types of trips that are available for sponsorship under the Transportation Disadvantaged Program.

## 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 Suwannee Valley Transit Authority 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. Limpink, 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 Suwannee Valley Transit Authority in all aspects of providing any services. This means if Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority. 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 Suwannee Valley Transit Authority 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. Suwannee Valley Transit Authority is the public transit agency for the three county service area and currently provides most of the transportation disadvantaged services in the region. Suwannee Valley Transit Authority provides a deviated fixed route service between the Live Oak, Lake City and Gainesville communities. Passengers are placed on these routes as much as possible.

## **5. School Bus Utilization**

Suwannee Valley Transit Authority has not identified a need for joint use agreements with the Columbia, Hamilton or Suwannee County School Districts. There is not a Joint School Bus Use Agreement between Suwannee Valley Transit Authority 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, Suwannee Valley Transit Authority will approach the school boards within Suwannee Valley Transit Authority's Service Area for assistance. Barriers typically include cost, insurance and lack of air conditioning on school buses.

## 6. Vehicle Inventory

Fleet #	Year	Make	Model	W/C	Seating Capacity	Other Equipment C=camera R=2 way radio	Funding Source	Mileage	Recommended Maximum Mileage	Recommended Maximum Vehicle Age	Vehicle Age	Miles Beyond Max Mileage	Anticipated Replacement Year
2	2008	Ford	Truck	No	2	R	S	86,987	200,000	5	5 Yrs. 9	OK	2016-17
3	2006	Ford	Crown	No	4	R	S	166,996	200,000	5	7 Yrs. 9	OK	2013-14
4	2001	Ford	Crown	No	4	R	S	282,910	200,000	5	12 Yrs. 9	82,910	2013-14
5	2003	Thomas	Trolley	2	32	R,C	St.-	48,430	200,000	5	10 Yrs. 9	OK	2018-19
6	2002	Ford	E450	2	16	R	S	342,522	200,000	5	11 Yrs. 5	142,522	2014-15
7	2002	Ford	E450	2	20	R,C	Gift.	254,093	200,000	5	11 Yrs. 9	54,093	2014-15
8	2005	Ford	E350	1	9	R	S	275,885	200,000	5	9 Yrs. 0	75,885	2014-15
9	2004	Ford	E350	1	9	R,C	S	290,375	200,000	5	9 Yrs. 4	90,375	2014-15
10	2012	Ford	E550	2	16	R,C	S	55,025	200,000	5	1 Yrs. 9	OK	2017-18
11	2006	Ford	E350	2	9	R,C	S	294,168	200,000	5	7 Yrs. 9	94,168	2014-15
512	2005	Ford	E350	2	9	R,C	Gift.	338,075	200,000	5	8 Yrs. 9	138,075	2014-15
413	2003	Ford	E350	3	9	R,C	Gift.	370,776	200,000	5	10 Yrs. 3	170,776	2014-15
14	2011	Chevy	GMT-	2	8	R,C	S	61,041	200,000	5	2 Yrs. 9	OK	2016-17
15	2009	Chevy	Goshe	2	9	R,C	S	179,701	200,000	5	4 Yrs. 9	OK	2014-15
16	2002	Ford	E-350	1	10	R,C	SVTA	239,203	200,000	5	11 Yrs. 9	39,203	2014-15
17	2009	Chevy	3500	2	9	R,C	SVTA	96,457	200,000	5	4 Yrs. 9	OK	2016-17
18	2013	Ford	E550	2	16	R,C	S	23,226	250,000	7	0 Yrs. 9	OK	2020-21
1020	2010	Dodge	Mini-	1	4	R,C	FTA-	92,876	200,000	5	3 Yrs. 4	OK	2014-15
21	2008	Chevy	Upland	1	4	R,C	S	163,923	200,000	5	5 Yrs. 9	OK	2014-15
1122	2011	Champion	Bu	2	29	R,C	FTA-	24,882	350,000	10	2 Yrs. 9	OK	2021-22
1123	2011	Champion	Bu	2	29	R,C	FTA-	24,337	350,000	10	2 Yrs. 9	OK	2021-22
1124	2011	Champion	Bu	2	29	R,C	FTA-	15,121	350,000	10	2 Yrs. 9	OK	2021-22
25	2001	Blue	Bu	2	24	R,C	FDOT	334,002	250,000	7	12 Yrs. 8	84,002	2014-15
26	2001	Ford	E450	3	14	R,C	S	326,094	200,000	5	12 Yrs. 1	126,094	2014-15
1028	2010	Eldorado	Bu	2	31	R,C	FTA-	60,493	350,000	10	3 Yrs. 9	OK	2020-21
1029	2010	Eldorado	Bu	2	31	R,C	FTA-	35,145	350,000	10	3 Yrs. 9	OK	2020-21
1030	2010	Eldorado	Bu	2	31	R,C	FTA-	52,645	350,000	10	3 Yrs. 9	OK	2020-21
1031	2010	Eldorado	Bu	2	31	R,C	FTA-	39,542	350,000	10	3 Yrs. 9	OK	2020-21
32	2009	Ford	E150	No	7	R,C	FTA-	128,216	200,000	5	4 Yrs. 6	OK	2014-15
29	2	4											

## 7. System Safety Program Plan Certification



### **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

Suwannee Valley Transit Authority has informal agreements with surrounding County Community Transportation Coordinators to coordinate out of county trips when feasible. Suwannee Valley Transit Authority 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. Natural Disaster/Emergency Preparedness

Suwannee Valley Transit Authority is the primary transportation element provider identified in the of the Columbia, Suwannee and Hamilton County Emergency Management Plans. During any emergency declared by the county or state, Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority for his/her transportation (such as for dialysis) the beneficiary must register with his/her county's Emergency Operations Department (EOD).

Suwannee Valley Transit Authority 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, Suwannee Valley Transit Authority will notify each contracting agency so that they may notify their programs and customers. Suwannee Valley Transit Authority 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, Suwannee Valley Transit Authority will provide service as directed by Suwannee County EOD for transporting citizens to shelters and/or evacuation. Suwannee Valley Transit Authority is set up to be operated out of Suwannee Valley Transit Authority's facilities to coordinate with EOD operations during the time of emergency evacuations.

All Suwannee Valley Transit Authority 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. Suwannee Valley Transit Authority 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. Suwannee Valley Transit Authority 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. Suwannee Valley Transit Authority 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. Marketing

Suwannee Valley Transit Authority utilizes various media forums to inform the public on about transportation services available through Suwannee Valley Transit Authority. 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. ~~Since~~ Because most of the transportation services provided by Suwannee Valley Transit Authority 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, received through the Transportation Disadvantaged Trust Fund,~~ there are currently no efforts to market the availability of service under Florida's Transportation Disadvantaged Program. ~~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.

## 11. Acceptable Alternatives

~~Suwannee Valley Transit Authority 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.~~ No alternative transportation is being provided in the service area.

## 12. Service Standards

In accordance with Rule 41-2 of the 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~~ Florida's Transportation Disadvantaged Program and for individually funded trips to the general public. ~~As indicated in some of these standards,~~ the Suwannee Valley Transit Authority may expand or otherwise define the criteria for these standards according to their specific local situation. These standards are jointly developed and agreed between Suwannee Valley Transit Authority and the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board ~~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.~~

### a. Drug and Alcohol Policy

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

**Local Policy:** Suwannee Valley Transit Authority and subcontracted operators shall comply with Suwannee Valley Transit Authority'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 NTHSA/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 NTHSA/FTA drug test will be removed from driving duties immediately and processed according to the SVTA substance abuse program.~~

### b. Transport of Escorts and Dependent Children

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

**Local Policy:** Children 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 a Suwannee Valley Transit Authority vehicle. Any passenger 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 on Suwannee Valley Transit Authority vehicles. Escorts must be able to provide the necessary assistance to the passenger in the event of any need. Escorts must remain with the passenger while on a Suwannee Valley Transit Authority vehicle and aid the passenger as required. Escorts will be transported at the regular co-pay rate. Suwannee Valley Transit Authority does not provide escorts.

### c. Use, Responsibility and Cost of Child Restraint Devices

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

**Local Policy:** All passengers under the age of 4 and/or under 50 pounds will be required to use 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.

### d. Passenger Property

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

**Local Policy:** Passengers 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. Suwannee Valley Transit Authority is not responsible for lost items or items left on Suwannee Valley Transit Authority vehicles.

### e. Vehicle Transfer Points

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

**Local Policy:** Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

### f. Local Toll Free Phone Number

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

**Local Policy:** Suwannee Valley Transit Authority and subcontracted operators shall comply with this standard.

### g. Out-Of-Service Area Trips

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

**Local Policy:** Suwannee Valley Transit Authority will ~~follow best practices in "gate keeping" efforts for out of service area trips, by identifying~~ appropriate in-county service providers whenever possible. Suwannee Valley Transit Authority 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. Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority will follow the Medicaid Contract provisions and will be the sole coordinator for all such trips.

## h. Vehicle Cleanliness

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

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

## i. Billing Requirements

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

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

~~Invoice processing procedure by Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority the following day (except when Suwannee Valley Transit Authority administrative offices are closed). Example: Monday's work should be submitted to Suwannee Valley Transit Authority before close of business on Tuesday. Suwannee Valley Transit Authority 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 Florida Commission for the Transportation Disadvantaged (CTD) by approximately the 10<sup>th</sup> day following the end of each month. All invoices to subcontractors will be paid within 7 working days upon Suwannee Valley Transit Authority receipt of payment by the State of Florida.~~

## j. Passenger/Trip Database

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

Suwannee Valley Transit Authority shall comply with this standard using software the Florida Commission for the Transportation Disadvantaged has not found to be unacceptable. Should the rider a passenger 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 Health Insurance Portability and Accountability Action of 1996 regulations.

## k. Adequate Seating

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



## l. Driver Identification

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

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

## m. Passenger Assistance

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

**Local Policy:** Suwannee Valley Transit Authority 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).~~ Suwannee Valley Transit Authority drivers will not ~~cross the front door threshold of~~ enter into any residence, medical facility, or any other building except for when providing stretcher service. ~~Suwannee Valley Transit Authority drivers will not pass by the front entrance desk/lobby of a medical/nursing home/facility, except for stretcher service.~~ The rider passenger is expected to maneuver themselves when using a wheelchair or other mobility device. Suwannee Valley Transit Authority will guide a ~~rider~~ passengers who use mobility devices, but will not operate or push or maneuver such devices.

## n. Smoking, Eating, and Drinking

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

**Local Policy:** Eating and drinking on board vehicles ~~operating in the coordinated system will not be allowed~~ is prohibited 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 Suwannee Valley Transit Authority ~~or its' subcontracted vendors.~~

**Provisions for Extended Wait/Travel Times:** ~~SVTA coordinated public transit services primarily operate as a shared ride transportation system. Riders~~ Passengers must be prepared for extended pickup, drop-off, or on-board travel times. ~~The rider is~~ Passengers are responsible to ~~have for having~~ 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. Eating and drinking on board the vehicle will not be allowed. Stops may be made to accommodate the needs of the passengers at the discretion of the driver.~~

## o. Passenger No-Shows

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



**Local Policy** - For each no-show where the driver is on location, the 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 passenger is subject to a service termination for 30 days. After the passenger 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- ~~passenger 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. Suwannee Valley Transit Authority 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.

Passengers may only be removed from suspension by their sponsoring agency. Suwannee Valley Transit Authority ~~is the sponsoring agency for Non-sponsored~~ will determine passenger suspensions for passengers transported under the Florida's Transportation Disadvantaged Program. If a passenger feels that he/she has been unfairly suspended, they client may file an appeal through the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures of the Local Coordinating Board.

## p. Two-Way Communications

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

**Local Policy:** Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority's System Safety Program Plan, pursuant to Rule 14-90, Florida Administrative Code regarding wireless communication devices.

## q. Air Conditioning/Heating

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

**Local Policy:** All Suwannee Valley Transit Authority and subcontracted vendor vehicles ~~will~~ shall comply with Rule 14-90, Florida Administrative Code and the Suwannee Valley Transit Authority's System Safety Program Plan regarding vehicle air conditioning and heating. ~~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.~~

## r. First Aid

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

**Local Policy:** 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 Suwannee Valley Transit Authority. Suwannee Valley Transit Authority is contracted with the Suwannee County Fire Department for the agency's first aid kit program. It is Suwannee Valley Transit Authority's goal for all Suwannee Valley Transit Authority drivers to be certified in First Aid by a recognized first aid training program within 6 months of employment.

## s. Cardiopulmonary Resuscitation

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

**Local Policy:** Suwannee Valley Transit Authority and subcontractors' drivers are required to be trained in cardiopulmonary resuscitation ~~as of July 1, 2012.~~ Suwannee Valley Transit Authority is contracted with the Suwannee County Fire Department for CPR/First Aid training. All Suwannee Valley Transit Authority drivers ~~will~~ shall maintain a current Cardiopulmonary Resuscitation/First Aid certificate. ~~Flexibility will be granted so that the course can be scheduled for all Suwannee Valley Transit Authority and subcontracted drivers. The goal is for all Suwannee Valley Transit Authority drivers to be certified in by a recognized CPR training program within 6 months of employment.~~

#### t. Driver Criminal Background Screening

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

**Local Policy:** All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement prior to hire. Suwannee Valley Transit Authority and its subcontractors will check the Motor Vehicle Report of each driver prior to hire, and on a routine and systematic basis.

#### u. Fixed Route Transit Utilization

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

**Local Policy:** Not applicable.

#### v. Pick-Up Window

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

**Local Policies:**

Passengers shall be picked up two hours before or one hour after their scheduled pick-up time. Passengers will be given pick-up times when they make their trip reservations.

Return Trips: Passengers will be picked up 0-60 minutes after their scheduled return pick-up time. For example: 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 6:00 p.m. Passengers who do not schedule return trip pickup times, will be given a return pick-up time of 90 minutes after the scheduled drop off time.

Will Call Return Pick-Up: A "will-call" return pick-up will be offered when a passenger is not ready at their requested return trip pick-up time. As a courtesy, Suwannee Valley Transit Authority will dispatch a vehicle back to their return trip pick-up location within two hours of the time the "will-call" request was made given. ~~Passengers should call SVTA's dispatch phone number 386-208-6339 for "will-call" 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.~~

~~**Dialysis Return Trips:** If a driver is waiting for a passenger returning from a dialysis appointment, the Drivers may wait for the passenger dialysis patients more than 5 minutes (upon passenger or agency request) as long as the wait time does not jeopardize the return drop off time of other passengers on the vehicle.~~

## w. On-Time Performance

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

**Local Policy:** Suwannee Valley Transit Authority and its subcontracted operators ~~will~~ shall have an ~~overall average~~ 90 percent on-time performance rate for all completed trips to the scheduled pickup time of initial and return trips that are completed.

## x. Advance Reservation Requirement

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

**Local Policy:** Trips must be scheduled ~~with 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 hours phone numbers. ~~Trips provided after hours will be pre-authorized where possible, but no later than 12 hours following the trip.~~

## y. Safety

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

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

## z. Reliability

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

**Local Policy:** ~~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.~~

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

## aa. Call-Hold Time

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

**Local Policy:** Suwannee Valley Transit Authority'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.~~

## bb. Quality of Service

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

**Local Policy:** ~~SVTA has a system goal of no more than one (1) sustained/valid complaint per 500 trips. There shall be no more than one complaint per 1,000 trips during the evaluation period.~~

## 13. Local Grievance Procedure/Process

### a. Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures are shown in Appendix A.

### b. Suwannee Valley Transit Authority Complaint And Grievance Procedure

#### **Official Service Complaints**

~~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 Suwannee Valley Transit Authority operations. However, for a service complaint to be "Official", it MUST be reported to the Suwannee Valley Transit Authority Director of Operations and it~~ 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 Complaints With The Suwannee Valley Transit Authority**

Service complaints must be submitted in writing within 15 calendar days following the date of occurrence. Complaint forms for this purpose are contained in this procedure, and may be obtained requested by contacting the Suwannee Valley Transit Authority 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. Complaints may be submitted to Suwannee Valley Transit Authority by mail, FAX, or email ed to the SVTA Director of Operations. Although eOral complaints or compliments may be called into Suwannee Valley Transit Authority 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.

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

Suwannee Valley Transit Authority  
1907 Voyles St., SW  
Live Oak Florida, 32064

The Suwannee Valley Transit Authority ~~Director of Operations~~ will shall maintain a log documenting each complaints. Suwannee Valley Transit Authority will conduct a review of each complaint, and based on evidence collected, note for the record if the complaint is found by Suwannee Valley Transit Authority to be valid or if the complaint is unfounded or not valid. ~~At the LCB's quarterly meeting,~~ Suwannee Valley Transit Authority will provide the LCB Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board a summary of all complaints received and actions taken.

~~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.~~

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

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

~~Upon receiving the official a written complaint, the SVTA Director of Operations~~ Suwannee Valley Transit Authority 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:~~ Suwannee Valley Transit Authority will contact all parties involved to obtain statements, research the complaint and gather all relevant evidence that may be available, review and evaluate the evidence, formulate a decision and a recommendation and 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 receiving the complaint.

Suwannee Valley Transit Authority will ~~render the~~ provide any 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 to the complainant.~~ Based on the findings, if appropriate, Suwannee Valley Transit Authority will review its policies and procedures to see if adjustments are justified.

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

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

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

~~If a Non-sponsored program public rider has been issued a notice of suspension by Suwannee Valley Transit Authority, they have fifteen (15) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Local Coordinating Board Grievance Subcommittee. Service suspensions for other Agency programs (like Medicaid) will follow the terms and conditions related to the Agency/Program contract for services, if applicable.~~

~~Requests for reconsideration must be in writing and delivered to:~~

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

And

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

The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within fifteen (15) calendar days from the issue date of the suspension, the suspension will not be heard.

Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 15 calendar days. 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 Grievances With the Suwannee Valley Transit Authority 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 complaints. 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 Suwannee Valley Transit Authority administration shall report, in a format of its choosing, any and all official written complaints filed by riders of the 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:**

Suwannee Valley Transit Authority  
1907 Voyles St., SW  
Live Oak, Florida, 32064

## **14. Medicaid Non-Emergency Transportation Program Grievance System**

### **a. Definitions**

**Complaint Process** – the complaint process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Complaints, which are expressions of dissatisfaction about any matter other than an Action that are resolved at the Point of Contact rather than through filing a formal Grievance.

**Grievance Process** – The Grievance process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any matter other than an Action.

**Appeal Process** – the Appeal process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Appeals, which are requests for review of an Action.

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

### **b. General Requirements**

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

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



- b. The STP shall provide notice to the Medicaid Beneficiary as set forth below:
  - (1) The Action the Recipient has taken or intends to take;
  - (2) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;
  - (3) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;
  - (4) The procedures for filing an appeal;
  - (5) The circumstances under which expedited resolution is available and how to request it; and,
  - (6) The Medicaid Beneficiary's rights to request that transportation services continue pending the resolution of the appeal, how to request the continuation of transportation services, and the circumstances under which the Medicaid Beneficiary may be required to pay the costs of these services.
- c. The STP must provide the notice of action within the following time frames:
  - (1) At least ten (10) calendar days before the date of the action or fifteen (15) calendar days if the notice is sent by surface mail (five [5] calendar days if the recipient suspects fraud on the part of the Medicaid Beneficiary).
  - (2) For denial of the trip request, at the time of any action affecting the trip request.
  - (3) For standard service authorization decisions that deny or limits transportation services, as quickly as the Medicaid Beneficiary's health condition requires, but no later than fourteen (14) calendar days following receipt of the request for service.
- d. If the STP extends the time frame for notification, it must:
  - (1) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid beneficiary of the right to file a grievance if the Medicaid Beneficiary disagrees with the recipient's decision to extend the time frame; and,
  - (2) Carry out its determination as quickly as the Medicaid beneficiary's health condition requires, but in no case later than the date upon which the fourteen (14) calendar day extension period expires.
- e. If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a denial and, therefore, an action adverse to the Medicaid Beneficiary.
- f. For expedited Service Authorization decisions, within three (3) business days (with the possibility of a fourteen (14) calendar day extension).

## c. The Complaint Process

- 1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a complaint.
- 2. General Duties
  - a. The STP must:
    - (1) Resolve each complaint within fifteen (15) business days from the day the STP received the initial complaint, be it oral or in writing;

- (a) The STP may extend the complaint resolution time frame by up to ten (10) business days if the Medicaid Beneficiary request an extension, or the Recipient/Subcontractor documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
  - (b) If the STP requests the extension, the Recipient/Subcontractor must give the Medicaid Beneficiary written notice of the reason for the delay.
- (2) Notify the Medicaid Beneficiary, in writing, within five (5) business days of the resolution of the complaint if the Medicaid Beneficiary is not satisfied with the STP's resolution. The notice of disposition shall include the results and date of the resolution of the complaint, and shall include:
  - (a) A notice of the right to request a grievance or appeal, whichever is the most appropriate to the nature of the objection; and,
  - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair Hearing System Section).
- (3) The STP shall provide the Commission with a report detailing the total number of complaints received, pursuant to reporting requirements of the contract with the Commission.
- (4) The STP nor any transportation provider shall take punitive action against a physician or other health care provider who files a complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's complaint.

b. Filing Requirements

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

## d. The Grievance Process

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

### 1. General Duties

a. The STP must:

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

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

## e. The Appeal Process

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

### 1. General Duties

#### a. The STP shall:

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

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

- e. If the STP furnished services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.

### 3. Filing Requirements

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

### 4. Expedited Process

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

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

## f. Medicaid Fair Hearing Process

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

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

### 1. Filing Requirements

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

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

### 2. General Duties

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

Fair Hearing on a Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for a Medicaid Fair Hearing.

- a. If the STP continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the STP must continue said Transportation Services until one (1) of the following occurs:
  - (1) The Medicaid Beneficiary withdraws the request for a Medicaid Fair Hearing;
  - (2) Ten (10) Business Days pass from the date of the STP's notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached (add five [5] Business Days if the Recipient/Subcontractor sends the notice of Action by surface Mail);
  - (3) The Medicaid fair Hearing officer renders a decision that is adverse to the Medicaid Beneficiary; and/or,
  - (4) The Medicaid Beneficiary's authorization expires or the Medicaid Beneficiary reaches his/her authorized service limits.
3. 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.
4. If the STP did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP's decision to deny, limit or delay services, the STP must authorize or provide the disputed services as quickly as the Medicaid Beneficiary's health condition requires.

5. If the STP did furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP's decision to deny, limit or delay services, the STP must pay for the disputed services in accordance with State policy and regulations.

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

## 15. Passenger Code of Conduct



Suwannee Valley Transit Authority

### Patron Code of Conduct

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

1. Use of tobacco, alcohol, or illegal drugs is not permitted on vehicles or Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority vehicles or property.
15. Congregating or loitering on a Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.
17. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.
18. Conversations between riders or on cell phones shall be kept at a reasonable volume on Suwannee Valley Transit Authority vehicles or at transit shelters or other passenger facilities.
19. Possession of weapons or flammable materials is prohibited on a Suwannee Valley Transit Authority vehicle or at a Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority vehicle.
24. Panhandling, sales, or soliciting activities are prohibited on board a Suwannee Valley Transit Authority vehicle or at a Suwannee Valley Transit Authority shelter or other facility.
25. Infant strollers and similar articles must be folded prior to boarding a Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority vehicle and from use of any Suwannee Valley Transit Authority transit shelter or other passenger facility for the remainder of the day. Anytime a passenger is put off a Suwannee Valley Transit Authority vehicle, their fare is forfeited.
3. The offender may be suspended from all use of the Suwannee Valley Transit Authority transit system for a determined period of time. A suspended passenger is suspended from riding privileges on any vehicle and from use of any Suwannee Valley Transit Authority transit shelter or other Suwannee Valley Transit Authority facility for the duration of the suspension period. If a suspended passenger seen on another Suwannee Valley Transit Authority vehicle or at a Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority 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 Suwannee Valley Transit Authority employee, other riders, the public at large, or the Suwannee Valley Transit Authority organization.

## 16. Evaluation Process

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

### B. Cost/Revenue Allocation and Rate Structure Justification

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

#### SERVICE RATES SUMMARY

Effective July 1, 2014

##### CTD Transportation Disadvantaged Program Rates:

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

##### Medicaid Non-Emergency Medical Transportation Program:

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 Transportation Disadvantaged 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:

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

#### NETWORK TYPE:

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

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

# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from Oct 1st of 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

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

### Local Non-Govt

Fares	\$ 24,671	\$ 25,000	\$ 25,000	0.1%	0.0%	Medicaid copy expected to drop by 8% due to TMO diversion of Medicaid funding
Medicaid Co-Pay Received	\$ 2,000	\$ 2,000	\$ 240	0.0%	-88.0%	
Donations/Contributions						
In-Kind, Contributed Services						
Other	\$ 23,143	\$ 23,000	\$ 23,000	-0.6%	0.0%	Other= Private pay
<b>Bus Pass Program Revenue</b>						

### 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 "Vt 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 value of Suwannee County and DOJJ Court's Community Services Program for janitorial, bus washing and other maintenance services.
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Sports Trip Program	\$ 689,558	\$ 712,492	\$ 712,492	3.3%	0.0%	No estimated increase in TD funding
Non-Sports Capital Equipment						
Rural Capital Equipment		\$ 166,628	\$ 90,000		-54.2%	Shirley County for 12 hand radios, phone recording system, office productivity software/20 pos, one MVU vehicle w/ REDX waiver of match.
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307						
49 USC 5310	\$ 50,063	\$ 131,501	\$ 160,230	119.6%	27.0%	\$310w3 MW's and 1 23' Outway bus, 10% match.
49 USC 5311 (Operating)	\$ 419,740	\$ 609,290	\$ 679,761	48.6%	9.9%	\$311 is used as system subsidy, matched by TDTF and other purchase of service contracts, 50% match
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 45,600		\$ 733,203	-100.0%		Other FDOT Planning Grant In 12-13, 533B in 14-15 for 8 outways, NO Match
<b>Bus Pass Program Revenue</b>						

### 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)						
<b>Bus Pass Program Revenue</b>						

### DOJ

Alcohol Drug & Mental Health						
Family Safety & Preservation						
Consumer Care Div (Aging & Adult Serv)						
Other DOJ (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

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

# 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 V6 a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7
<b>ADDITIONAL REVENUES</b>						
Office of Disability Determination		\$ 900	\$ 900		0.0%	
Developmental Services						
Other ADD (specify in explanation)						
Bus Pass Program Revenue						
<b>OTHER REVENUES</b>						
Bus Pass Program Revenue						
Other Fee or Grant						
CARC	\$ 44,056	\$ 24,000	\$ 24,000	-45.5%	0.0%	CARC of North Florida for Suwannee and Columbia Counties provides funding to transport their mentally handicap patrons. This funding is provided to SVTA from "Med Waiver" out of Gainesville.
FEHA	\$ 14,695			-100.0%		
ARK						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings	\$ 4		\$ 918,367	-100.0%		Estimated Medicaid NEMT funding from 3 known THO organizations = 1/2 of 58% former funding level.
TMCA						
Other						
Bus Pass Program Revenue						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve	\$ (270,333)	\$ (181,254)				
<b>Balancing Revenue is Short By =</b>						
Total Revenues =	\$3,388,276	\$3,696,764	\$3,671,630	8.8%	-0.7%	

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

<b>Operating Expenditures</b>						
Labor	\$ 1,310,558	\$ 1,180,163	\$ 1,070,660	-12.2%	-9.4%	
Fringe Benefits	\$ 379,507	\$ 359,504	\$ 337,283	-9.9%	-2.7%	
Services	\$ 291,950	\$ 289,805	\$ 100,338	-66.2%	-1.5%	
Materials and Supplies	\$ 345,850	\$ 452,587	\$ 435,134	23.6%	-3.8%	
Utilities	\$ 38,232	\$ 51,460	\$ 64,054	54.6%	5.0%	
Casualty and Liability	\$ 87,622	\$ 70,049	\$ 74,487	-19.2%	5.0%	
Taxes	\$ 2,120	\$ 2,116	\$ 3,339	49.6%	5.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 650,656	\$ 614,176		-5.6%	-100.0%	14-15 year is not projecting use of subcontractors due to Medicaid reform changes and THO restriction on use of subcontractors. Revenues will be used in additional labor and supplies.
Other						Former subs= Alternative, JD Health, Collins, Peeler, and Parish Transp
Miscellaneous	\$ 189,787	\$ 137,293	\$ 143,016	-26.9%	4.2%	
Operating Debt Service - Principal & Interest	\$ 615	\$ 869		-5.0%	-100.0%	
Leases and Rentals	\$ 4,735	\$ 2,733	\$ 2,970	-42.3%	5.0%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Continued Services	\$ 13,500	\$ 13,500	\$ 13,500	0.0%	0.0%	Contributed services by community service volunteers for bus and facility cleaning
Allocated Indirect						
<b>Capital Expenditures</b>						
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	\$ 5,629	\$ 14,611	\$ 18,692	159.6%	27.8%	
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$3,388,276	\$3,696,764	\$3,671,630	8.8%	-0.7%	

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

# Budgeted Rate Base Worksheet

Version 1.0

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 Revenue	What amount of the Budgeted Revenue in col 2 will be generated at the rate you will determine by this spreadsheet OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col 4 will come from funds to purchase equipment. OR will be used as match for the purchase of equipment?
From Oct 1st of 2014 to Sept 30th of 2015			
1	2	3	4

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Fees	1	35,000
Medical Co-Pay Reimburse	1	240
Dental/Orthodontic	1	
Insurance/Contributed Services	1	
Other	1	23,000
Bus Pass Program Revenue	1	

### Local Government

District School Board	1	
County ADA Services	1	
County Cash	1	52,448
County in-kind Contributed Services	1	
City Cash	1	
City in-kind Contributed Services	1	
Other Cash	1	
Other in-kind Contributed Services	1	12,500
Bus Pass Program Revenue	1	

### USD

Non-Spec. Trip Program	1	712,492
Non-Spec. Capital Equipment	1	
Rural Capital Equipment	1	80,000
Other USD	1	
Bus Pass Program Revenue	1	

### USDOT & FDOT

#2 USDC B307	1	
#2 USDC B310	1	188,730
#2 USDC B311 Operating	1	639,761
#2 USDC B311 Capital	1	
Block Grant	1	
Excess Development	1	
Commuter Assistance	1	
Other DOT	1	753,202
Bus Pass Program Revenue	1	

### AMCA

Alachua	1	250,495
Other AMCA	1	
Bus Pass Program Revenue	1	

### DCF

Adult Drug & Mental Health	1	
Family Justice & Prosecution	1	
Comm. Court Div. Maps & Adult Surv.	1	
Other DCF	1	
Bus Pass Program Revenue	1	

### DOH

Children/Mental Health	1	
County Public Health	1	
Other DOH	1	
Bus Pass Program Revenue	1	

### DOE (Utility)

Cost Recovery	1	
Cost of Road Services	1	
Infrastructure Rehabilitation	1	
Cost Cost Programs	1	
Other DOE	1	
Bus Pass Program Revenue	1	

### AWI

WIAVA Workforce Board	1	
AWI	1	
Bus Pass Program Revenue	1	

### DOEA

Other American Art	1	
Community Care for Elderly	1	
Other DOEA	1	
Bus Pass Program Revenue	1	

### DCA

Community Services	1	
Other DCA	1	
Bus Pass Program Revenue	1	

1	25,000	1	
2	240	2	
3		3	
4	23,000	4	
5		5	

1		1	
2	52,448	2	15,692
3		3	
4		4	
5		5	
6		6	13,300
7		7	

1	712,492	1	
2		2	
3		3	80,000
4		4	10,000
5		5	

1		1	
2		2	188,730
3		3	639,761
4		4	
5		5	
6		6	
7		7	753,202
8		8	232,202

1	250,495	1	
2		2	
3		3	

1		1	
2		2	
3		3	
4		4	
5		5	

1		1	
2		2	
3		3	
4		4	
5		5	

1		1	
2		2	
3		3	
4		4	
5		5	

1		1	
2		2	
3		3	

1		1	
2		2	
3		3	
4		4	
5		5	

1		1	
2		2	
3		3	
4		4	
5		5	

YELLOW cells  
are NEVER Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

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

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

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

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

## GOLD cells

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

# Budgeted Rate Base Worksheet

Version 1.4

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

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

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col 2 will be generated at the rate per unit determined by the spreadsheet? Off used as total match for these type revenues?		What amount of the Subsidy Revenue in col 4 will come from funds to purchase equipment. Off will be used as match for the purchase of equipment?	
from Oct 1st of 2014 to Sept 30th of 2015		3	4	5	6
APD					
Office of Disability Determination	\$ 800	\$ 800			
Developmental Services	\$	\$			
Other APD	\$	\$			
Bus Pass Program Revenue	\$	\$			
OJJ					
OJJ	\$	\$			
Bus Pass Program Revenue	\$	\$			
Other Fed or State					
SCDC	\$ 24,000	\$ 24,000			
FEHA	\$	\$			
Other	\$	\$			
Bus Pass Program Revenue	\$	\$			
Other Revenues					
Interest Earnings	\$	\$			
TRM	\$ 615,387	\$ 615,387			
Other	\$	\$			
Bus Pass Program Revenue	\$	\$			
Balancing Revenue to Prevent Deficit	\$	\$			
Actual or Planned Use of Cash Reserve	\$	\$			
Total Revenues =	\$ 3,871,630	\$ 3,871,630	\$ 1,889,244	\$ 1,883,386	\$ 1,890,126
EXPENDITURES (CTC/Operations ONLY)					
Operating Expenditures					
Salaries	\$ 1,026,680				
Fringe Benefits	\$ 237,863				
Supplies	\$ 150,236				
Maintenance and Supplies	\$ 455,734				
Utilities	\$ 54,024				
Capital and Liability	\$ 24,482				
Taxes	\$ 3,355				
Purchased Transportation					
Purchased Bus Pass Expenses	\$				
School Bus Utilization Expenses	\$				
Commuter Transportation Expenses	\$				
Other	\$				
Replacement	\$ 143,816				
Operating Debt Service - Principal & Interest	\$				
Leases and Rentals	\$ 2,870				
Contrib to Capital Equip. Replacement Fund	\$				
Interest on Capital Equipment	\$ 13,700				
Abandonment	\$				
Capital Expenditures					
Equip. Purchase with Grant Funds	\$ 1,011,433				
Equip. Purchase with Local Revenue	\$ 18,687				
Equip. Purchase with Rate Generated Rev	\$				
Capital Self Service - Principal & Interest	\$				
Total Expenditures =	\$ 3,871,630				
Less: EXCLUDED Subsidy Revenue =	\$ 1,883,386				
Budgeted Total Expenditures EXCLUDED =	\$ 1,988,244				
Rate Base =	\$ 1,888,244				
Rate Base Adjustment =					
Adjusted Expenditures Included in Rate Base =	\$ 1,888,244				

\$ 853,261

Amount of Budgeted Operating Rate Subsidy Revenue

## 1 Rate Base Adjustment Cell

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

1 The Difference between Expenses and 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 = 40,582

Rate Per Passenger Trip = \$ 48.98

Fiscal Year

2014 - 2015

Avg. Passenger Trip Length = 17.4 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 5.20

Rate Per Passenger Trip = \$ 90.45

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

#### Vehicle Miles

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

#### Vehicle Revenue Miles (VRM)

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

#### Deadhead

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

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

**Worksheet for Multiple Service Rates**

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

2. Follow the CIVIC MED prompts directing you to skip or go to certain questions and sections based on previous answers.

CTC: **Southern Valley, Version 1.4**  
 County: **Columbia & Hamilton & Gossamine**

**SECTION I: Services Provided**

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

Amplified	Whistleblower	Strucker	Group
<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Amplified Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Whistleblower Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Strucker Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Group Service

**SECTION II: Contracted Services**

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

Amplified	Whistleblower	Strucker	Group
<input type="radio"/> Yes <input type="radio"/> No Answer 2.1 for Amplified Service	<input type="radio"/> Yes <input type="radio"/> No Answer 2.2 for Whistleblower Service	<input type="radio"/> Yes <input type="radio"/> No Answer 2.3 for Strucker Service	<input type="radio"/> Yes <input type="radio"/> No Answer 2.4 for Group Service

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

Amplified	Whistleblower	Strucker	Group
<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Amplified Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Whistleblower Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Strucker Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Group Service

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

Amplified	Whistleblower	Strucker	Group
<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Amplified Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Whistleblower Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Strucker Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Group Service

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

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

Amplified	Whistleblower	Strucker	Group
<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Amplified Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Whistleblower Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Strucker Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section 4 for Group Service

## Worksheet for Multiple Service Rates

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

CTC: Suburbanette Vello Version 1.4  
County: Columbia & Hamilton & Spartanburg

## SECTION III: Escort Service

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

☐ Yes  
☒ No

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

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

per passenger mile? \_\_\_\_\_

☒ Pass. Trip  
☐ Pass. Mile

Leave Blank

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

Leave Blank

4. How much will you charge each escort? \_\_\_\_\_

Leave Blank

## SECTION IV: Group Service Loading

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

Do NOT  
Complete  
Section IV

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

Loading Rate  
\$25 to 1.00

## SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above

\* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 705,813

Rate per Passenger Mile =

RATES FOR FY: 2014 - 2015				
Ambul	Wheel Chair	Stretcher	Group	
\$70.733	\$128.400	\$5.590	Leave Blank	0
\$2.45	\$4.19	\$8.74	\$0.00	\$0.00
			per passenger	per group

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

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
\$33.284	\$7.128	\$201	Leave Blank	
\$42.04	\$73.75	\$153.70	\$0.00	\$0.00
			per passenger	per group

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

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

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
\$8.00	\$30.00	\$50.00	Leave Blank	\$0.00
\$1.55	\$2.54	\$3.84	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$4.52	\$7.75	\$16.14	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
\$79.67	\$126.24	\$293.83	\$0.00	\$0.00
			per passenger	per group

Program Trips Rates from Your Website Downloading Data

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## II.B

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

November 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

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

### RECOMMENDATION

**Approve amendments to the Bylaws.**

### BACKGROUND

Rule 41-2.012(1), Florida Administrative Code requires the North Central Florida Regional Planning Council appoint the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Chair. The Chair serves until replaced by the North Central Florida Regional Planning Council. At its last meeting, the Board requested staff draft language regarding the Chair's term of appointment for inclusion in the Bylaws. The Board also requested staff audio record all meetings.

Draft language regarding the Chair's term of appointment and audio recordings of meetings is on Page 4 of the attached Bylaws. The draft amendments are underlined.

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

### Attachment

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

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



# Bylaws

August 13, 2014

## Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board







# Bylaws

Approved by the  
Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Coordinating Board

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

---

**Bucky Nash, Chair**

with Assistance from



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

August 13, 2014  
Amended November 12, 2014

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

## **A. Preamble**

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

## **B. Agency Description**

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

## **C. Definitions**

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

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

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

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

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

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

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

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

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

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

## **D. Name and Purpose**

- (1) The name of the Coordinating Board shall be the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board, hereinafter referred to as the Board.
- (2) The purpose of the Board is to identify local service needs and provide information, advice and direction to the Community Transportation Coordinator on the provision of services to the transportation disadvantaged within the designated service area. In general, the Board is considered an advisory body (Section 427.0157, Florida Statutes).

## **E. Membership**

- (1) Voting Members. In accordance with Section 427.0157, Florida Statutes, all voting members of the Board shall be appointed by the Designated Official Planning Agency. The Designated Official Planning Agency for Columbia, Hamilton and Suwannee is the North Central Florida Regional Planning Council.
  - (a) An elected official from each county of the multi-county service area shall be appointed to the Board.
  - (b) A local representative of the Florida Department of Transportation;
  - (c) A local representative of the Florida Department of Children and Family Services;

- (d) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
- (e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non profit representative shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.
- (r) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board. It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.

- (2) **Alternate Members.** The North Central Florida Regional Planning Council may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend.

## **F. Officers**

- (1) **Chair.** The North Central Florida Regional Planning Council shall appoint the Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). For a multi-county Board, the Chair shall be from one of the counties in the designated service area. The Board shall hold an organizational meeting each year for the purpose of recommending a Chair to the North Central Florida Regional Planning Council. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. The Chair shall preside at all meetings.
- (2) **Vice-Chair.** The Vice-Chair shall be one of the elected officials from Columbia, Hamilton or Suwannee Counties. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chair may serve more than one term.

## **G. Meetings**

- (1) **Regular Meetings.** The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order. Audio recordings shall be made of all Board meetings.



- (2) **Emergency Meetings.** The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership. North Central Florida Regional Planning Council staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.
- (3) **Special Meetings.** Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board.
- (4) **Notice of Regular and Special Meetings.** All meetings, public hearings, committee meetings, etc. shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting. Meeting notices shall include the date, time and location, general nature/subject of the meeting a contact person and phone number to call for additional information and to request accessible meeting material formats.

The North Central Florida Regional Planning Council shall provide the agenda and meeting package to the Florida Commission for the Transportation Disadvantaged, Board members and all other interested parties prior to the meeting. The agenda shall include a public participation opportunity.

- (5) **Quorum.** At all meetings of the Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:
  - a) Cancel and reschedule the meeting; or
  - b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

Board members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on agenda items that require formal action.

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

- (7) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."
- (8) Proxy Voting. Proxy voting is not permitted.
- (9) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (10) Attendance. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The North Central Florida Regional Planning Council must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.

## **H. Administration**

- (1) Staff Support. The North Central Florida Regional Planning Council shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets and other necessary administrative duties as required by the Board within the limits of the resources available.
- (2) Minutes. The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Board meeting regardless of the presence of a quorum. The minutes shall be prepared in a reasonable time following the meeting and shall include an attendance roster indicating what agency, organization or position each member represents and reflect a summary of official actions taken by the Board. Meeting minutes shall be provided at the next regularly scheduled Board meeting for approval.

## **I. Duties**

- (1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
  - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.

- (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.
- (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.
- (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.
- (e) Review coordination strategies for service provision to the transportation disadvantaged in the service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
- (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- (g) Assist the Community Transportation Coordinator in establishing trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
- (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
- (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.
- (j) Annually hold a public hearing for the purpose of receiving input on unmet transportation needs or any other areas that relate to the local transportation services.
- (k) Annually review the Annual Operations Report.

## **J. Committees**

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

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

If the Community Transportation Coordinator provides Medicaid Non-Emergency Medical Transportation through a contract with the Florida Commission for the Transportation Disadvantaged, the Board's Grievance Committee shall be responsible for responding to grievances and appeals through the Medicaid Grievance System. A Medicaid Expedited Appeal Committee must also be established to address expedited appeals.

## **K. Amendments**

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

## **L. Certification**

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 13th day of August 2014.

---

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

t:\lynn\bylaws\chs bylaws.docx

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# Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

## *Bylaws Team*

Scott R. Koons, AICP, Executive Director

\* Marlie Sanderson, AICP, Director of Transportation Planning

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility  
\*\* Secondary Responsibility



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visit our website!

## Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

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



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

November 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Annual Performance Evaluation

RECOMMENDATION

**Approve Suwannee Valley Transit Authority's annual performance evaluation.**

BACKGROUND

The Board is required to annually evaluate the transportation services provided by Suwannee Valley Transit Authority. Attached is Suwannee Valley Transit Authority's draft annual performance evaluation.

If you have any questions concerning the attached evaluation, please do not hesitate to contact me at extension 110.

Attachment

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





# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



## Transportation Disadvantaged

Community Transportation Coordinator: Suwannee Valley Transit Authority

Counties: Columbia, Hamilton and Suwannee

Address: 1907 Voyles Street, Live Oak, FL 32060

Contact: Teresa Fortner, Interim Administrator Phone: 386-362-5332

Review period: July 1, 2013 - June 30, 2014



# Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Coordinating Board

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

---

**Bucky Nash, Chair**

with Assistance from

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

November 12, 2014

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<b>I. FINDINGS AND RECOMMENDATIONS</b>
--

**A. General Information****Areas of Noncompliance:**

None

**Recommendations:**

1. Reference the Transportation Disadvantaged Helpline in the Complaint/Grievance process and Rider Guide.

**B. Chapter 427, Florida Statutes****Areas of Noncompliance:**

None

**Recommendations:**

None

**C. Rule 41-2, Florida Administrative Code****Areas of Noncompliance:**

None

**Recommendations:**

None

**D. Bus/Van Ride****Areas of Noncompliance:**

None

**Recommendations:**

None

## GENERAL QUESTIONS

1. What was the designation date of the Community Transportation Coordinator?  
1/01/12
2. What is the complaint process?  
Suwannee Valley Transit Authority's complaint process is attached.
3. Does the community transportation coordinator have a complaint form?  
☒ Yes (attached)      ☐ No
4. Does the form have a section for resolution of the complaint?  
☒ Yes      ☐ No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?  
☒ Yes      ☐ No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?  
Suwannee Valley Transit Authority's complaint process does not reference the Transportation Disadvantaged Helpline.
7. When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?  
☒ Yes      ☐ No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?  
☒ Yes (attached)      ☐ No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?  
☒ Yes (it is not identified as the TD Helpline phone number)      ☐ No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?  
☒ Yes      ☐ No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?  
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).
13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?  
☒ Yes      ☐ No  
Suwannee Valley Transit Authority notifies the Regional Workforce Board of vacant positions. The Regional Workforce Board posts Suwannee Valley Transit Authority job vacancies and takes job applications.
14. What innovative ideas have you implemented in your coordinated system?  
Suwannee Valley Transit Authority created a bus pass to allow passengers to pay fares in advance. Passengers are given a discount for purchasing 30 fares in advance.
15. Are there any areas where coordination can be improved?  
The Medicaid Non-Emergency Medical Transportation System is no longer coordinated.



16. What barriers are there to the coordinated system?

Not requiring Health Maintenance Organizations to provide transportation to their patients through Florida's Coordinated Transportation System is a barrier.

17. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?

Work to coordinate Medicaid Non-Emergency Medical Transportation.

18. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?

Florida Agency for Health Care Administration

19. How are you marketing the voluntary dollar?

Information about the voluntary dollar is posted on Suwannee Valley Transit Authority's website and Facebook page.

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 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  
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.

# SVTA 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

SVTA TDSP Operational Element – 2/12/2014

Page 4 of 4

### WHO IS ELIGIBLE / HOW

**MEDICAID:** State and Federal funding source for non-emergency medical transportation. Must have a valid Medicaid number reflecting eligibility for transportation. Riders are responsible for a \$1 co-pay for each one way trip. If you do not have your \$1 co-pay when you board an SVTA vehicle, you will be transported, but you will be billed for your \$1 co-pay.

**TDTF RIDERS (Transportation Disadvantaged Trust Fund):** This Trust Fund is a state grant for those in need of transportation to medical appointments, but who have no means of transportation and who do not qualify for other programs. In order to qualify to ride under TDTF, you must fill out a TDTF Eligibility form. This form can be mailed to you or you can obtain it from your Professional Bus Operator on your first ride. Basic qualifications include, but are not limited to: no operating vehicle or no other means of transportation. The \$1 co-pay **MUST** be paid to the Bus Operator prior to boarding.

**OTHER PAYMENT PROVISIONS:** SVTA can also transport the public under standard fare. This means the rider pays a flat rate for certain trips, whether it is in or out of your county. To learn the rates for a specific trip, please call the SVTA main office at (386) 362-5332 and speak with the Operator.

**SVTA RIDER CODE OF CONDUCT:** Rider is required to follow these rules of conduct to insure everyone's safety:

- ♦ Use of tobacco, alcohol or illegal drugs are not permitted while on vehicles.
- ♦ Eating & drinking are not permitted on vehicle unless medically necessary.
- ♦ Riders who appear to be under the influence of alcohol or drugs will not be permitted to board.
- ♦ Abusive, threatening, obscene language or discourtesy of any kind will not be tolerated. Riders may not create a hostile scene.
- ♦ Riders are responsible for \$1 co-pay and must have exact change.
- ♦ Rider must not engage the driver in conversation or distract the driver in any way.
- ♦ Rider must use earphones when using personal listening devices.
- ♦ Rider may not ask Driver to make special stops during transport.
- ♦ Rider is responsible for all personal items. SVTA is not responsible for missing or lost items or misplaced property.
- ♦ Riders must use seat belts if available and wheel chairs must be properly secured and fastened before SVTA vehicle can move.
- ♦ Wheelchairs and walking devices must be in good repair.
- ♦ Riders who need special assistance must have an escort. The escort must be over 18 and must be available at all times to aid the rider as needed.

SUWANNEE VALLEY TRANSIT AUTHORITY  
1907 VOYLES STREET, S.W.  
LIVE OAK, FLORIDA 32064

## SUWANNEE VALLEY TRANSIT AUTHORITY *RIDER'S GUIDE*



### TELEPHONE NUMBER REFERENCE:

SVTA OFFICE: (386) 362-5332  
M-F 8am to 5pm

Closed weekends and all federal holidays.

1-800-258-7267

TO MAKE A TRIP RESERVATION  
M-F 8am to 5pm  
(386) 362-5332 EXT. 2

AFTER HOURS TRANSPORTATION:  
(386) 362-5332

LISTEN TO and FOLLOW DIRECTIONS

TO FILE A COMPLIMENT or COMPLAINT  
(386) 362-5332 or (800) 983-2435



### SVTA RIDER'S QUICK REFERENCE GUIDE

This Rider's Guide is a quick reference document only. For details about the policies and procedures for riding SVTA, refer to the *SVTA Rider's Handbook*.

The Suwannee Valley Transit Authority (SVTA) is a public transit agency serving the citizens of Columbia, Hamilton and Suwannee Counties. SVTA is governed by the SVTA Board of Directors. Two County Commissioners from each of the three counties make up the SVTA Board of Directors.

### STATE'S DESIGNATED CTC

SVTA is the state's designated 'Community Transportation Coordinator' (CTC), meaning that SVTA is the transportation agency for non-emergency medical transportation for Medicaid and the state's Transportation Disadvantaged (TD). For Medicaid sponsored, non-emergency medical transportation or for TD transportation, call the numbers located on the front of this brochure. All non-emergency transportation is done by way of public and shared ride transportation. SVTA is fully ADA compliant, serving ambulatory, wheelchair and stretcher riders. If you need stretcher service, you must obtain an originally signed authorization letter from your physician. A copy may be faxed to (386) 364-7834. The original letter must be given to the transport driver before boarding.

### COMMUNITY DISASTER EMERGENCY PROCEDURES

During a community disaster, SVTA will work with the Emergency Operations Center (EOC) of your county to transport residents to designated evacuation shelters. All routine transportation will be suspended during times of state declared disaster.



### ESCORTS and SERVICE ANIMALS

If you use a wheelchair or other mobility device, you must be able to move around with your device under your own power. If you need assistance in moving about (i.e. you cannot roll your wheelchair without assistance, or walk to the vehicle without help, you must have an escort with you. The escort must be at least 18 years of age and fully capable to help you move about and assist you in case of an emergency. The escort must stay with you while you are on the SVTA vehicle. SVTA does NOT provide escorts. If you have an escort to help you, s/he is exempt from the \$1 co-pay. Service Animals may accompany a rider. Rider is responsible for animal's hygiene and behavior.

### CERTIFICATION

SVTA is safety and security certified by the Florida Department of Transportation. SVTA meets state / federal safety requirements for Public Transportation under Florida Administrative Code (FAC) 14-90.



### TO MAKE A RESERVATION

Trip reservations must be made at least 3 business days in advance of the day you need transportation. Trip reservations are taken weekdays from 8am to 7pm. Call (386) 362-5332 ext. 2 to make a reservation. When you call, you must have all required information ready, such as the doctor or treatment facility's name, address, phone, date and time of appointment. The Reservationist cannot look up this information for you. When your reservation is logged, you will be given a confirmation number. Keep this number as it is proof that you made an appointment. SVTA is not responsible for missed appointments because you did not call in on time or did not provide correct information. SVTA takes hundreds of calls a day, so you may experience a wait time to speak to a Reservationist. Peak



hours are from 10am to 2pm. Call for your reservation as soon as you become aware of your appointments. The Reservationist will help you in making your reservation.

### SUBSCRIPTION TRIPS

If you have an appointment that will continue for an extended period of time (i.e. physical therapy or dialysis treatment) SVTA can set up a Subscription. This will put you on a schedule for the duration of your treatment so you will not have to call in each time. Pick up and drop off locations must be the same throughout the subscription.

### TO CANCEL A RESERVATION

Please notify SVTA if you must cancel your scheduled trip. Call (386) 362-5332 ext. 6341. If you do not cancel within 24 hours, you will be considered a NO SHOW.

### THE DAY OF YOUR TRIP

You must be ready to board your SVTA Transport vehicle when it arrives at your location. The Driver cannot wait for more than 5 minutes as the s/he must move onto pick up the next rider. SVTA recommends that you be ready at least two (2) hours ahead of your expected pick up time. If you require an escort to help you move about, that escort must be ready to board with you.

### NO SHOWS

A NO SHOW occurs when the driver arrives to pick you up and you are not ready to board the SVTA transport. You will be considered a NO SHOW if you do not cancel your reservation 24 hours prior to your scheduled pick up time. If you are a NO SHOW or if you cancel when the SVTA vehicle arrives, all your trips for that day will be cancelled as well. Please see the Rider's Handbook regarding NO SHOWS.

### AFTER APPOINTMENT PICK UP

If you were not given an 'after appointment pick up time', you will be considered a 'will call'. This means that when you are finished with your appointment, call the (386) 362-5332 ext. 6341 and tell us that you are ready for pick up. SVTA will send the nearest available transport for your return home.

### PUBLIC TRANSPORTATION & SHARE RIDE

SVTA does its best to get you to your appointment on time with minimal wait times. SVTA is public transportation only and uses a shared ride program, meaning that others will share your ride. SVTA covers a 2,300 square mile area and serves over 8,000 riders. In order to get everyone to their appointment on time, you may have a very early pick up time. You may be on the transport vehicle for up to 2 hours or longer. You may have to wait for your transport for up to 2 hours or more, depending on your pickup point within the 3 counties. You must be prepared to wait, so bring appropriate provisions: water, snacks, medications, personal hygiene items & reading materials.

### COMPLIMENTS

### COMPLAINTS & GRIEVANCES

SVTA strives to provide safe professional service. If you have a compliment or complaint, please call (386) 362-5332 or (800) 983-2435. If you are a TD or Medicaid Rider, the initial complaint must be filed within 15 business days. Medicaid has strict time frames for filing a complaint, grievance, appeal or request for a Fair Hearing. Refer to the SVTA Rider's Handbook on how to file a complaint, grievance, appeal or request for Fair Hearing.

### PRIVACY

SVTA complies with all federal and state privacy laws, including HIPAA. SVTA will never share your information with anyone who is not authorized by law to have it. You MUST keep SVTA updated with your address, telephone number and emergency contact information. You must have a current SVTA registration form on file and it must be updated every January. SVTA is not responsible for missed appointments because you have not updated your contact information with us. Always refer to your SVTA Rider's Handbook for detailed information.

**SUWANNEE VALLEY TRANSIT AUTHORITY**

**TRANSPORTATION DISADVANTAGED ASSESSMENT SCREENING FORM: 2014**

**NOTE: ALL BLANKS must be completed and handwriting must be legible or form will be denied.**

**Section 1 - IDENTIFYING INFORMATION**

MEDICAID# \_\_\_\_\_ S.S. # \_\_\_\_\_ PHONE # \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ MI: \_\_\_\_\_ GENDER: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_ APT# \_\_\_\_\_

NAME OF SUB-DIVISION OR APARTMENT COMPLEX: \_\_\_\_\_

CITY: \_\_\_\_\_ COUNTY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_ PHONE: (\_\_\_\_) \_\_\_\_\_

**Section 2 - Household Member Information**

TOTAL # OF PERSONS IN YOUR HOUSEHOLD \_\_\_\_\_ TOTAL MONTHLY HOUSEHOLD INCOME \_\_\_\_\_

**HOUSEHOLD MEMBER & TOTAL HOUSEHOLD INCOME:** Please list ALL household members, include yourself. List any type of income received. Examples are SSI, disability, cash assistance, employment and retirement.

NAME & RELATIONSHIP	AGE	MO. INCOME	DRIV LIC (Y/N)	RECEIVE FOOD STAMPS (Y/N)
_____	____	\$ _____	_____	_____
_____	____	\$ _____	_____	_____
_____	____	\$ _____	_____	_____
_____	____	\$ _____	_____	_____

**Section 3 - Availability of Transportation**

1. Do you have a Driver License? YES: \_\_\_\_\_ NO: \_\_\_\_\_ DL#: \_\_\_\_\_
  2. What type of vehicle do you own? Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ N/A: \_\_\_\_\_
  3. If approved, how long will the transportation services be needed? (Please explain below.)  
\_\_\_\_\_  
\_\_\_\_\_
  4. Does any other member of your household own a vehicle? YES: \_\_\_\_\_ NO: \_\_\_\_\_
  5. Could anyone in your household, family or friends transport you to your appointments? YES: \_\_\_\_\_ NO: \_\_\_\_\_ If no, why not? \_\_\_\_\_  
\_\_\_\_\_
  6. How are you currently being transported to your appointments? \_\_\_\_\_  
\_\_\_\_\_
- \*\*Must provide written documentation why the car is not available to you for transport\*\***
7. Are you aware that you are required to pay a co-payment of \$1 each way for this program and that if you do not pay, you cannot ride? YES: \_\_\_\_\_ NO: \_\_\_\_\_
  8. Are you a veteran? YES: \_\_\_\_\_ NO: \_\_\_\_\_ If yes, please provide us with a copy of your DD214 or DD215 for verification.
  9. If so, do you receive VA benefits for transportation? YES: \_\_\_\_\_ NO: \_\_\_\_\_

**Section 4 - Information About Recurring Medical Appointments**

Main Purpose of Appointment: \_\_\_\_\_

Dialysis: \_\_\_\_\_ Oncology: \_\_\_\_\_ Physical Therapy: \_\_\_\_\_ Other: \_\_\_\_\_

Anticipated Appointment Time: \_\_\_\_\_ Length of Appointment: \_\_\_\_\_ Days of Week: \_\_\_\_\_

Anticipated Appointment Time: \_\_\_\_\_ Length of Appointment: \_\_\_\_\_ Days of Week: \_\_\_\_\_

**Section 5 - Special Needs**

Please check or list any special needs, services or modes of transportation you require during transportation:

Escort: \_\_\_\_\_ Powered Wheelchair: \_\_\_\_\_ Stretcher: \_\_\_\_\_ Manual Wheelchair: \_\_\_\_\_ Walker: \_\_\_\_\_

Respirator: \_\_\_\_\_ Service Animal: \_\_\_\_\_ Cane: \_\_\_\_\_ Other: \_\_\_\_\_

**Section 6 - Certification and Acknowledgement**

I understand and affirm that the information provided in this application for CTD Medical Non-Emergency Transportation (NET) services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs for transportation to and from medical appointments. I understand that providing false or misleading information, or making fraudulent claims, or making false statements on behalf of others constitutes a felony under the laws of the State of Florida. SVTA will prosecute offenders and/or pursue civil action to recover costs incurred from false claims or criminal acts.

NOTE: Transportation is wholly dependent on available TD funds each day.

APPLICANT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Suwannee Valley Transit Authority  
1907 Voyles St, SW  
Live Oak, FL 32064  
(386) 362-5332

**OFFICIAL USE ONLY**  
**DO NOT WRITE IN THIS SPACE**

New Application: \_\_\_\_\_ Recertification: \_\_\_\_\_ TD: \_\_\_\_\_ Other: \_\_\_\_\_

Approved Date: \_\_\_\_\_ Denied Date: \_\_\_\_\_ Reason for Denial: \_\_\_\_\_

Worker: \_\_\_\_\_ Date: \_\_\_\_\_ Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_



Suwannee Valley Transit Authority

Transporte Desventaja Evaluación Forma De Detección: 2014

Nota: Todos los espacios en blanco deben ser completados y escritura debe ser legible o formulario será negado.

**Sección 1 - INFORMACIÓN DE IDENTIFICACIÓN**

MEDICAID # \_\_\_\_\_ S.S.# \_\_\_\_\_ TELÉFONO# \_\_\_\_\_ FECHA DE NACIMIENTO \_\_\_/\_\_\_/\_\_\_

APELLIDO \_\_\_\_\_ PRIMER \_\_\_\_\_  
NOMBRE \_\_\_\_\_ INICIALMEDIA \_\_\_\_\_ GÉNERO \_\_\_\_\_

DIRECCIÓN DE LA CALLE \_\_\_\_\_

APT# \_\_\_\_\_

NOMBRE DE LA SUBDIVISIÓN O APARTAMENTO COMPLEJO \_\_\_\_\_ LA  
CIUDAD \_\_\_\_\_ EL CONDADO \_\_\_\_\_ EL ESTADO \_\_\_\_\_ CÓDIGO \_\_\_\_\_

**SECCIÓN 2 - INFORMACIÓN DE MIEMBRO DE LA FAMILIA**

NÚMERO TOTAL DE PERSONAS EN SU HOGAR: \_\_\_\_\_

INGRESOS MENSUALES TOTAL: \$ \_\_\_\_\_

**MIEMBROS DEL HOUSEHOLE & TOTAL DE LOS INGRESOS DE LOS HOGARES:** Por favor una lista de todos los miembros del hogar. Incluyen usted y cualquier tipo de ingreso recibido. Los ejemplos son SSI, discapacidad, asistencia en efectivo, empleo y jubilación.

NOMBRE Y RELACIÓN EDAD / EL INGRESO MENSUAL / LICENCIA (S/N) / ESTAMPILLAS DE COMIDA (S/N)

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

**Sección 3- Disponibilidad de Transporte**

1. ¿Tiene una licencia de manejar? Si: \_\_\_\_\_ No: \_\_\_\_\_ Licencia# \_\_\_\_\_

2. ¿Qué tipo de vehículo tiene? Año: \_\_\_\_\_ Marca: \_\_\_\_\_ Modelo: \_\_\_\_\_ N/A: \_\_\_\_\_

3. Si se aprueba ¿cuánto tiempo necesitaría los servicios del transporte? (Por favor explique abajo)

\_\_\_\_\_

4. ¿Alguna otra miembros de su hogar propio vehículo? Si \_\_\_\_\_ No \_\_\_\_\_

¿5. El podría alguien en su hogar, familia o un amigo te transportará a sus citas? Si \_\_\_\_\_ No \_\_\_\_\_

6. ¿Cómo usted actualmente se transportan a su cita? \_\_\_\_\_

**\*\* Debe proporcionar los documentos escritos por qué el cuidado no está disponible para el transporte \*\***

7. ¿es consciente de que tiene que pagar un co-pago de \$1 por cada camino para este programa, y que si no paga, no puede subir? Si: \_\_\_\_\_ No: \_\_\_\_\_

8. ¿Es usted un veterano? Si: \_\_\_\_\_ No: \_\_\_\_\_ En caso afirmativo, por favor nos proporcione una copia de su DD214 o DD215 para verificación.

9. Si es así, ¿recibe beneficios de VA para el transporte? Si: \_\_\_\_\_ No: \_\_\_\_\_

**Sección 4- Información Sobre las citas Médicas Periódicas**

Principal objetivo de la cita: \_\_\_\_\_

Diálisis \_\_\_\_\_ Oncología \_\_\_\_\_ Terapia física \_\_\_\_\_ Otro \_\_\_\_\_

Hora de la cita prevista: \_\_\_\_\_ Duración de citas: \_\_\_\_\_ Días de semana: \_\_\_\_\_

**Sección 5- Especial Necesita**

Por favor, revise o lista alguna necesidad especial, servicios o modos de transporte que necesita durante el transporte:

Escolta: \_\_\_\_\_ Silla de ruedas eléctrica \_\_\_\_\_ Camilla \_\_\_\_\_

Silla Manual \_\_\_\_\_ Caminante \_\_\_\_\_ Respirador \_\_\_\_\_

Animal de servicio \_\_\_\_\_ Bastón \_\_\_\_\_ Otro: \_\_\_\_\_

**Sección 6 - Certificación Y Reconocimiento**

Entender y afirmar que la información proporcionada en esta solicitud para servicios de transporte de no-emergencia médica CTD (NET) es verdadera y correcta, a lo mejor de mi conocimiento y se mantendrá confidencial y compartido sólo con profesionales médicos y de transporte involucrado en la evaluación y determinación de mis necesidades de transporte hacia y desde las citas médicas. Entiendo que proveer falsa información, engañosa o haciendo claims fraudulentos o hacer declaraciones falsas en nombre de otros constituye un delito bajo las leyes del estado de la Florida. Delincuentes feos voluntad presecute y / o acción civil monedero para recuperar los costos incurridos de fase reclamos o actos delictivos.

Firma \_\_\_\_\_ Fecha \_\_\_\_\_

Suwannee Valley Transit Authority 1907 Voytes St, SW Live Oak Fl 32064

(386)362-5332

OFFICIAL USE ONLY DO NOT WRITE IN THE SPACE					
New Application:	Recertification:	TD:	Medical:	TMS:	Other:
Approved Date:		Denied Date:		reason for Denial:	
Worker	Date:	Supervisor:	Date:		

**SUWANNEE VALLEY TRANSIT AUTHORITY**

**TRANSPORTATION DISADVANTAGED ASSESSMENT CHECKING FORM 2014**

**TDTF**

NOTE: ALL BLANKS must be completed and handwriting must be legible or form will be denied.

**Section 1 - IDENTIFYING INFORMATION**

MEDICAID# \_\_\_\_\_ S.S.# \_\_\_\_\_ PHONE# \_\_\_\_\_ DOB: 02/21/39  
 LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ MI: \_\_\_\_\_ GENDER: Female  
 STREET ADDRESS: \_\_\_\_\_ APT# Live Oak Fl 32060

NAME OF SUB-DIVISION OR APARTMENT COMPLEX: \_\_\_\_\_

CITY: Live Oak COUNTY: Suwannee STATE: Fla. ZIP: 32060

EMERGENCY CONTACT: \_\_\_\_\_ RELATIONSHIP: Daughter PHONE: \_\_\_\_\_

**Section 2 - Household Member Information**

TOTAL # OF PERSONS IN YOUR HOUSEHOLD 3 TOTAL MONTHLY HOUSEHOLD INCOME 1,500.00

HOUSEHOLD MEMBER & TOTAL HOUSEHOLD INCOME: Please list ALL household members, include yourself. List any type of income received. Examples are SSI, disability, cash assistance, employment and retirement.

NAME & RELATIONSHIP	AGE	MO. INCOME	DRIV LIC (Y/N)	RECEIVE FOOD STAMPS (Y/N)
<u>[Redacted]</u>	<u>14</u>	<u>\$1,500.00</u>	<u>[Redacted]</u>	<u>None</u>
<u>[Redacted]</u>	<u>17</u>	<u>\$ 0 -</u>	<u>None</u>	<u>None</u>
<u>[Redacted]</u>	<u>12</u>	<u>\$ 0 -</u>		
		\$ _____		

**Section 3 - Availability of Transportation**

- Do you have a Driver License? YES: ☒ NO: ☐ DL#: [Redacted]
- What type of vehicle do you own? Year: 2003 Make: Nissan Model: Altima N/A: ☐
- If approved, how long will the transportation services be needed? (Please explain below.)  
Always

- Does any other member of your household own a vehicle? YES: ☐ NO: ☒
- Could anyone in your household, family or friends transport you to your appointments? YES: ☐ NO: ☒ If no, why not? They all work or sick
- How are you currently being transported to your appointments? And my car is not working and I can't buy another one  
Friends on their day off  
from work or ride the transit bus

**\*\*Must provide written documentation why the care is not available to you for transport\*\***

- Are you aware that you are required to pay a co-payment of \$1 each way for this program and that if you do not pay, you cannot ride? YES: ☒ NO: ☐
- Are you a veteran? YES: ☐ NO: ☒ If yes, please provide us with a copy of your DD214 or DD215 for verification.
- If so, do you receive VA benefits for transportation? YES: ☐ NO: ☒

#### Section 4. Information About Recurring Medical Appointments

Section 4: Information About Key Personnel

Main Purpose of Appointment: Regular Doctor appointments

Dialysis: \_\_\_\_\_ Oncology: \_\_\_\_\_ Physical Therapy: \_\_\_\_\_ Other: \_\_\_\_\_

Anticipated Appointment Time: \_\_\_\_\_ Length of Appointment: \_\_\_\_\_ Days of Week: \_\_\_\_\_

Anticipated Appointment Time: \_\_\_\_\_ Length of Appointment: \_\_\_\_\_ Days of Week: \_\_\_\_\_

Unsure

Unsure

## Section 5 - Special Needs

Please check or list any special needs, services or modes of transportation you require during transportation:

Escort: \_\_\_\_\_ Powered Wheelchair: \_\_\_\_\_ Stretcher: \_\_\_\_\_ Manual Wheelchair: \_\_\_\_\_ Walker: \_\_\_\_\_

Respirator: \_\_\_\_\_ Service Animal: \_\_\_\_\_ Cane: \_\_\_\_\_ Other: \_\_\_\_\_

## Section 6 - Certification and Acknowledgement

I understand and affirm that the information provided in this application for CTD Medical Non-Emergency Transportation (NET) services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs for transportation to and from medical appointments. I understand that providing false or misleading information, or making fraudulent claims, or making false statements on behalf of others constitutes a felony under the laws of the State of Florida. SVTA will prosecute offenders and/or pursue civil action to recover costs incurred from false claims or criminal acts.

criminal acts.  
NOTE: Transportation is wholly dependent on available TD funds each day.

APPLICANT SIGNATURE:

DATE: 04-17-14

Suwannee Valley Transit Authority  
1907 Voyles St, SW  
Live Oak, FL 32064  
(386) 362-5332

OFFICIAL USE ONLY

DO NOT WRITE IN THIS SPACE

New Application: ☐ Recertification: ☐ TD: ☐ Medicaid: ☐ TMS: ☐ Other: ☐

Approved Date: \_\_\_\_\_ Denied Date: \_\_\_\_\_ Reason for Denial: SAIPA-K (1-21-17)

Worker: \_\_\_\_\_ Date: \_\_\_\_\_ Supervisor: Likals Date: 4-21-19

**COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES**

1. Are the Community Transportation Coordinator subcontracts uniform?  
☒ Yes ☐ No
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?  
☒ Yes (attached) Suwannee Valley Transit Authority modified the Florida Commission for the Transportation Disadvantaged standard contract  
☐ No
3. Do the contracts include performance standards for the transportation operators and coordination contractors?  
☒ Yes ☐ No
4. Do the contracts include the proper language concerning payment to subcontractors?  
☐ Yes ☒ No
5. Were the following items submitted on time?  
  
Annual Operating Report  
☒ Yes ☐ No  
  
Memorandum of Agreement  
☒ Yes ☐ No  
  
Transportation Disadvantaged Service Plan  
☒ Yes ☐ No  
  
Transportation Disadvantaged Trust Fund Grant Application  
☒ Yes ☐ No  
  
Other grant applications  
☒ Yes ☐ No
6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?  
☒ Yes/ annually (inspection checklist attached) ☐ No
7. Is a written report issued to the operator?  
☒ Yes ☐ No
8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?  
No coordination contractors

**State Of Florida  
Commission for the Transportation Disadvantaged**

**Standard Coordination/Operator Contract**

This contract is entered into between the community Transportation COORDINATOR, [Suwannee Valley Transit Authority(SVTA)], designated pursuant to chapter 427, F. S., to serve the Transportation Disadvantaged for the community that includes the entire area of Columbia County, Hamilton County, and Suwannee County Florida, and hereinafter referred to as the COORDINATOR and \_\_\_\_\_, hereinafter referred to as the OPERATOR. The terms and conditions of this contract are effective as of \_\_\_\_\_ and will continue through \_\_\_\_\_, unless canceled by the administrator, SVTA.

Whereas, the COORDINATOR is required, under rule 41- 2, F.A.C., contractual agreements, to provide and or enter into where cost-effective and efficient; to enter into subcontracts or to broker transportation services to Transportation Operators; and

Whereas, Transportation Disadvantaged funds include any local government, state or federal funds that are for the Transportation of Transportation Disadvantaged; and

Whereas, the COORDINATOR desires to contract with the OPERATOR for the provisions of transportation services for the Transportation Disadvantaged; and

Whereas, the COORDINATOR please it to be in the public interest to provide such transportation services through the OPERATOR for the residents of the service area who are clients of the COORDINATOR; and

Whereas, the OPERATOR will provide the COORDINATOR the opportunity to develop a proposal for any new transportation services needed; and

Whereas, the OPERATOR, in an effort to coordinate available resources, will make available transportation services to the COORDINATOR

Whereas this contract allows for the OPERATOR, in accordance with chapter 427, provide F.S., rule 41 -- 2, F.A.C., and the most current community Transportation COORDINATOR policies the provisions of transportation services.

Now, therefore, in consideration of the mutual covenants, promises and representations herein, the parties agree as follows:

The OPERATOR shall comply with all local, state and federal laws and regulations that apply to the provision of 'transportation disadvantages services' to include, but not limited to

Florida Administrative Code 14-90 (Equipment and Operational Safety Standard for Bus Transit Systems);

Florida Administrative Code Rule 41-2 (Commission for the Transportation Disadvantaged)

Florida Statute Chapter 427 Part I ss 427.011 – 427.017 (Transportation Services)

45 CFR (Code of Federal Regulations), Part 205.50 (Safeguarding Information for the Financial

Assistance Programs);

Florida Statute Chapter 287 (Procurement of Personal Property and Services)

Part 1 ss 287.001-287.1345 (Commodities, Insurance and Contractual Services)

Part 2 ss 287.14 – 287.20 (Means of Transportation)



**FURTHER, the OPERATOR SHALL:**

**A. Provide services and vehicles according to the conditions specified in Amendment 1.**

**B. Coordinate available resources and make available transportation services to the COORDINATOR. Such services shall be provided in accordance with Amendment 1.**

**C. Submit to the COORDINATOR an annual operating report, no later than the date specified in Amendment 1, detailing the demographic, operational, and financial data recording coordination activities in the designated service area. The report shall be prepared on forms provided by the COMMISSION for the Transportation Disadvantaged, hereinafter COMMISSION, and according to the instructions for the forms.**

**D. Comply with audit and recordkeeping requirements by:**

**1. Utilizing the COMMISSION recognized 'chart of accounts' defined in the Transportation Accounting Consortium Model Uniform Accounting Systems for Rural and Specialized Transportation Providers (uniform accounting system) for all Transportation Disadvantaged accounts and reporting purposes. Operator with existing and the equivalent accounting systems are not required to adopt the chart of accounts in lieu of their existing charts of accounts which shall prepare our reports, invoices, and physical documents relating to the Transportation Disadvantaged function and activities using the chart of accounts and accounting definitions as outlined in the reference manual above.**

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

**3. COORDINATOR will reserve the right to conduct finance and compliance audits at any time. Such audits conducted by the COORDINATOR will be at the expense of the COORDINATOR.**

**E. Retained all financial records, supporting documents, statistical records, and any other document pertinent to this agreement for a period of five (5) years after termination of this agreement. It and all that has been initiated and audit findings have not been resolved at the end of the five (5) years, the record shall be retained at the resolution of the audit findings. The OPERATOR shall insure that these records shall be subject to inspection, review at all reasonable times by persons duly authorized by the COORDINATOR or COMMISSION or this agreement. The COMMISSION and the COORDINATOR have the right to examine any of the records and documents during the retention period. Further, OPERATOR will maintain all records (financial records, maintenance records, personnel records, and vehicle records on file for a minimum of five (5) years. All stated records will be open and ready for inspection by proper authority during normal business hours. OPERATOR will be prepared for regulatory audits when notified. SVTA or its representative may conduct a thorough audit on a date and time designated by the COORDINATOR.**

**F. Comply with safety requirements by:**

**1. Complying with section 341.061, F. S., and rule 14 -90, F.A.C., concerning system safety; and**

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

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

G. Comply with COMMISSION insurance requirements by maintaining at least liability insurance coverage and the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this contract. Upon the execution of this contract, the OPERATOR shall add the COORDINATOR as an additional named insured to all insurance policies covering vehicles transporting the Transportation Disadvantaged. The OPERATOR shall insure that in the event of any cancellations or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the COORDINATOR within 24 hours. On a quarterly basis, the OPERATOR shall furnish to the COORDINATOR written verification of the existence of all insurance coverage prior to the execution of this contract. Insurance coverage in the excess of \$1 million per occurrence must be approved by the COORDINATOR and/or the Local Coordinating Board before inclusion in this contract or in the justification over fare structures, s.41-2.006(1), F.A.C.

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

I. Protect Civil Rights by:

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

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

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

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

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

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

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



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

2. Agreeing that compliance with this assurance constitutes a condition of continued received of or benefit from Federal financial assistance, and that it is binding upon the OPERATOR its successors, subcontractors, transferees, assignees, for the period during which said assistance is provided. Assuring that Operators, subcontractors, sub grantees, or others within the COORDINATOR arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines and standards. In the event of failure to comply, the OPERATOR agrees that the COORDINATOR may, at its discretion, seek a Court Order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated or further assistance being denied.

J. OPERATOR'S obligation to indemnify, defend, and pay for the defense or at the COORDINATOR's option to participate and associate with the COORDINATOR in the defense in trial of any kind and any related settlement negotiations shall be triggered by the COORDINATOR's notice of claim for indemnification to the OPERATOR. OPERATOR's inability to evaluate liability or its evaluation of liability shall not excuse the OPERATOR's duty to defend and indemnify within seven (7) days after such notice by the COORDINATOR is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the COORDINATOR solely negligent, shall excuse performance of this provision by the OPERATOR. OPERATOR shall pay all costs and fees related to this obligation and its enforcement by the COORDINATOR. The COORDINATOR's failure to notify OPERATOR of a claim shall not release the OPERATOR of the above duty to defend

K. OPERATOR shall comply with all standards and performance requirements as stated in the following:

1. The Commission for Transportation Disadvantaged (Amendment II)
2. The Local Coordinating Board approved Transportation Disadvantaged Service Plan
3. Any entity that purchases services from the OPERATOR.

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

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

M. All contracts, subcontract, coordination contract will be reviewed annually by the COORDINATOR, and at the request of the COORDINATOR, the Local Coordinating Board for conformance with the requirements of this contract.

N. Return to the COORDINATOR any overpayments due to unearned funds or funds disallowed pursuant to the terms of this contract that were dispersed to the OPERATOR by the COORDINATOR. The OPERATOR shall return any overpayment within fifteen (15) calendar days after either discovery by the OPERATOR or notification of the OPERATOR by the COORDINATOR or entity purchasing Transportation whichever is earliest. In the event the COORDINATOR first discovered in overpayment has been made, the COORDINATOR will notify the OPERATOR by letter of such funding. Should repayment not be made

In a timely manner, the COORDINATOR or will charge interest after thirty (30) days after the date of notification or discovery or the COORDINATOR will deduct that amount from future invoices.

O. In performing this Contract, the OPERATOR shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such actions shall include but not be limited to the following: employment upgrading, demotion or transfer, recruitment or recruitment advertising, lay off or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeships. The OPERATOR shall insert the foregoing provisions modified only to show the particular contractual relationship and all his/her contracts in connection with the development of operation of contract, except contracts for standard commercial supplies or raw materials, and shall require all contractors to insert a similar provision in subcontracts to insert a similar provision in subcontract relating to the performance of this Contract. The OPERATOR shall post in a conspicuous place available to all employees and applicants for employment for Project Work, notices setting forth the provisions of the nondiscrimination clause.

P. By execution of this Contract the OPERATOR represent that it has not paid and also agrees not to pay any bonus or COMMISSION for the purpose of obtaining and approval of its applications for the financing hereafter. Funds disbursed to the OPERATOR under this Contract shall not be expended for the purpose of lobbying the Legislature, the Judicial Branch or other state or federal agencies.

**THE COORDINATOR SHALL:**

A. Recognized the OPERATOR as described in Chapter 427, F. S., and rule 41 --2.

B. Ensure the entities with Transportation Disadvantaged funds will purchase Transportation Disadvantaged services through a coordinating system.

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

**THE OPERATOR AND COORDINATOR FURTHER AGREE:**

A. Nothing in this contract shall require the COORDINATOR to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of this Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the COORDINATOR in writing and ordered that appropriate changes and modifications may be made by the COORDINATOR and the OPERATOR the OPERATOR may proceed as soon as possible with the provisions of transportation services.

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

**C. Termination Conditions:**

1. Termination at Will. This Contract may be terminated by either party upon no less than fifteen (15) days' notice without cause, and that said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.

2. Termination Due to Lack of Designation. In the event that the COORDINATOR so designated by the Coordinating Board and approved by the Commission loses its designation, this Contract is

terminated immediately upon notification to the OPERATOR and the notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

3. Termination due to Disapproval of Memorandum of Agreement. In the event that the Commission does not accept or prove any contracted Transportation rates listed within the Memorandum of Agreement, this Contract shall be terminated immediately upon notification to the OPERATOR. Said notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

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

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

6. Upon receipt of notice of termination of this Contract for any reason the OPERATOR shall cease services and prepare all final report and documentation as required by the terms of this Contract. A final envoy shall be sent to the COORDINATOR within fifteen (15) days after the termination of this Contract.

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

E. OPERATOR shall assign no portion of this contract without the prior written consent of the COORDINATOR.

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

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

H. Notice and Contact.

The name and address for the COORDINATOR in this Contract is: Gwendolyn Pra, Administrator, Suwannee Valley Transit Authority, 1907 Voyles St. SW., Live Oak Florida, 32064.

The name and address for the Manager of this contract is: W. Bill Steele, Director of Operations, Suwannee Valley Transit Authority, 1907 Voyles St. SW., Live Oak, FL, 32064.

The name and address for the OPERATOR responsible for the administration of this program under this contract is:

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

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

\_\_\_\_\_  
SIGNATURE COORDINATOR

\_\_\_\_\_  
SIGNATURE OPERATOR

**ATTACHMENT I  
VENDOR/OPERATOR CONTRACT**

**SERVICE DESCRIPTION**

1. The OPERATOR will provide to SVTA the following specific service:[circle all that apply]  
Transportation for ambulatory clients; Transportation for non-ambulatory clients;  
Transportation for stretcher bound clients; Transportation for wheel chair bound clients;  
Transportation for clients in oversized wheel chairs; Transportation for motorized bound  
wheel chair clients.
2. The OPERATOR will be available to provide Transportation 24 hours a day. The OPERATOR will  
provide a current and attended telephone number and point of contact for after normal business hours.  
This telephone # and point of contact must be authorized to receive calls for service and act on those  
calls for service by the COORDINATOR or an authorized representative.
3. The OPERATOR will be available to provide transportation seven (7) days a week to include holidays.
4. The OPERATOR will provide transportation using the following vehicles, which are properly licensed,  
tagged, and insured in accordance with state law and this Contract. Motor vehicles not listed here in will  
not be used for Transportation Disadvantaged clients.

ID#	Year	Make	Model	VIN &	Tag	Assigned Veh
1)						
2)						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						
5. The OPERATOR will insure that the vehicles listed herein have the following equipment and set  
equipment in working condition: air-conditioning and heating; grab rails; first aid kits; seatbelts, safety  
restraints, and securing equipment; fire extinguishers; and adequate communications equipment. All  
vehicles and equipment will comply with 14-92 requirements and the Suwannee Valley Transportation  
Authority's System Safety Program Plans (SSPP).
6. The OPERATOR will insure that prior to departing station to pick up Transportation Disadvantaged for  
that day, the vehicle is given a thorough pre-trip inspection in accordance with Rule 14-92 and the SVTA  
SSPP.
7. The OPERATOR will insure that no later than the first day of the fiscal year (1 Oct) that each vehicle  
used to transport Transportation Disadvantaged is inspected the COORDINATOR (SVTA certified  
mechanic) to insure that said motor vehicle meets all inspection and safety standards as required by rule  
14-90 and SVTA's SSPP. Other than the annual inspection, the routine maintenance may be done by a  
qualified and certified mechanic (certification must be on file) of choice and must be done in accordance

with FAC 14-90 and the SVTA SSPP. The OPERATOR will maintain records of this routine maintenance which must be on file and available for inspection at any time by proper authority.

8. The OPERATOR will maintain all records indicating that each vehicle used to transport Transportation Disadvantaged has been through the mandatory yearly motor vehicle inspection and daily pre-trip inspections and said records/files are open and ready for inspection by appropriate authority upon their request.

9. The OPERATOR will that all drivers employed to transport Transportation Disadvantaged are properly licensed to operate said motor vehicle and are trained to properly assist, secure, escort Transportation Disadvantaged and their mobility equipment.

10. The OPERATOR will insure that all drivers employed to transport or escort Transportation Disadvantaged clients are properly trained and certified in basic first aid to include such topics as CPR, Blood borne Pathogens and other basic first aid actions.

11. The OPERATOR will conduct a review of driver's license record and level II criminal background check of each employee who drives Transportation Disadvantaged clients, and a level II criminal background check for each employee who escorts a Transportation Disadvantaged client.

11. The OPERATOR will provide a report regarding each vehicle, driver and escort stating the above stated requirements are met and that said records are on file, readily available open to inspection by proper authority. Upon request, the OPERATOR may request assistance from the COORDINATOR in obtaining said background checks and the COORDINATOR would provide assistance for a fee to be determined at the time of request.

12. The OPERATOR will provide documentation to the COORDINATOR stating that each driver is properly licensed and certified as indicated above no less than the last day of each quarter of each calendar year.

13. The OPERATOR will receive referrals for transportation for Transportation Disadvantaged only from the COORDINATOR and will not receive or accept referrals for transportation directly from a Transportation Disadvantaged client or a facility or others acting on behalf of the Transportation Disadvantaged. Should a Transportation Disadvantaged client or facility-agent acting on behalf of a Transportation Disadvantaged client contact OPERATOR for transportation, the OPERATOR will direct that individual to contact the COORDINATOR to arrange for transportation.

14. The OPERATOR will receive a daily request for transportation from the COORDINATOR by way of an authorized SVTA daily manifest at least 48 hours prior to the date and time of the trip. The OPERATOR will receive the SVTA issued manifest via e-mail from the COORDINATOR. Whenever possible the Operator will make all efforts to multi-load Transportation Disadvantaged clients. If multi-load is not possible, the OPERATOR will clearly document on the manifest, client log, Rider report as to the reason why multi-load was not possible. The COORDINATOR, at her discretion, shall determine if the reason given for not multi-load is reasonable and acceptable. If in the COORDINATOR'S discretion determines that multi-loading was possible and reasonable, then the COORDINATOR will adjust the OPERATOR'S billing request as appropriate. The COORDINATOR will make note of the change on the billing report and return said report to the OPERATOR.

15. The OPERATOR will complete the daily authorized SVTA's Transportation Disadvantaged client log/rider report after each trip using the SVTA issued billing report document.



16. The OPERATOR will return the billing using the authorized SVTA billing report to the COORDINATOR no later than the close of the next business day via e-mail. The said billing report will be typed, legible, and error-free. Should the COORDINATOR find five (5) or less errors per daily billing report, the COORDINATOR will contact the OPERATOR and make corrections over the phone if feasible. Should the COORDINATOR find more than five errors on any daily report, the COORDINATOR will contact the OPERATOR and direct that OPERATOR to return to the COORDINATOR's office, retrieve said reports and make the required corrections.

17. The OPERATOR will, not later than the next business day, return the authorized SVTA's daily manifest, client log, rider report with a map verifying the amount of miles the OPERATOR is claiming on the daily manifest, client log, and rider report. The COORDINATOR will accept verification maps from programs such as MapQuest, AAA map program or other similar map verification programs that are available on the Internet.

18. The trip Operator will complete the end of month report in its entirety and return it to the COORDINATOR not later than the third business day of the next month. If the trip OPERATOR fails to meet this time line, then the trip OPERATOR will not be paid from that month's payment cycle, but will wait until the next month cycle for payment. End of month reports not submitted by the OPERATOR by the end of the second cycle will be waived and considered to be an unbilled trip. The COORDINATOR will not allow OPERATOR to recover for unbilled trips.

19. The trip OPERATOR will be paid SEVENTY CENTS (\$.70) PER MILE FOR THE FIRST LOADED PASSENGER, AND FIVE DOLLARS (\$5.00) FOR EACH ADDITIONAL (MULTI-LOADED) PASSENGER. OPERATOR will multi-load whenever possible. Revenue will begin by the first revenue mile.

20. The OPERATOR will report all 'fare box' collections to the COORDINATOR and said 'fare box' collections will be considered in the billing report

21. OPERATOR will have all Transportation Disadvantage sign the manifest as evidence that the trip was made and the Transportation Disadvantage was serviced by the OPERATOR.

22. The mileage for the trip will begin at the first rider's point of pick-up to the first's riders destination. The trip from point of pick-up to destination will be by the shortest path possible. The OPERATOR will verify to the COORDINATOR that said trip was done by shortage route possible by supplying with the billing statement, a map produced by a typical internet-mapping program.

23. OPERATOR will be assigned referrals for transportation based solely and completely on the needs of the COORDINATOR. Nothing in this contract suggests that an OPERATOR will receive a minimum number of referrals. When the COORDINATOR requires assistance from an OPERATOR, the COORDINATOR will pass out said referrals in the most equitable way possible, with that decision being based upon the needs of the COORDINATOR and assets of the OPERATOR available at the time of the need.

24. If the OPERATOR declines a trip without good cause, then the COORDINATOR may consider this contract void in accordance with rule C5 above. Should the trip OPERATOR decline three or more trips in a billing cycle then the COORDINATOR may consider this Contract void in accordance with rule C5 above. Examples of 'good cause' would include: all vehicles are otherwise engaged; mechanical failures; all of the OPERATOR's drivers are engaged. OPERATOR's belief that the trip is 'too far out' will not be considered as a good cause. The COORDINATOR and OPERATOR understand that in some cases, the requested trip may be for a short distance though getting to the point of pickup may be at a distance. The COORDINATOR will make every effort to keep this type of occurrence at a minimum.

**25. OPERATOR will place an SVTA approved marking on each vehicle that transports Transportation Disadvantaged. That marking will say "Under Contract with Suwannee Valley Transit Authority –( Veh #\_)**

**The ADMINISTRATOR will provide the # that will be assigned to said vehicle.**

**26. OPERATOR will insure that the proper vehicle ID # will be put on the appropriate billing statement. 1**



**ATTACHMENT II**  
**The Commission for the Transportation Disadvantaged**  
**Standards and Performance Requirements**

Pursuant to rule 41-2.006, I. Florida Administrative Code, the Community Transportation COORDINATOR and any Transportation OPERATOR from who services purchased or arranged by the Community Transportation COORDINATOR shall adhere to Commission approved standards. These standards shall include:

- (a) Drug and Alcohol testing for safety sensitive positions (positions are defined in the SSPP) and 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.
  - The OPERATOR will institute a drug-testing program, maintain records of said program, and have files ready for immediate inspection upon request by appropriate authority. All employees of the OPERATOR who transport or escort Transportation Disadvantaged must submit to routine and/or random drug and alcohol testing as directed by rule and law.
  - The Vendor Operator will notify the COORDINATOR quarterly regarding the drug and alcohol program that is in place and results of any testing done in accordance with the established program.
- (b) An escort of a Transportation Disadvantaged passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
- (c) Child restraint devices shall be determined locally as to their use, responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan
- (d) Transportation Disadvantaged passenger property that can be carried by the passenger and can be stowed safely on the vehicle shall be allowed to be transported with the passenger at no additional cost. Additional requirements may be negotiated for caring and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
- (e) Vehicle transfer point shall provide shelter, security, and safety of passengers.
- (f) The OPERATOR will insure that a local toll-free number for complaints or grievances shall be posted inside each vehicle. The local complaint process is 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 in the complaint processes approved by the local Coordinating Board.
- (g) Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinance prohibits such trips.
- (h) OPERATOR will make sure that all vehicles used to transport Transportation Disadvantaged shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials, which will provide discomfort for a passenger.
- (i) The OPERATOR will insure that adequate seating is available to the Transportation Disadvantaged passengers; that adequate para-transit services shall be provided to each rider and escort, child, or personal care attendant, and the OPERATOR will transport no more passengers than the registered passenger seating capacity for said vehicle allows.

(j) The trip OPERATOR will insure that the drivers, including coronation contractors, announce and identify themselves by name and company in a manner that is conducive to communications with the specific Transportation Disadvantaged passenger upon pickup of each rider, groups of riders, or representative, guardian, or associate of that rider. Each driver must have a photo identification that is in view of the passenger.

(k) The trip Vendor will insure that the driver and/or escort provide a passenger with boarding assistance if necessary or requested to the seating portion of the vehicle. The boarding assistance shall include, but not limited to:

- retrieving the passenger at his/her front door (but will not cross the threshold of any rider's residence unless the case is a stretcher case);
- opening the vehicle door;
- fastening the seatbelt or utilizing their wheelchair's security devices;
- storage of mobility assistive devices; and
- closing the vehicle door.

(l) OPERATOR will notify COORDINATOR immediately upon becoming aware that a vehicle under their control is involved in a motor vehicle collision or other incident as described in the SVTA's SSPP. The OPERATOR will follow procedures as outlined in the SSPP.

(m) OPERATOR will attend slated training that will be given by the COORDINATOR. Said training sessions will be held on the second Tuesday of each month, at 5:pm and held at the SVTA's HQ building. The date and time is subject to change. The OPERATOR may offer suggestions for said training and will include, but not limited to: the SSPP, Drug & Alcohol Plan; billing assistance and other topics as necessary.

## SIGNATURE PAGE

Kathy Lumpkin  
I, Kathy Lumpkin, the owner and/or duly authorized representative of  
Alternative Transport, located at 8274 97th RD Live Oak, FL

having read this contract in its entirety and I agree to abide by each provision of this contract. Failure to  
abide by this contract may result in termination of services.

Kathy Lumpkin Manager  
Signature of OPERATOR / REPRESENTATIVE Title  
8274 97th RD Live Oak, FL  
Address

Gwendolyn H. Pra June 18, 2012  
Gwendolyn Pra  
Administrator, SVTA

## SIGNATURE PAGE

I, Gloranne Collins, the owner and/or duly authorized representative of  
Collins Transportation, located at 317 N.W. 4th Avenue Ste  
having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

Gloranne Collins Supervisor  
Signature of OPERATOR / REPRESENTATIVE Title

338 N.W. Brown Rd Lake City Mo. 64052  
Address

Gwendolyn H. Pra  
Gwendolyn Pra  
Administrator, SVTA

JUN 28 2012

## SIGNATURE PAGE

I, James V. Donilio, the owner and/or duly authorized representative of  
D's Healthcare, located at 3839 Cy Rd SE Jasper, TN

having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

[Signature]  
Signature of OPERATOR / REPRESENTATIVE Title

P.O. Box 348 Jasper, TN 37052  
Address

Gwendolyn H. Pra - June 18, 2012  
Gwendolyn Pra  
Administrator, SVTA

## SIGNATURE PAGE

Brenda G. Hall the owner and/or duly authorized representative of  
Pannich med van located at 1101 SW Testenyeu

having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

Brenda G. Hall owner of 6/18/12  
Signature of OPERATOR / REPRESENTATIVE Title

1101 SW Testenyeu Lakely FL 32025  
Address

Gwendolyn P. Smith June 18, 2012  
Gwendolyn P. Smith  
Administrator, SVTA

## SIGNATURE PAGE

I, Carline P. Kennedy, the owner and/or duly authorized representative of  
Peeler's Medical Transport, located at 3367 US Hwy 441 Lake City FL 32025  
having read this contract in its entirety and I agree to abide by each provisions of this contract. Failure to  
abide by this contract may result in termination of services.

Carline P. Kennedy

Signature of OPERATOR / REPRESENTATIVE Title

3367 US Hwy 441 Lake City FL 32025  
Address

Gwendolyn H. Pita  
Gwendolyn Pita  
Administrator, SVTA

June 28, 2012

### EXTENSION AGREEMENT

WHEREAS, SUWANNEE VALLEY TRANSIT AUTHORITY, hereafter SVTA, and Alternative Transport, hereafter Operator, entered into a Standard Coordination/Operator Contract; and

WHEREAS, pursuant to said contract, Operator was to provide transportation services for the Transportation Disadvantaged at the direction of SVTA; and

WHEREAS, said Agreement further provided for a term of one (1) year (July 1, 2012 through June 30, 2013); and

WHEREAS, SVTA desires to extend the term of the contract through September 30, 2013,

THEREFORE, for and in consideration of the foregoing, SVTA and Operator agree as follows:

a. The above referenced Agreement be and is hereby extended until September 30, 2013.

b. This Extension Agreement may be terminated by either party hereto by giving thirty (30) days written notice to the other party.

The validity of this Extension Agreement and any of its terms or provisions shall be governed by the laws of the State of Florida.

IN WITNESS THEREOF this Extension Agreement has been executed in duplicate, each of which shall constitute an original, by SUWANNEE VALLEY TRANSIT AUTHORITY, executed in its behalf by its Executive Director, and by Alternative Transport on this 26 day of June 2013.

SUWANNEE VALLEY  
TRANSIT AUTHORITY

Kathy Lumpkins  
Operator

GWENDOLYN PRA  
Executive Director



## EXTENSION AGREEMENT

WHEREAS, SUWANNEE VALLEY TRANSIT AUTHORITY, hereafter SVTA, and D's Transportation, hereafter Operator, entered into a Standard Coordination/Operator Contract; and

WHEREAS, pursuant to said contract, Operator was to provide transportation services for the Transportation Disadvantaged at the direction of SVTA; and

WHEREAS, said Agreement further provided for a term of one (1) year (July 1, 2012 through June 30, 2013); and

WHEREAS, SVTA desires to extend the term of the contract through September 30, 2013.

THEREFORE, for and in consideration of the foregoing, SVTA and Operator agree as follows:

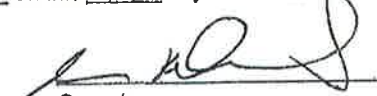
a. The above referenced Agreement be and is hereby extended until September 30, 2013.

b. This Extension Agreement may be terminated by either party hereto by giving thirty (30) days written notice to the other party.

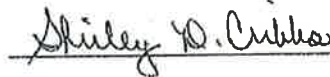
The validity of this Extension Agreement and any of its terms or provisions shall be governed by the laws of the State of Florida.

IN WITNESS THEREOF this Extension Agreement has been executed in duplicate, each of which shall constitute an original, by SUWANNEE VALLEY TRANSIT AUTHORITY, executed in its behalf by its Executive Director, and by D's TRANSPORTATION on this \_\_\_\_\_ day of June 2013.

SUWANNEE VALLEY  
TRANSIT AUTHORITY

  
Operator

  
GWENDOLYN PRA  
Executive Director

  
Shirley D. Cribbs

## EXTENSION AGREEMENT

WHEREAS, SUWANNEE VALLEY TRANSIT AUTHORITY, hereafter SVTA, and POREISH ROAD VAN, hereafter Operator, entered into a Standard Coordination/Operator Contract; and

WHEREAS, pursuant to said contract, Operator was to provide transportation services for the Transportation Disadvantaged at the direction of SVTA; and

WHEREAS, said Agreement further provided for a term of one (1) year (July 1, 2012 through June 30, 2013); and

WHEREAS, SVTA desires to extend the term of the contract through September 30, 2013.

THEREFORE, for and in consideration of the foregoing, SVTA and Operator agree as follows:

- a. The above referenced Agreement be and is hereby extended until September 30, 2013.
- b. This Extension Agreement may be terminated by either party hereto by giving thirty (30) days written notice to the other party.

The validity of this Extension Agreement and any of its terms or provisions shall be governed by the laws of the State of Florida.

IN WITNESS THEREOF this Extension Agreement has been executed in duplicate, each of which shall constitute an original, by SUWANNEE VALLEY TRANSIT AUTHORITY, executed in its behalf by its Executive Director, and by POREISH ROAD VAN on this 26 day of June 2013.

SUWANNEE VALLEY  
TRANSIT AUTHORITY

[Signature]  
Operator

[Signature]  
GWENDOLYN PRA  
Executive Director

[Signature]  
June 27, 2013

### EXTENSION AGREEMENT

WHEREAS, SUWANNEE VALLEY TRANSIT AUTHORITY, hereafter SVTA, and Peeler's Medical Transport, hereafter Operator, entered into a Standard Coordination/Operator Contract; and

WHEREAS, pursuant to said contract, Operator was to provide transportation services for the Transportation Disadvantaged at the direction of SVTA; and

WHEREAS, said Agreement further provided for a term of one (1) year (July 1, 2012 through June 30, 2013); and

WHEREAS, SVTA desires to extend the term of the contract through September 30, 2013.

THEREFORE, for and in consideration of the foregoing, SVTA and Operator agree as follows:

- a. The above referenced Agreement be and is hereby extended until September 30, 2013.
- b. This Extension Agreement may be terminated by either party hereto by giving thirty (30) days written notice to the other party.

The validity of this Extension Agreement and any of its terms or provisions shall be governed by the laws of the State of Florida.

IN WITNESS THEREOF this Extension Agreement has been executed in duplicate, each of which shall constitute an original, by SUWANNEE VALLEY TRANSIT AUTHORITY, executed in its behalf by its Executive Director, and by Peeler's Medical Transport on this 29 day of June 2013.

SUWANNEE VALLEY  
TRANSIT AUTHORITY

Celeste P. Kenney  
Operator

Gwendolyn H. PRA  
GWENDOLYN PRA  
Executive Director

June 29, 2013

# COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?  
Suwannee Valley Transit Authority does not have contracts with the School Boards to use their vehicles.
2. How is the Community Transportation Coordinator using fixed route public transportation services in the coordinated system?  
Not applicable
3. Is there a goal for transferring passengers from paratransit to transit?  
☐ Yes ☐ No ☒ Not applicable
4. What are the minimum liability insurance requirements? \$200,00/\$300,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts? \$200,000/\$300,000
6. Does the minimum liability insurance requirements exceed \$1 million per incident?  
☐ Yes ☒ No

Standards	Comments
Local toll free phone number must be posted in all vehicles.	Suwannee Valley Transit Authority posts local toll free phone number in all vehicles.
Vehicle Cleanliness	Suwannee Valley Transit Authority cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	Suwannee Valley Transit Authority maintains a passenger/trip database.
Adequate seating	Suwannee Valley Transit Authority provides adequate seating for all passengers.
Driver Identification	Suwannee Valley Transit Authority requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	Suwannee Valley Transit Authority requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Suwannee Valley Transit Authority prohibits smoking in all vehicles. Eating and drinking on board vehicles is not permitted unless medically necessary.
Two-way Communications	All vehicles are equipped with two-way communications.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	Suwannee Valley Transit Authority subcontracts do not include a requirement that all bills be paid within 7 working days to subcontractors after receipt of said payment by Suwannee Valley Transit Authority in accordance with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	Suwannee Valley Transit Authority requires children under the age of 16 to be accompanied by and escort. Escorts must be provided by the passenger and able to provide necessary assistance to the passenger. Escorts are transported at the rates described in the established rate structure.
Use, Responsibility, and cost of	Suwannee Valley Transit Authority requires all passengers under the age of four and or 50 pounds to use a child restrain device.

<b>Standards</b>	<b>Comments</b>
child restraint devices	Child restraint devices must be provided by the passenger.
Out-of-Service Area trips	Suwannee Valley Transit Authority may require medical provider verification for any out of county transportation.
CPR/1st Aid	Suwannee Valley Transit Authority does not require drivers to be trained in CPR. Suwannee Valley Transit Authority requires that all vehicles be equipped with biohazard kits as required by State and Federal regulations.
Driver Criminal Background Screening	Suwannee Valley Transit Authority requires all drivers to have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. All drivers must also have a driving record check.
Passenger Property	Suwannee Valley Transit Authority allows passengers to have personal property that they can place on their lap or stow under the seat.
Advance reservation requirements	Suwannee Valley Transit Authority requires passengers to schedule trips by 4:00 p.m. at least three days before service is requested.
Pick-up Window	Passengers shall be picked up 90 minutes before or 60 minutes after their scheduled pick-up time.

<b>Measurable Standards/Goals</b>	<b>Standard/Goal</b>	<b>Is the Community Transportation Coordinator meeting the Standard?</b>
Fixed Route Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Yes
Accidents	No more than 1/100,000 miles	Yes
Roadcalls	No more than 7 roadcalls/100,000 miles	Yes
Complaints	No more than 1/1,000 trips.	Yes
Call-Hold Time	No established standard for call hold time.	Not applicable



**Commission for the Transportation Disadvantaged  
NET Safety Compliance and Emergency Management  
Self Certification**

THIS CERTIFIES CALENDAR YEAR 2014 DATE: May 1, 2014

SUBCONTRACTED TRANSPORTATION PROVIDER: Suwannee Valley Transit Authority

ADDRESS: 1909 Voyles Street SW Live Oak, FL 32064

In accordance with the Medicaid Non-Emergency Transportation Subcontracted Transportation Provider (STP) Contract with the Commission for the Transportation Disadvantaged, the above STP, hereby certifies to the following:

1. The adoption of a System Safety Program Plan and a Security Program Plan (a.k.a. Emergency Management Plan) based on established standards set forth in **Rule Chapter 14.90, F.A.C.** Such plans ensure the continuation of appropriate services during an emergency, including but not limited to localized acts of nature, accidents, and technological and/or attached-related emergencies, both natural and manmade;
2. Compliance with its adopted System Safety Program Plan and Security Program Plan, including:
  - a. Safety inspections of all service vehicles;
  - b. Applicable Drug and Alcohol procedures, including training and monitoring;
  - c. Driver Training and Monitoring.
3. Compliance with requirement of monitoring subcontracted operators;
4. Compliance with maintenance of support documentation for plans, inspections, training and monitoring, and that said documentation is available upon request by an authorized representative of the Commission or the Agency for Health Care Administration.

I understand that providing false information may result in an unfavorable action by the Commission.

Signature: Teresa Fortner

Name: Teresa Fortner  
(Type or Print)

Title: Administrator



### **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

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



STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
**CERTIFICATE OF COMPLIANCE**

725-030-10  
TRANSIT  
12/01

for a  
SECTION 5311 SUBRECIPIENT  
(Certifying compliance with 49 CFR Parts 40, 655)  
To  
Florida Department of Transportation

DATE 1/1/2014

Section 5311 Subrecipient Information:

AGENCY NAME: Suwannee Valley Transit Auth.  
ADDRESS: 1907 Voyles St. Live Oak, FL 32064  
PHONE: 386-362-5332

FDOT District Office Information:

NAME: Doreen Joyner-Howard, AICP  
ADDRESS: 2198 Edison Avenue, Jacksonville, FL  
PHONE: 904-360-5650

I, Gwendolyn H. Pra, Administrator (Name) (Title)

hereby certify that Suwannee Valley Transit Authority and its applicable  
(Name of Subrecipient)

contractor(s) (listing attached hereto) for Suwannee Valley Transit Authority  
(Name of Subrecipient)

has (have) established and implemented an anti-drug and alcohol misuse prevention program in accordance with the provisions of 49 CFR Parts 40 and 655 as amended. I further certify that the employee training conducted under this part meets the requirements of 49 CFR Parts 40 and 655 as amended.

  
Signature

Attachment: (Applicable Contractor(s) - Name, Address, Phone #, Contact Person)



### ON-SITE OBSERVATION OF THE SYSTEM

1. Date of Observation:  
9/18/14
2. Please list any special guests that were present:  
Ms. Jeannie Carr, Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Member; Mr. Ken Kaemmer, Suwannee Valley Transit Authority
3. Location:  
Suwannee Valley Transit Authority to Fresenius Medical Care
4. Number of Passengers picked up/dropped off  
2  
  
Ambulatory:  
1  
  
Non-Ambulatory  
1
5. Was the driver on time?  
☒ Yes  
☐ No If no, how many minutes late/early?
6. Did the driver provide any passenger assistance?  
☒ Yes  
☐ No
7. Was the driver wearing any identification?  
☒ Yes  
☐ No
8. Did the driver render an appropriate greeting?  
☒ Yes  
☐ No
9. Did the driver ensure the passengers were properly belted?  
☒ Yes  
☐ No
10. Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
☒ Yes  
☐ No
11. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Helpline for comments/complaints/commendations?  
☒ Yes  
☐ No

### ON-SITE OBSERVATION OF THE SYSTEM

12. Did the vehicle have working heat and air conditioning?  
☒ Yes  
☐ No
13. Does the vehicle have two-way communications in good working order?  
☒ Yes  
☐ No
14. If used, was the lift in good working order?  
☒ Yes  
☐ No
15. Was there safe and appropriate seating for all passengers?  
☒ Yes  
☐ No
16. Did the driver properly use the lift and secure the passenger?  
☒ Yes  
☐ No

### PURCHASING AGENCY SURVEY

Purchasing Agency name: Medicaid Non-Emergency Medical Transportation Program  
Representative of Purchasing Agency: Alana M. Hays

1) Do you purchase transportation from Suwannee Valley Transit Authority?

☒ Yes

☐

2) What is the primary purpose for purchasing your clients' transportation?

- ☒ Medical  
☐ Employment  
☐ Education/Training/Day Care  
☐ Nutritional  
☐ Life Sustaining/Other

3) On average, how often do your clients use the transportation system?

- ☒ 7 Days/Week  
☐ 1-2 Times/Week  
☐ 3-5 Times/Week  
☐ 3 Times/Month

☐

5) Have you had any unresolved problems with the coordinated transportation system?

- ☒ Yes  
☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]  
☐ Cost [specify operator (s)]  
☐ Service area limits [specify operator (s)]  
☐ Pick up times not convenient [specify operator (s)]  
☐ Vehicle condition [specify operator (s)]  
☐ Lack of passenger assistance [specify operator (s)]  
☐ Accessibility concerns [specify operator (s)]  
☐ Complaints about drivers [specify operator (s)]  
☐ Complaints about timeliness [specify operator (s)]  
☐ Length of wait for reservations [specify operator (s)]  
☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes  
☐ No If no, why? \_\_\_\_\_

*I really appreciate how the new management team has improved relations with the riders.*

RECEIVED  
SEP 29 2014  
NORTH CENTRAL FLORIDA  
REGIONAL PLANNING COUNCIL

## PASSENGER SURVEY

1) How often do you use transportation?

- ☒ Daily 7 Days/Week
- ☐ 1-2 Times/Week
- ☐ 3-5 Times/Week
- ☐ Other

3) Have you ever been denied transportation services?

- ☐ Yes
- ☒ No If no, skip to question # 4

A. How many times in the last 6 months have you been denied transportation services?

- ☐ None If none, skip to question # 4
- ☐ 1-2 Times
- ☐ 3-5 Times
- ☐ 6-10 Times

B. What was the reason given for refusing you transportation services?

- ☐ Ineligible
- ☐ Lack of funds
- ☐ Destination outside service area
- ☐ Space not available
- ☐ Other \_\_\_\_\_

4) What do you normally use the service for?

- ☒ Medical
- ☐ Education/Training/Day Care
- ☐ Employment
- ☐ Nutritional
- ☐ Life-Sustaining/Other

5) Do you have concerns with your transportation service?

- ☐ Yes. If yes, please state or choose problem from below
  - ☐ Advance notice
  - ☐ Pick up times not convenient
  - ☐ Assistance
  - ☐ Service Area Limits
  - ☐ Drivers - specify
  - ☐ Vehicle condition
  - ☐ Cost
  - ☐ Late pick up/time of wait
  - ☐ Accessibility
  - ☐ Late return pick up/length of wait
  - ☐ Reservations/length of wait
  - ☐ Other \_\_\_\_\_

☒ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

Additional Comments: None

## PASSENGER SURVEY

1) How often do you use transportation?

- ☐ Daily 7 Days/Week
- ☐ 1-2 Times/Week
- ☒ 3-5 Times/Week
- ☐ Other

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  - ☐ Assistance
  - ☐ Service Area Limits
  - ☐ Drivers - specify
  - ☐ Vehicle condition
  - ☐ Cost
  - ☐ Late pick up/time of wait
  - ☐ Accessibility
  - ☒ Late return pick up/length of wait
  - ☐ Reservations/length of wait
  - ☐ Other \_\_\_\_\_

☒ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10 \_\_\_\_\_

Additional Comments: Glad to have service.

**PASSENGER SURVEY**

1) How often do you use transportation?

- ☐ Daily 7 Days/Week
- ☐ 1-2 Times/Week
- ☒ 3-5 Times/Week
- ☐ Other

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  - ☐ Service Area Limits
  - ☐ Drivers - specify
  - ☐ Vehicle condition
  - ☐ Cost
  - ☐ Late pick up/time of wait
  - ☐ Accessibility
  - ☐ Late return pick up/length of wait
  - ☐ Reservations/length of wait
  - ☐ Other \_\_\_\_\_

☒ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8

Additional Comments: None

## PASSENGER SURVEY

1) How often do you use transportation?

- ☐ Daily 7 Days/Week
- ☒ 1-2 Times/Week
- ☐ 3-5 Times/Week
- ☐ Other

3) Have you ever been denied transportation services?

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- ☐ Destination outside service area
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  - ☐ Drivers
  - ☐ Vehicle condition
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  - ☐ Late pick up/length of wait
  - ☐ Accessibility
  - ☐ Late return pick up/length of wait
  - ☐ Reservations/length of wait
  - ☐ Other \_\_\_\_\_

- ☐ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

Additional Comments: None

**LEVEL OF COST**

**FLCTD  
Annual Operations Report  
Section VII: Expense Sources**

County: <b>Columbia</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section VII: Financial Data</b>			
<b>2. Expense Sources</b>			
<b>Expense Item</b>	<b>Community Transportation Coordinator</b>	<b>Coordination Contractor</b>	<b>TOTAL EXPENSES</b>
Labor (501):	\$721,438.00	\$0.00	\$721,438.00
Fringe Benefits (502):	\$201,795.00	\$0.00	\$201,795.00
Services (503):	\$101,519.00	\$0.00	\$101,519.00
Materials and Supplies Cons. (504):	\$216,633.00	\$0.00	\$216,633.00
Utilities (505):	\$25,100.00	\$0.00	\$25,100.00
Casualty and Liability (506):	\$50,045.00	\$0.00	\$50,045.00
Taxes (507):	\$587.00	\$0.00	\$587.00
<b>Purchased Transportation Services (508)</b>			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$291,833.00	\$0.00	\$291,833.00
Miscellaneous (509):	\$15,839.00	\$0.00	\$15,839.00
Interest (511):	\$594.00	\$0.00	\$594.00
Leases and Rentals (512):	\$4,966.00	\$0.00	\$4,966.00
Annual Depreciation (513):	\$233,599.00	\$0.00	\$233,599.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>	<b>\$1,863,948.00</b>	<b>\$0.00</b>	<b>\$1,863,948.00</b>



**FLCTD**  
**Annual Operations Report**  
**Section VII: Expense Sources**

County: <b>Hamilton</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section VII: Financial Data</b>			
<b>2. Expense Sources</b>			
<b>Expense Item</b>	<b>Community Transportation Coordinator</b>	<b>Coordination Contractor</b>	<b>TOTAL EXPENSES</b>
Labor (501):	\$360,719.00	\$0.00	\$360,719.00
Fringe Benefits (502):	\$100,898.00	\$0.00	\$100,898.00
Services (503):	\$50,760.00	\$0.00	\$50,760.00
Materials and Supplies Cons. (504):	\$108,316.00	\$0.00	\$108,316.00
Utilities (505):	\$12,550.00	\$0.00	\$12,550.00
Casualty and Liability (506):	\$25,022.00	\$0.00	\$25,022.00
Taxes (507):	\$294.00	\$0.00	\$294.00
<b>Purchased Transportation Services (508)</b>			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$145,917.00	\$0.00	\$145,917.00
Miscellaneous (509):	\$7,920.00	\$0.00	\$7,920.00
Interest (511):	\$297.00	\$0.00	\$297.00
Leases and Rentals (512):	\$2,483.00	\$0.00	\$2,483.00
Annual Depreciation (513):	\$116,799.00	\$0.00	\$116,799.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>	<b>\$931,975.00</b>	<b>\$0.00</b>	<b>\$931,975.00</b>

**FLCTD**  
**Annual Operations Report**  
**Section VII: Expense Sources**

County: Suwannee		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$360,719.00	\$0.00	\$360,719.00
Fringe Benefits (502):	\$100,897.00	\$0.00	\$100,897.00
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Taxes (507):	\$294.00	\$0.00	\$294.00
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Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$145,917.00	\$0.00	\$145,917.00
Miscellaneous (509):	\$7,920.00	\$0.00	\$7,920.00
Interest (511):	\$297.00	\$0.00	\$297.00
Leases and Rentals (512):	\$2,483.00	\$0.00	\$2,483.00
Annual Depreciation (513):	\$116,799.00	\$0.00	\$116,799.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$931,974.00	\$0.00	\$931,974.00

## LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	1	1
Private For-Profit	5	5
Government	0	0
Public Transit Agency	1	1
Total	7	7

2. How many of the operators are coordination contractors? 0

3. Does the Community Transportation Coordinator have a competitive procurement process?

☒ Yes

☐ No

4. What methods have been used in selection of the transportation operators?

<input type="checkbox"/>	Low bid
<input type="checkbox"/>	Requests for qualifications
<input type="checkbox"/>	Negotiation only

<input checked="" type="checkbox"/>	Requests for proposals
<input type="checkbox"/>	Requests for interested parties
<input type="checkbox"/>	

## LEVEL OF COORDINATION

1. **Public Information** – How is public information distributed about transportation services in the community?

All plans for providing transportation disadvantaged services are coordinated.

2. **Eligibility** – How is passenger eligibility coordinated for local transportation services?

Suwannee Valley Transit Authority determines passenger eligibility with the exception of HMO Medicaid non-emergency medical transportation.

3. **Call Intake** – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Individuals call Suwannee Valley Transit Authority to schedule all trips with the exception of HMO Medicaid non-emergency medical transportation. .

4. **Reservations** –How is the duplication of a reservation prevented?

Suwannee Valley Transit Authority handles all trip reservations with the exception of HMO Medicaid non-emergency medical transportation. .

5. **Trip Allocation** – How is the allocation of trip requests to providers coordinated?

Suwannee Valley Transit Authority handles all trip allocations with the exception of HMO Medicaid non-emergency medical transportation. .

6. **Scheduling** – How is the trip assignment to vehicles coordinated?

Suwannee Valley Transit Authority schedules all trips with the exception of HMO Medicaid non-emergency medical transportation. .

7. **General Service Monitoring** – How is the overseeing of transportation operators coordinated?

Suwannee Valley Transit Authority monitors subcontracted transportation operators.

# Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

## Annual Evaluation Team

Scott R. Koons, AICP, Executive Director

\*\* Marlie Sanderson, AICP, Director of Transportation Planning

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility  
\*\* Secondary Responsibility



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

## Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

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



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

---

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

November 5, 2014

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

RECOMMENDATION

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

BACKGROUND

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

Attached is Suwannee Valley Transit Authority's application for Rural Area Capital Assistance Program Grant funds. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

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





**SUWANNEE VALLEY TRANSIT AUTHORITY**  
**1907 VOYLES STREET**  
**LIVE OAK, FL 32064**  
**(386) 362-5332**  
**1-800-258-7267**

October 3, 2014

Commission for the Transportation Disadvantaged  
Attn: Sheri Powers  
605 Suwannee Street, Mail Station 49  
Tallahassee, Florida 32399-0450

Dear Ms. Powers:

Please find enclosed Suwannee Valley Transit Authority's application for the Shirley Conroy Rural Area Capital Assistance Program Grant for 2014/2015. We appreciate your consideration of our Agency for this grant because the funds will be used to maintain the level of service that this grant helped us to achieve last year.

If there are any questions concerning the grant, feel free to contact me at (386) 362-5332 extension 6324. Again, I thank you in advance for your consideration.

Sincerely,

  
Teresa Fortner  
Administrator

TF/fpr  
Enclosure

Copies: Shirley Conroy 2014/2015 Grant File



# EXHIBIT A

## Commission for the Transportation Disadvantaged Grant Application Information Form for the Shirley Conroy Rural Area Capital Assistance Program Grant

1. DATE SUBMITTED: October 3, 2014
2. LEGAL NAME OF APPLICANT: Suwannee Valley Transit Authority
3. FEDERAL IDENTIFICATION NUMBER: 59-1684116
4. REMITTANCE ADDRESS: 1907 Voyles Street, SW
5. CITY AND STATE: Live Oak, FL ZIP CODE: 32064
6. CONTACT PERSON FOR THIS GRANT: Teresa Fortner
7. PHONE NUMBER: 386-362-5332 FAX NUMBER: 386-219-0157
8. E-MAIL ADDRESS: teresa.fortner@ridesvta.com
9. PROJECT LOCATION [County(ies)]: Columbia, Hamilton, Suwannee
10. PROPOSED START DATE: December 1, 2014 ENDING DATE: June 30, 2015
11. ESTIMATED PROJECT FUNDING REQUESTED:  
Grant Funds \$ 133,833.62  
Local \$ 0.00 REDI PROGRAM  
**TOTAL \$** 133,833.62

**SUWANNEE VALLEY TRANSIT AUTHORITY**  
**1907 VOYLES STREET**  
**LIVE OAK, FL 32064**  
**(386) 362-5332**  
**1-800-258-7267**

October 3, 2014

Commission for the Transportation Disadvantaged  
Attn: Sheri Powers  
605 Suwannee Street, Mail Station 49  
Tallahassee, Florida 32399-0450

Dear Ms. Powers:

The Regional Local Coordinating Board for Columbia, Hamilton, and Suwannee County is scheduled to meet on November 12, 2014. At this meeting, the Regional Local Coordinating Board will approve the application for the 2014/2015 Shirley Conroy Rural Area Capital Assistance Program Grant. The signed document approving the grant application will be forwarded to your agency on November 13, 2014.

If there are any questions, feel free to contact me at (386) 362-5332 extension 6324.

Sincerely,

*Teresa Fortner*

Teresa Fortner  
Administrator

TF/fpr



12. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

Teresa Fortner

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE

Teresa Fortner

SIGNATURE OF AUTHORIZED REPRESENTATIVE

October 3, 2014

DATE

13. **Local Coordinating Board Approval**

I hereby certify that this grant has been reviewed in its entirety by the

Columbia, Hamilton, Suwannee County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

DATE

## EXHIBIT B

### PROPOSED PROJECT FUNDING

- I. Project Description and Cost – Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

Capital equipment – Prioritize based on need.  
If vehicle, specify type of vehicle and fuel type  
(gas, diesel, alternative)

1. Twelve Cameras for Vehicles	<u>\$32,024.80</u>
2. Installation of Twelve Cameras in Vehicles in house	<u>\$492.00</u>
3. Twelve MDTs for Vehicles	<u>\$41,184.00</u>
4. Lenovo ThinkServer TS440 70AQ to replace use of Microsoft Office 365 Suites	<u>\$12,040.29</u>
5. MV-1 Diagnostic Unit Kit	<u>\$1,095.00</u>
6. 18V Cordless ½" Impact Kit (Electric Drill)	<u>\$599.95</u>
7. Blackhawk Automotive Telescopic Transmission Jack	<u>\$849.99</u>
8. Lincoln Electric Power Wire-Feed Welder	<u>\$2,599.99</u>
9. Ingersoll Rand Composite Impact Wrench	<u>\$549.99</u>
10. Arcan Hydraulic Shop Press	<u>\$599.99</u>
11. Port-A-Cool Portable Direct Drive Variable-Speed Fan	<u>\$2,499.99</u>
12. Matco Handheld Battery Tester	<u>\$772.80</u>
13. 2014 Toyota Venza 4DR WGN (gasoline)	<u>\$30,502.33</u>
14. New Engine for Vehicle # 37 on the inventory list	<u>\$4,040.00</u>
15. Five Model XV Fareboxes for Fixed Route Vehicles	<u>\$3,982.50</u>
<b>Total Project cost</b>	<b><u>\$133,833.62</u></b>

## **EXHIBIT B (Cont.)**

### **PROPOSED PROJECT FUNDING**

#### **II. Funding Participation**

A. Transportation Disadvantaged Trust Funds	(90%)	<u>\$133,833.62</u>
B. Local Match	(10%)	<u>\$0.00</u> REDI
C. Total Project Cost		<u>\$133,833.62</u>

10/2/2014



REI, Inc.  
6534 L Street  
Omaha, NE 68117

Prepared by: Patrick O'Donnell  
Phone: 800-228-9275 x 229  
Fax: 402-339-1704  
Email: [podonnell@radioeng.com](mailto:podonnell@radioeng.com)

Suwannee Valley Transit

for Nick Furst

We are pleased to submit the following quotation for your review.

4 CAMERA SURVEILLANCE SYSTEM WITH 4 CHANNEL DVR & 320 GB HARD DRIVE				
Quantity	Part Number	Description	Price Per Unit	Total
12	HD400-4-320	4 CH HD400 DVR w/4 Cameras & 320GB Hard Drive	\$ 1,784.00	\$ 21,408.00
12	512002	16 FT Power Cable, R1001, R4001, HD400, HD800	included	-
12	710422	4 Channel DVR HD 420	included	-
24	512167	15 FT Camera Cable	included	-
24	512168	25 FT Camera Cable	included	-
24	710351	650TVL HR Series IR Day/Night with Audio, 4mm	included	-
12	710350	650TVL HR Series IR Day/Night with Audio, 2.8mm	included	-
12	710352	650TVL HR Series IR Day/Night with Audio, 6 mm	included	-
12	710332	320 GB SATA Hard Drive, HD Series Mobile DVRs	included	-
SubTotal			\$ 17,840.00	\$ 21,408.00
ADDITIONAL HARDWARE				
Quantity	Part Number	Description	Price Per Unit	Total
46	710214	Receiver, GPS w/SIRF3 and 16" Cable	\$ 165.00	\$ 7,590.00
46	511986	Bus-Watch Harness, Alarm/Panic, 20' (Optional)	\$ 65.80	\$ 3,026.80
SubTotal			\$ 2,205.80	\$ 10,616.80
TOTAL WITH ALL OPTIONS				
Total			\$ 22,045.80	\$ 32,024.80

\*\*This quote does not include shipping\*\*

Bus Surveillance Systems include DVR, DVR Power Cable, Camera(s), Camera Cable(s) & Software

#### HD Series DVR Systems:

Customer must specify which camera style, lens size and camera cable length FOR EACH CAMERA in the system

Customer may "Mix-N-Match" cameras & camera cables

Cameras included: HR-Series Mini-Box/Cube, Interior Wedge/Clamshell, Dome & Exterior Wedge

All dome cameras DO NOT INCLUDE IR's. IR attachment for dome cameras must be purchased separately - part number 710264

Lens sizes vary by camera style from 2.8mm to 16mm (Not all cameras include all lens sizes)

Camera cables: 512166-6', 512167-15', 512168-25', 512169-40', 510993-50' & 512170-60' (Requires one per camera)

Systems DO NOT INCLUDE optional components such as the input sensor recording cable and event marker/record indicator cable

Systems Quote DOES NOT INCLUDE shipping (All shipment UPS ground unless requested otherwise) or Installation





## Regional Technologies Invoice

Jacksonville Transportation Authority  
Attn: Liz Peak  
100 North Myrtle Avenue  
Jacksonville, FL 32203  
(904) 633-8535

DATE: December 26, 2013  
INVOICE # SVTA Technology 1 and 2  
FOR: **Regional Scheduling System and Mobile Data Terminals**

Bill To:			
Suwannee Valley Transit Authority Attn: Accounts Payable 1907 Voyles St, SW Live Oak, FL 32064 (386) 362-5332 Account # 100-0101-510-0570 Project # SVTA01 and SVTA02			
DESCRIPTION		Rate	AMOUNT
Project # SVTA01			
Trapeze Pass, FLEX and Medicaid Modules for the Regional Scheduling System			
Licenses		\$35,164	\$35,164
Services		\$38,700	\$38,700
Expenses		\$5,600	\$5,600
Discount		-\$10,291	-\$10,291
Total			\$69,173
Project # SVTA02			
Ranger V4.0 Mobile Data Terminals			
Unit with modem, GPS, WIFI, mounting brackets and cabling, AVL agent and workstation features	30	\$3,304	\$99,120
Hands Free Calling	30	\$113	\$3,375
Fleet Vehicle Monitoring	30	\$15	\$450
1st Year Warranty and Support	30	\$535	\$16,039
Total			\$118,984
TOTAL DUE			\$188,157

Make check payable to the Jacksonville Transportation Authority referencing the above account and project numbers  
If you have any questions concerning this invoice, contact Liz at (904) 633-8535

12 months @ \$3,432.00 each =  
\$41,184.00



# Innovative Network, Inc

4701 SW 34th Street  
Gainesville, FL 32608

ESTIMATE

1/9/2014	617

Suwannee Valley Transit Authority  
William Steele  
1907 Voyles Street, SW  
Live Oak, FL 32064

Description	Qty	Total
Lenovo ThinkServer TS440 70AQ - Server - tower - 5U - 1-way - 1 x Xeon E3-1245V3 / 3.4 GHz - RAM 4 GB - SAS - hot-swap 2.5" - no HDD - DVD-Writer - HD Graphics P4600 - Gigabit LAN - no OS	1	1,368.85
LENOVO 8GB MEM BO 2RX8 ECC UDIMM	3	370.98
Lenovo ThinkServer RAID 500 Upgrade key - RAID controller upgrade key - for ThinkServer RD330; TD330; TS430	1	104.57
Lenovo - Hard drive - 300 GB - hot-swap - 2.5" - SAS - 10000 rpm - for ThinkServer RD330 (2.5"); TD330 (2.5"); TS430 (2.5")	4	1,087.01
Lenovo ThinkServer - Power supply - hot-plug / redundant ( plug-in module ) - 450 Watt - for ThinkServer TS430	1	208.72
LENOVO MICROSOFT SERVER 2012 STANDARD 2 CPU	1	803.24
Microsoft Windows Server 2012 - License - 10 user CALs - OEM	2	640.82
Lenovo On-Site Repair - Extended service agreement - parts and labor - 5 years - on-site - 24x7 - 4 h - for ThinkServer TS130 1100, 1106; TS430 0388, 0390, 0392, 044	1	726.96
KERIO CONNECT 25 USERS AND 2 YEARS SOFTWARE UPDATES	1	1,728.00
Microsoft Office Home and Business 2013 - license	15	3,292.38

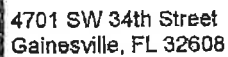
A 50% non-refundable deposit will be required on all special orders.

Phone # 352-374-7130

Fax # 352-374-7131

grevels@inonline.net

www.inonline.net



1/9/2014	617

Description	Qty	Total
Microsoft Office 2013 Professional 32/64-bit	7	2,803.33
Microsoft Office Pro 2013 Win32-bit/x64 PKC-Medialess--Consists of a 25 digit Product Key Code ONLY. NO Media. Perpetual license. This is a Non-Returnable sku. Includes: Word, Excel, PowerPoint, OneNote, Outlook, Access and Publisher. Can save documents to the cloud in SkyDrive.		
Managed Services Discount		-1,094.57
		\$12,040.29
A 50% non-refundable deposit will be required on all special orders.		\$0.00
		\$12,040.29

# MV-1 Diagnostic Unit Kit

## MV-1 DU



\$1095.00 per kit + shipping

### MV- 1 DU Kit Contents:

- 1- MV-1 DU Unit
- 1- MV-1 DU DLC Cable
- 1- USB cable
- 1- CD with drivers
- 1- Set of Installation Instructions
- 1 yr Limited Warranty

### Credit card information:

Card type (Master Card/ Visa/Am  
Ex): \_\_\_\_\_

Card number: \_\_\_\_\_

Expiration date: \_\_\_\_\_

Security Code (3 digits): \_\_\_\_\_

\_\_\_\_ Quantity

### Billing address:

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address #1: \_\_\_\_\_

Address #2: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

### Shipping address: ☐ Same as billing address

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address #1: \_\_\_\_\_

Address #2: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

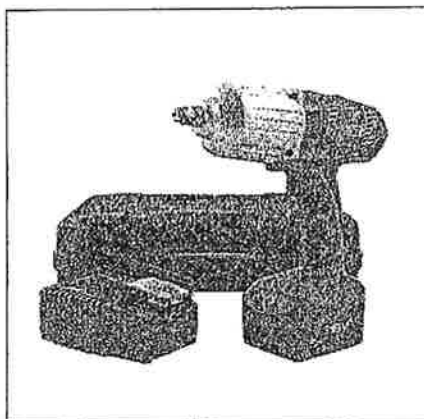
Fax order to 248-364-0370; email order to [sales@partechgss.com](mailto:sales@partechgss.com)


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Home \ Tool Catalog \ Electric Power Tools \ Cordless/Electric Drills &amp; Accessories \ Item: MCL1812IWK



## MCL1812IWK

### 18V CORDLESS 1/2" IMPACT KIT

\$599.95

QTY 

\* All prices shown in US dollars.

★★★★☆ 2.7/5

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#### PEOPLE WHO BOUGHT THIS ITEM ALSO BOUGHT



SBPSE436P

★★★★★



MT2138PC

★★★★★



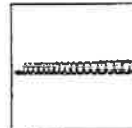
BFR128LFTG

★★★★★



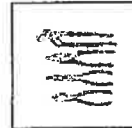
SRTD3T

★★★★★



SBM176TA

★★★★★



SPU4TB

★★★★★

#### MCL1812IWK 18V CORDLESS 1/2" IMPACT KIT

##### Features & Benefits

Kit includes: MCL1812IW 1/2" impact wrench MCL1840LB 4.0Ah lithium battery and MCL1840CHRG battery charger.

##### Return Policy \*

Return for refund within: 30 days

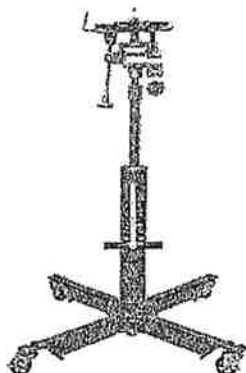
Return for replacement within: 30 days

\* Applies to purchases made on matcotools.com only; see your Matco distributor for warranty or return information on purchases made elsewhere.


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**NORTHERN®**  
TOOL + EQUIPMENT



## Blackhawk Automotive Telescopic Transmission Jack — 1000 Lbs., 2 Stage, Model# BH7051

Item# 144619

**Only \$849<sup>99</sup>**

Factory Shipped —

Delivery Time: 14 - 19 Business Days

 Not Available in Stores

Ships Truck (179.0 lbs)

Special unloading requirements

Be the first to [write a review](#)

### Product Summary

This Blackhawk Automotive Telescopic Transmission Jack has has four adjustable load support arms to fit all transmission pan flanges. Foot-operated pump and release free up operator's hands.

#### What's Included

(1) Jack

### Features + Benefits

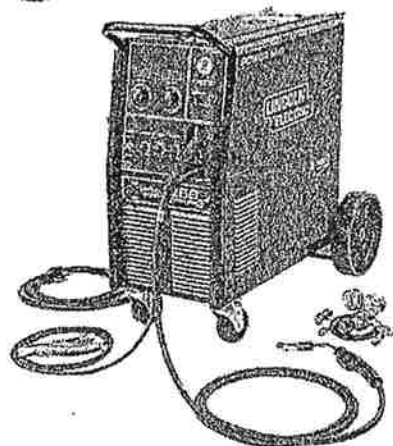
- Adjustable ratchet saddle for quick adjustment for most pan configurations
- Chrome-plated rams maximize its high reach operated by user-friendly foot pedal
- Extra-wide base lowers center of gravity and promotes stability
- Rugged steel wheels and full swivel ball bearing casters for easy movement
- Unique foot release pedal provides safety in lowering the load
- Convenient foot pedal allows use of both hands on transmission during operation

### Key Specs

Item#	144619	Backward Saddle Tilt (deg.)	10
Ship Weight	179.0 lbs	Right Saddle Tilt (deg.)	10
Lift Capacity (lbs.)	1,000	Left Saddle Tilt (deg.)	10
Min. Lift Height (in.)	37 7/8	Operation	Manual
Max. Lift Height (in.)	77 5/8	Swivel Casters	Yes
Forward Saddle Tilt (deg.)	10	Base L x W (In.)	34 1/8 x 36 1/8



**NORTHERN®**  
TOOL + EQUIPMENT



## FREE SHIPPING — Lincoln Electric Power MIG 256 Wire-Feed Welder — 300 Amps, Model# K3068-1

Item# 25469

**Only \$2599<sup>99</sup>**

Factory Shipped —

Delivery Time: 9 - 14 Business Days

FREE SHIPPING (lower 48 states)

Not Available in Stores

Ships Truck (220.0 lbs)

Lift Gate not included

Special unloading requirements

Be the first to write a review

### Product Summary

The Lincoln Electric Power MIG 256 wire-feed welder is a 300 Amp MIG and flux-core welder designed for light industrial job shop fabrication, maintenance or repair work. Diamond Core Technology™ delivers a forgiving arc, excellent out-of-position arc stability, low spatter and a wide voltage sweet spot at a given wire feed speed for great results with steel, stainless steel or aluminum welding.

### What's Included

(1) Power MIG 256 welder (1) Magnum PRO 250L gun

### Features + Benefits

- MAXTRAC® cast aluminum industrial wire drive features dual driven rolls, regulated wire feed speed control, brass-to-brass connections and split wire guide system
- Digital meters display preset voltage and wire feed speed at setup; actual voltage during usage
- Copper Plus contact tips improve heat dissipation to increase tip life
- Spool gun ready for the premium Magnum® 250LX gun (Model# K2490-1)
- Amperage output: 300; 40% duty cycle @ 250 Amps, 26V
- Coil Claw cable management system keeps workstation organized
- Top-mounted gun accessories tray adds convenience
- 15-ft. cable adds extra reach
- Built-in 115V auxiliary outlet
- Rugged all-metal case front

### Key Specs

Item#	25469	Weldable Metals	Steel, stainless steel, aluminum
Ship Weight	220.0 lbs	Weld Thickness (in.)	0.030–0.75
Volts	208/230	Clamp Cable Length (ft.)	15
Amps	30–300	Regulator and Gas Hose Included	Yes
Duty Cycle	40% duty cycle @ 250 Amps	Shielding Gas Required	Yes
Mig Ready	Yes	Welding Wire Diameter (in.)	0.023–0.045
Wire Feed Speed Control	Yes		



## Ingersoll Rand Composite Impact Wrench — 3/4in.-Drive, Model 2145QiMAX

Item# 24636

Only \$549<sup>99</sup>

In Stock Online

Customer Product Rating

★★★★★ 5 / 5

3 of 3 would recommend this product to a friend.

### Product Summary

The Ingersoll Rand® 3/4in. Impactool™ Composite Impact Wrench delivers incredible performance and industrial-grade durability in an impact wrench. Plus, its efficient air motor reduces air consumption by 16% over the previous model to save you money. Lightweight composite body is durable and easy to handle. Wrench is compact enough to access tight spaces. U.S.A.

#### What's Included

(1) 3/4in. impact wrench

### Features + Benefits

- Produces 1350 ft.-lbs. max. reverse torque
- 6300 RPM free speed
- 1150 BPM
- Twin hammer mechanism

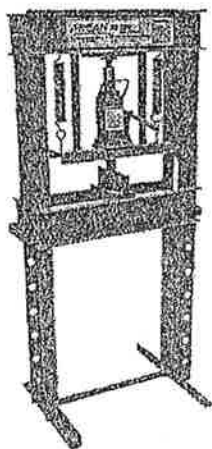
### Key Specs

Item#	24636	Impacts Per Minute (IPM)	1,150
Ship Weight	9.2 lbs	Hammer Mechanism	Twin hammer
Drive (in.)	3/4	Variable Speed	Yes
Speed - No Load (RPM)	6,300	Reversible	Yes
Average Air Consumption (CFM)	8.5	Inlet Size (in.)	3/8
CFM at Load	32	Min. Hose Size (in.)	1/2
Operating PSI	90	Noise Level (dB)	96.3
Working Torque (ft.-lb.)	200–1,000	Tool Weight (lbs.)	7.4
Forward Torque (ft.-lbs.)	1,100	Tool Length (in.)	8.5
Max. Reverse Torque (ft.-lbs.)	1,350	Case Included	No





**NORTHERN®**  
TOOL + EQUIPMENT



#24

## Arcan Hydraulic Shop Press — 20-Ton, Model# CP20

Item# 1459

**Only \$599<sup>99</sup>**

Factory Shipped —  
Delivery Time: 7 - 12 Business Days

Ships Truck (265.0 lbs)  
Special unloading requirements

Customer Product Rating

☆☆☆☆☆ 5 / 5

6 of 6 would recommend this product to a friend.

### Product Summary

30-ton rated frame, U.S.A.

### Features + Benefits

- Welded steel with fast return springs

- Reinforced head plate with 6 inch channel steel head

### Key Specs

Item#	1459
Shlp Weight	265.0 lbs
Continuous Force (Tons)	20
Working Range (in.)	6 3/4–33 1/3

Stroke Length (in.)	6 1/2
Inside Bed Dimensions L x W (in.)	24 x 7
Dimensions L x W x H (in.)	32 x 24 x 66

*Handwritten: X 33*

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Product Experts Available  
1-800-221-0516

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Comparing 4 Items

REMOVE ALL

REMOVE



Port-A-Cool Cyclone 3000  
Evaporative Cooling Unit  
Model# PAC2KCYC01

冷却能力 (5)  
Item# 173101

Only \$749.99

REMOVE

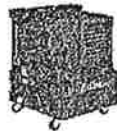


Port-A-Cool Portable Direct  
Drive Variable-Speed Fan  
— 35In., Model#  
PAC2K36HPVS

冷却能力 (1)  
Item# 250706

Only \$2499.99

REMOVE



Port-A-Cool Cyclone 2000  
Evaporative Cooler — 2000  
CFM, 10-Gallon Capacity,  
Model# PACCYC02

冷却能力 (1)  
Item# 15129

Only \$569.99

REMOVE



Port-A-Cool Portable Direct  
Drive Single-Speed Fan —  
35In., Model# PAC2K361S

冷却能力 (7)  
Item# 250784

Only \$2349.99

Cooling Capacity (sq. ft.) 700  
Water Reservoir (gal.) 15  
Air Delivery (CFM) 3,000  
Speeds (qty.) 2  
Fan Diameter (In.) 29  
HP 1/3  
Amps 5.5  
Volts 110  
Cooling Temperature (deg.) Up to 30°F  
Garden Hose Attachment -  
Dimensions W x D x H (In.) 29 x 30 x 38

port-a-cool

Only \$749.99

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CURRENT LOCATION  
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**MD3167**

MATCO HANDHELD BATTERY TESTER

**\$772.80**qty **ADD TO CART**

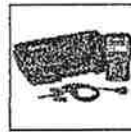
\* All prices shown in US dollars.

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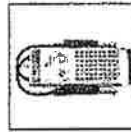
MD9300



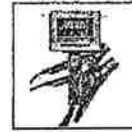
MBT100



MD3167HD



MD4260



MD4780



RB190

**DESCRIPTION****REVIEWS****MD3167 MATCO HANDHELD BATTERY TESTER****Features & Benefits**

- Digital circuitry that precisely controls battery test loads to accurately determine battery conditions
- Tests both flooded lead acid and absorbed glass mat batteries accurately-down to 1 volt state of charge
- Tests vehicle starting and charging systems with minimal user interaction
- Scales: CCA, CA, AHR, IEC, EN, JIS, DIN
- User definable print header and footer
- Includes Removable 10' test leads, side-post terminal adapters, instruction manual, and molded-plastic carrying case

**Return Policy \***

- Return for refund within: Non-refundable
- Return for replacement within: 30 days

\* Applies to purchases made on matcotools.com only; see your Matco distributor for warranty or return information on purchases made elsewhere.


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# AutoNation Toyota Pinellas Park



Sales: (727) 231-1423 Service: (727) 231-1423

8501 US Highway 19 North Pinellas Park, FL 33781

CHAT NOW

Select Language ▼

Home » New SUVs » Toyota » Venza

Color: Magnetic Gray Metallic Transmission: 6 speed automatic Contact: Email your Pinellas Park dealer or call (727) 231-1423

Stock #: EU066885 Make: Toyota Model: Venza Trim: 4dr Wgn V6 FWD LE (Natl)

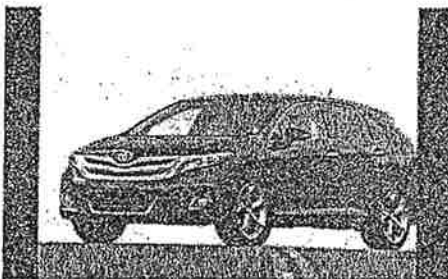
This new Venza is located at your Pinellas Park, FL dealership - serving the greater St Petersburg area including Clearwater and Tampa

## NEW 2014 TOYOTA VENZA DETAILS AT AUTONATION TOYOTA PINELLAS PARK, FL - SERVING ST PETERSBURG

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### NEW 2014 TOYOTA VENZA 4DR WGN V6 FWD LE (NATL)



00:00 02:00  
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Current Specials	
MSRP	\$31,634
AutoNation Savings <sup>1</sup>	- \$3,644
<b>MSRP Less Savings</b>	<b>\$27,990</b>
<a href="#">Disclaimer</a>	
<b>Savings:</b>	<b>\$3,644</b>

exterior: Magnetic Gray Metallic  
engine: 3.5L V6 CYL  
interior: Light Gray  
model code: 2012  
msrp: \$31,634  
stock number: EU066885  
transmission: Automatic  
vin: 4T3ZK3BB6EU066885

City (MPG) Hwy (MPG)  
**19 26**  
Actual Mileage Will Vary

Calculate Payments	
MSRP \$31,634	
Term	APR
60 MO	5.9
Down	Trade value
8,328	0.0
<b>\$ 537 MO</b>	
<a href="#">Make an Offer</a>	
<a href="#">Disclaimer</a>	

See information about the Toyota Venza

### GET A QUOTE

(727) 231-1423  
AutoNation Toyota Pinellas Park  
8501 US Highway 19 North  
Pinellas Park, FL 33781 (HOURS & MAP)

\* required

The information entered is invalid for the highlighted fields. Please enter valid information and resend your request.

\*First Name \*Last Name  
wayne , blevins  
\*Email \*Phone  
wayne.blevins@rideSV 386-697-6070 386-38

\*Comments

speaks with Dave Kline about a venza for Suwannee Valley Transit Authority in Live Oak FL to be purchased with a state match

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### NEW 2014 Toyota RAV4 FWD 4dr XLE (Natl)

MSRP: \$27,714  
MSRP Less Savings: \$24,651

Wayne.Blevins@RideSVTA.com

From: FulopJ@autonation.com  
Sent: Friday, July 18, 2014 12:21 PM  
To: Wayne.Blevins@RideSVTA.com  
Subject: Menu for the 2014 Toyota Venza. Thank you for the opportunity.

Hello Wayne,

Here is a Smart choice Menu with all the fees associated with this sale.

Thank you for the opportunity,  
John Fulop  
Assistant Internet Manager  
727-331-7079



**AutoNation Toyota Pinellas Park**

Prepared for: **Wayne Blevins**  
Evening: 386-697-6070  
Email: [wayne.blevins@rideSVTA.com](mailto:wayne.blevins@rideSVTA.com)

Date: 7/18/2014 12:16:16 PM  
ID: 49569066-1387141723  
Manager: Fulop, John  
Salesperson: Fulop, John

VEHICLE		No Trade-In	
Vehicle: 2014 TOYOTA VENZA 2WD 2812 4dr Wgn LE V6 Stock #: EU066685 VIN: 4T3ZK3BB6EU066685 Miles: 123			
PURCHASE OPTION			
Vehicle Price:	\$31,634.00		
AutoNation Savings:	- \$4,137.00		
SmartChoice Price:	<b>\$27,497.00</b>		
Life Time Warranty:	+ \$ 0.00		
Vehicle Selling Price:	<b>\$27,497.00</b>		
Sales Tax (estimate):	+ \$1,748.13		
Tag/Registration Fees (estimate):	+ \$548.75		
Tire/Battery/MVWEA:	+ \$8.50		
Dealer Service Fee:	+ \$699.95		
Balance Due (estimate):	<b>\$30,502.33</b>		

**Ask how you can protect your vehicle tomorrow with a Vehicle Service Contract today!**

*This menu is provided to you, our customer, to assist you in better understanding the financial options available. Amounts above are ESTIMATES ONLY and may vary based on approved credit, applicable taxes, vehicle selection, trade value(s), estimated payoff, eligibility for rebates and other factors particular to your transaction. Final payments and terms may vary. Customer agrees to pay the difference, if any, in the amount of the trade lien payoff.*



X  
\_\_\_\_\_  
Buyer Date

X  
\_\_\_\_\_  
Sales Manager Date

John Fulop  
Assistant Internet Manager

364-7834

## Parts Price Quote

SUNSHINE VALLEY TRANSIT  
1987 VOLVO 57  
EST. OAK FL  
32066

Customer Number: 6240  
Employee Name: TTY  
Quote Date: 10/02/14

QTY	PART NUMBER	DESCRIPTION	UNIT/LOCATION	LIST	NET	AMOUNT
-----	-------------	-------------	---------------	------	-----	--------

1	19301550	R-ENGINE		4040.00	4040.00	4040.00
---	----------	----------	--	---------	---------	---------

*For Vehicle #37  
This would be a good bus with a new engine  
This is a good looking and machinily sound unit*

*(UR)*

## Parts Price Quote

Quote Disclaimer

Amount	4,040.00
Sub Total	4,040.00
Tax	.00
Freight	.00
<b>Total Quote Amount</b>	<b>4,040.00</b>

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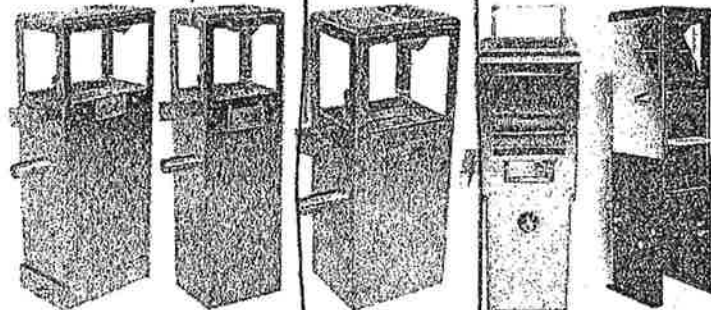
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    - ☒ SV
    - ☒ XV
    - ☒ NV
    - ☒ F1
  - ☐ Round
  - ☐ Donation Boxes
  - ☐ Stanchions
  - ☐ Urethanes
  - ☐ Deck Materials

## Rectangular Fareboxes



Specifications	Model RV	Model SV	Model XV	Model NV	Model F1
Cabinet Width	9"	6.5"	6.5"	5"	7"
Cabinet Depth	5.5"	5.5"	5.5"	5"	9.75"
Cabinet Height	22.5"	22.5"	16.75"	16"	18"
Cabinet Weight	20 lb.	14.5 lb.	12.5 lb.	7 lb.	17.5"
Vault Width	8.875"	6.36"	6.36"	5"	5"
Vault Depth	5.28"	5.28"	5.28"	4"	8"
Vault Height	11"	11"	6"	8"	9.5"
Vault Weight	9 lb.	7.3 lb.	5 lb.	3.4 lb.	8.5 lb.
Vault Capacity	410	272	135	140	240
Cubic Inches					
Vault Capacity	\$800	\$400	\$200	\$125	\$400
Mixed Money					
Unit Weight					
Cabinet & Vault	29 lb.	21.8 LB.	17.5 LB.	15 LB.	26 lb.
Standard					
Vaults/Unit	2	2	2	1	2

Sister Companies: H-O-T Fire &amp; Safety | KC Plastic

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USER = Ride SVTA  
Feb 28



Creative Bus Sales

**Creative Bus Sales**  
**8600 Atlantic Blvd**  
**Jacksonville FL USA 32211**  
**Phone #:(904) 241-6004**  
**Fax #:(904) 241-0507**

Estimate 6005603



**Ticket Date: 2/28/2014**  
**Cashed Out Date:**  
**Parts Employee: (519E) Don Morrill**

**SWANNEE VALLEY TRANSIT** 1132280  
 1907 voyles st sw  
 Live Oak FL 32064  
 Work: (386) 697-6070

**Ship To:**

1907 voyles st sw  
 Live Oak FL 32064

Part #	Description	Drop Shipped	Qty	Selling Price	Extended Discount	Extended Price
XV000	FAREBOX MODEL XV	<input type="checkbox"/>	1.00	\$796.50	\$0.00	\$796.50

*Estimate From  
2-28-2014*

**This Is Not Your Final Invoice**

Pay Type	CC #	Amount	Parts Total:	Discount Total:
			\$796.50	\$0.00
			Core Total:	Ext Price:
			\$0.00	\$796.50
			Freight Total:	Sales Tax:
			\$0.00	\$47.79
			Sublet Total:	Total:
			\$0.00	\$844.29
			Labor Total:	Deposits:
			\$0.00	\$0.00
			Other Charges:	Amount Due:
			\$0.00	\$844.29
			Shop Supplies:	Amt Tendered:
			\$0.00	\$0.00
			Sub Total:	Chg Returned:
			\$796.50	\$0.00

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

I AGREE TO PAY THE ABOVE TOTAL AMOUNT

Cashed Out By: \_\_\_\_\_

Cash Out Date: \_\_\_\_\_

Cash Drawer: \_\_\_\_\_

NO RETURNS AFTER 30 DAYS OF INVOICE DATE. NO RETURNS, REFUNDS OR EXCHANGES FOR INSTALLED OR SPECIAL ORDERED PARTS. ALL RETURNED PARTS MUST BE ACCOMPANIED BY A RETURN MERCHANDISE AUTHORIZATION AND THIS INVOICE. RETURNS MUST BE IN THE ORIGINAL PACKAGING AND UNUSED. PURCHASER AGREES TO PAY ALL COSTS ASSOCIATED WITH RETURNS INCLUDING, BUT NOT LIMITED TO, FREIGHT, HANDLING, AND EXPEDITING FEES. ANY WARRANTIES ON THE PARTS SOLD HERBY ARE MADE BY THE MANUFACTURER. CREATIVE BUS SALES DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED. THE PURCHASER ACKNOWLEDGES THAT IT HAS READ, UNDERSTANDS AND AGREE TO SELLER'S DISCLAIMER CONTAINED HEREIN.

Printed On : 2/28/2014 2:56:55 PM

Page 1 of 1



## **Exhibit C – Scope**

### **WHO**

The Suwannee Valley Transit Authority will utilize the equipment requested in this application to maintain and further automate transportation operations in its service to the following clients: transportation disadvantaged, elderly, disabled, frail elderly, Medicaid transportation eligible, veterans, persons who need a payer of last resort, general public on a space available basis in the rural areas of the three counties in the interlocal agreement (Columbia, Hamilton, and Suwannee).

### **WHAT**

The following equipment is requested in this application:

- (1) Twelve Cameras for Vehicles - \$32,024.80
  - (2) Installation of Twelve Cameras in Vehicles in house - \$492.00
  - (3) Twelve MDTs for Vehicles - \$41,184.00
  - (4) Lenovo ThinkServer TS440 70AQ to replace use of Microsoft Office 365 Suites - \$12,040.29
  - (5) MV-1 Diagnostic Unit Kit - \$1,095.00
  - (6) 18V Cordless ½" Impact Kit (Electric Drill) - \$599.95
  - (7) Blackhawk Automotive Telescopic Transmission Jack - \$849.99
  - (8) Lincoln Electric Power Wire-Feed Welder - \$2,599.99
  - (9) Ingersoll Rand Composite Impact Wrench - \$549.99
  - (10) Arcan Hydraulic Shop Press - \$599.99
  - (11) Port-A-Cool Portable Direct Drive Variable-Speed Fan - \$2,499.99
  - (12) Matco Handheld Battery Tester - \$772.80
  - (13) 2014 Toyota Venza 4DR WGN (gasoline) - \$30,502.33
  - (14) New Engine for Vehicle # 37 on the inventory list - \$4,040.00
  - (15) Five Model XV Fareboxes for Fixed Route Vehicles - \$3,982.50
- TOTAL - \$133,833.62**

### **WHERE**

The cameras will be installed in the vehicles that currently do not have cameras. The cameras are an asset to Suwannee Valley Transit Authority when it comes to checking for safety and procedural compliance and training the professional bus operators. Suwannee Valley Transit Authority has a full operational maintenance department that will be installing the cameras in the buses. The camera installation fee is the cost for the maintenance department to install the cameras.

Our agency was fortunate enough to acquire the Trapeze software system along with thirty (30) MDTs for all of our buses through the Shirley Conroy Grant on last year. Our agency is now

requesting 12 additional MDTs to put in new vehicles that we have acquired since the grant award on last year. The MDTs are an asset for us because they enable us to streamline the validation of trips and more accurately capture the important information needed from our daily routes.

The computer hardware will be used to update our current hardware so that Suwannee Valley Transit Authority does not have to pay \$400.00 each month for the use of the Microsoft Office 365 Suites. Our IT Company has ensured us that having our own server would be an asset to our agency and save a lot of money that we pay out to lease the software.

Items five through twelve on our list of requests is equipment for the maintenance department. Since August 2011, Suwannee Valley Transit Authority has been diligently working to modernize its maintenance department. In the past, we have been granted lifts and other equipment that has helped us to do a lot more of our repairs in house which saves the agency money. We are continuing in this direction and are in desperate need of equipment that we can only afford by requesting it through a grant. We are very grateful that the Shirley Conroy grant allows the agency to request tools with a price of \$500.00 or more.

Suwannee Valley Transit Authority has received several MV1s through the Program 5310 and 5339 grants. These smaller vehicles are being used to meet the demand for trips where the agency cannot multi-load as much as in the past. This is true of a lot of our Medicaid trips that come through the TMOs since the May 1, 2014 Medicaid changes. We would like to add another small vehicle to our fleet that will meet the demand for these trips. The Toyota Venza would be used for ambulatory trips when there are not many passengers riding. Toyota is a very reliable automotive company with a reputation for having vehicles that last a long time. This vehicle would be ideal for our agency. This vehicle would replace number twenty-one (21) on our vehicle inventory list.

Suwannee Valley Transit Authority was fortunate enough to be donated several vehicles from the Jacksonville Transit Authority. These vehicle donations allowed us to increase our fleet and become more competitive in the transportation industry since it gave us more seat capacity to carry passengers to their destinations. Vehicle thirty-seven (37) is in need of a new engine. This would add to the useful life of the vehicle and give us another reliable bus to transport passengers in.

Suwannee Valley Transit Authority is planning a fixed route through the Florida Commuter Assistance Grant. As more grant opportunities open up and we do more trips for the public, fareboxes will become a great asset to our agency. We have six buses that we can use the fareboxes on now. The fareboxes will be placed in these vehicles so that our process of collecting fares is updated and more efficient.

## **WHEN**

Orders for ALL equipment awarded under this grant will be placed by the Administrator as soon as the agreement between the agency and the Florida Commission for the Transportation Disadvantaged is executed. All equipment will be in the agency's possession on or before June 30, 2015.

## **HOW**

The equipment requested under this grant will be used to ensure that transportation operations of Suwannee Valley Transit Authority are completely automated, efficient, and updated. It is the agency's goal to continue to meet the changing demands of the transportation industry by offering safe, reliable and superior transportation to all of the clients that we transport in the rural areas of Columbia, Hamilton and Suwannee Counties. The agency has obtained quotes on how much the equipment will cost and will have bids from at least three vendors for each item requested unless the agency has a standing contract with a sole source vendor such as with the computer hardware.

The agency has been awarded equipment under the FDOT 5310 and 5339 programs for the 2015 Fiscal Year. The agency will be able to purchase a total of three MV1's with these two grant awards. These vehicles will be used to provide transportation when there are not a lot of clients going on the trip together. There are mandates for smaller trip loads under the revamping of the Florida Medicaid system transportation program that was implemented on May 1, 2014. The agency currently has contracts with Logisticare and Access2Care.

Columbia, Hamilton and Suwannee Counties are considered rural areas of critical economic concern under the Rural and Economic Development Initiative. Suwannee Valley Transit Authority is therefore requesting waiver of the local match requirement. Suwannee Valley Transit Authority understands that this request can be made in the grant process whenever the option is offered by the Commission for Transportation Disadvantaged.

## **WHY**

This section is devoted to why we need this grant application to be fully funded. Our CTC is formed under the Florida Statutes in an interlocal agreement between Columbia, Hamilton, and Suwannee counties. We have been the CTC and a leader in the region since 1984. The philosophy exercised in this agency regarding automation and efficiency is that operations will run more smoothly as the demand for our services increases with more automation and efficient procedures in place. The equipment requested under this grant will help us to cut our costs and evaluate our services so that we can continue to be a leader in our region when it comes to safety and courtesy. As we upgrade and update our operations, we will be able to meet the demand for trips even better than now.

**SUWANNEE VALLEY TRANSIT AUTHORITY**  
**1907 VOYLES STREET**  
**LIVE OAK, FL 32064**  
**(386) 362-5332**  
**1-800-258-7267**

October 3, 2014

Commission for the Transportation Disadvantaged  
Attn: Sheri Powers  
605 Suwannee Street, Mail Station 49  
Tallahassee, Florida 32399-0450

Dear Ms. Powers:

The Suwannee Valley Transit Authority Board is scheduled to meet on October 14, 2014 at 6:00 PM. At this meeting, the Suwannee Valley Transit Authority Board will approve the resolution for the 2014/2015 Shirley Conroy Rural Area Capital Assistance Program Grant. The approved resolution will be forwarded to your agency on October 15, 2014. A copy of the resolution that will be approved on October 14, 2014 is enclosed with the grant application for the Shirley Conroy Grant since the grant is due before the Suwannee Valley Transit Authority Board meets.

If there are any questions, feel free to contact me at (386) 362-5332 extension 6324.

Sincerely,

*Teresa Fortner*

Teresa Fortner  
Administrator

TF/fpr



# EXHIBIT D

## AUTHORIZING RESOLUTION

A RESOLUTION of the BOARD OF DIRECTORS of the SVTA (Applicant), hereinafter BOARD, hereby authorizes the filing of a Shirley Conroy Rural Area Capital Assistance Program Grant Application with the Florida Commission for the Transportation Disadvantaged.

WHEREAS, this BOARD has the authority to file this Grant Application and to undertake a transportation disadvantaged service project as authorized by Section 427.0159, Florida Statutes, and Rule 41-2, Florida Administrative Code.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD THAT:

1. The BOARD has the authority to file this grant application.
2. The BOARD authorizes Teresa Fortner to file and execute the application on behalf of the SVTA state designated transportation provider (CTC) for the region of Columbia, Hamilton, and Suwannee with the Florida Commission for the Transportation Disadvantaged.
3. The BOARD'S Registered Agent in Florida is ~~Teresa Fortner, Administrator~~
4. The BOARD authorizes Teresa Fortner to sign any and all agreements or contracts which are required in connection with the application.
5. The BOARD authorizes Teresa Fortner to sign any and all assurances, reimbursement invoices, warranties, certifications and any other documents which may be required in connection with the application or subsequent agreements.

DULY PASSED AND ADOPTED THIS 14th DAY OF October, 2014  
BOARD OF Suwannee Valley Transit Authority  
Ronald Williams  
Typed name of Chairperson

\_\_\_\_\_  
Signature of Chairperson

ATTEST: Paula Pennington, SVTA Board Secretary

Signature \_\_\_\_\_

# **EXHIBIT E**

## **STANDARD ASSURANCES**

The recipient hereby assures and certifies that:

- (1) The recipient will comply with the federal, state, and local statutes, regulations, executive orders, and administrative requirements which relate to discrimination on the basis of race, color, creed, religion, sex, age, and handicap with respect to employment, service provision, and procurement.
- (2) Public and private for-profit, transit and paratransit operators have been or will be afforded a fair and timely opportunity by the local recipient to participate to the maximum extent feasible in the planning and provision of the proposed transportation planning services.
- (3) The recipient has the requisite fiscal, managerial, and legal capacity to carry out the Transportation Disadvantaged Program and to receive and disburse State funds.
- (4) The recipient intends to accomplish all tasks as identified in this grant application.
- (5) The recipient is aware that the Shirley Conroy Rural Area Capital Assistance Program Grant is a reimbursement grant. Reimbursement of funds will be approved for payment upon receipt of a properly completed invoice with supporting documentation such as the vendor's invoice reflecting a zero balance due or a copy of proof of payment along with the vendor's invoice. If this project consists of a vehicle purchase, the application for title reflecting the Commission as the first lienholder is also required.
- (6) The recipient is aware that the approved project must be complete by June 30, 2015, which means the equipment must be received by that date or reimbursement will not be approved.
- (7) Transportation Disadvantaged Trust Funds will not be used to supplant or replace existing federal, state, or local government funds.
- (8) All project equipment or vehicles shall meet or exceed the applicable criteria set forth in the Florida Department of Transportation's Guidelines for Acquiring Vehicles on file with the Commission on July 1, 2000 or criteria set forth by any other federal, state, or local government agency.
- (9) Capital equipment purchased through this grant shall comply with the recipient's competitive procurement requirements or Chapter 287 and Chapter 427, Florida Statutes.

- (10) If capital equipment is purchased through this grant, the demand response service offered to individuals with disabilities, including individuals who use wheelchairs, is equivalent to the level and quality of service offered to individuals without disabilities. Such service, when viewed in its entirety, is provided in the most integrated setting feasible and is equivalent with respect to:

- (a) response time,
- (b) fares,
- (c) geographic service area,
- (d) hours and days of service,
- (e) restrictions on trip purpose,
- (f) availability of information and reservation capability, and
- (g) contracts on capacity or service availability.

In accordance with 49 CFR Part 37, public entities operating demand response systems for the general public which receive financial assistance under 49 U.S.C. 5310 or 5311 of the Federal Transit Administration (FTA) have filed a certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds have also filed a certification with the appropriate program office. Such public entities receiving FTA funds under any other section of the FTA have filed a certification with the appropriate FTA regional office.

This certification is valid for no longer than the contract period for which the grant application is filed.

Date: 10/3/2014

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

*Teresa Fortner*

Name: Teresa Fortner

Title: Administrator

Fleet #	Date of Mfg Y/N/Nr	Make	Model	NTD Veh Type	VIN #	FDOT Control Number	W/C Cap.	# Pass. Seated	Source Funded By	Category	Miles As of 8/2/2014	Avg Miles per Year	Anticipated Replacement Year
2	2008	Ford	Truck	TK	1FTNF20578EC08564	NA	0	1	S Conroy Cap	Category II	102,582	15,765	2016-17
3	2006	Ford	Crown Vic	AO	2FAPP71W46X128033	NA	0	3	S Conroy Cap	Category II	167,624	19,698	2013-14
4	2001	Ford	Crown Vic	AO	2FAPP71W01X190540	53	0	3	FDOT 5310	Category II	290,800	21,521	2013-14
5	2003	Thomas	Trolley	CU	1T0Z3082331130870	166	2	32	FDOT 5310	Category I	48,430	4,207	2018-19
6	2002	Ford	E450	CU	1FDXE45F03HA06502	NA	2	6	S Conroy Cap	Category II	342,522	28,126	2014-15
7*	2002	Ford	E450	CU	1FDXE45FX2HB23342	NA	2	20	Gift. Levy C. BOCC	Category I	254,093	20,307	2014-15
8*	2005	Ford	E350	CU	1FDWE35L95HB01509	NA	1	9	S Conroy Cap	Category II	275,885	28,278	2014-15
9*	2005	Ford	E350	CU	1FDWE35L15HA19418	NA	1	9	S Conroy Cap	Category II	318,454	32,641	2014-15
10	2012	Ford	E550	CU	1FDGF5GY0CEB97504	NA	2	16	S Conroy Cap	Category I	86,881	34,695	2017-18
11	2006	Ford	E350	CU	1FDWE35L36HA89035	NA	2	9	S Conroy Cap	Category II	313,659	36,859	2014-15
12	2005	Ford	E350	CU	1FDWE35L64HA37041	NA	2	9	Gift. Levy C. BOCC	Category II	345,629	36,345	2014-15
13*	2004	Ford	E350	CU	1FDWE35L14HA13200	NA	3	9	Gift. Levy C. BOCC	Category II	396,420	36,846	2014-15
14	2011	Chevy	GMT-610	CU	1GB3G28G2B1174734	NA	2	8	S Conroy Cap	Category II	101,520	28,949	2016-17
15	2009	Chevy	Goshen	CU	1GBJG31KX81232570	NA	2	8	S Conroy Cap	Category II	202,396	36,754	2014-15
16	2002	Ford	E-350	CU	1FTSS34L92HA66320	NA	1	10	SVTA Funds	Category II	259,278	20,722	2014-15
17	2009	Chevy	3500	CU	1GBJG31K291107936	80206	2	9	Leased, ARRA 5311 C	Category II	138,088	25,076	2016-17
18	2013	Ford	E550	CU	1FDGF5GT2DEB00406	91214	2	16	FDOT 5310	Category I	66,173	43,995	2020-21
1020	2010	Dodge	Mini-Van	MV	2D4RN4DEXAR4S5096	80254	1	7	FTA-ARRA 5311 C	Category II	131,257	32,110	2014-15
21*	2008	Chevy	Uplander	MV	1GBDV13WX8D207559	NA	1	7	S Conroy Cap	Category II	166,689	25,617	2014-15
1122	2011	Champion	Bus	BU	4UZA80DT0ACAT2710	80252	2	29	FTA-ARRA 5311 C	Category I	24,882	7,095	2021-22
1123	2011	Champion	Bus	BU	4UZA80DT2ACAT2711	80251	2	29	FTA-ARRA 5311 C	Category I	38,296	10,920	2021-22
1124	2011	Champion	Bus	BU	4UZA80DT4ACAT2712	80250	2	29	FTA-ARRA 5311 C	Category I	37,741	10,762	2021-22
25	2001	Bl Brd	Bus	BU	1BAGBCPA42F202651	52	2	24	FDOT 5310	Category I	45,000	3,351	2014-15
26	2002	Ford	E450	CU	1FDXE45F52HA61364	NA	3	14	S Conroy Cap	Category I	331,086	25,949	2014-15
1028	2010	Eldorado	Bus	CU	1N9MNAAC65AC084275	80241	2	31	FTA-ARRA 5311 C	Category I	81,875	18,167	2020-21
1029	2010	Eldorado	Bus	BU	1N9MNAAC67AC084276	80242	2	31	FTA-ARRA 5311 C	Category I	36,594	8,120	2020-21
1030	2010	Eldorado	Bus	BU	1N9MNAAC69AC084277	80243	2	31	FTA-ARRA 5311 C	Category I	53,203	11,805	2020-21
1031	2010	Eldorado	Bus	BU	1N9MNAAC60AC084278	80248	2	31	FTA-ARRA 5311 C	Category I	45,475	10,090	2020-21
32	2009	Ford	E150	VN	1FMNE11WX9DA87861	90262	0	7	FDOT 5310	Category II	133,513	25,395	2014-15
33	2006	Ford	E350	CU	1FDWE35S160A62172	NA	3	10	Donation - JTA	Category II	343,068	40315	
34	2007	Chevy	3500	CU	1GBJG31UX71246999	NA	3	10	Donation - JTA	Category II	434,409	59834	
35	2007	Chevy	3500	CU	1GBJG31U371245712	NA	3	10	Donation - JTA	Category II	347,550	47870	
36	2007	Chevy	3500	CU	1GBJG31U71246803	NA	3	10	Donation - JTA	Category II	435,597	59997	
37	2007	Chevy	3500	CU	1GBJG31U971246962	NA	3	10	Donation - JTA	Category II	358,445	49371	
38	2006	Chevy	4500	CU	1GBE4V1246F427151	NA	5	14	Donation - JTA	Category I	375,329	45438	
39	2006	Chevy	4500	CU	1GBE4V1226F427195	NA	5	14	Donation - JTA	Category I	383,571	46436	
40	2006	Chevy	4500	CU	1GBE4V1216F427236	NA	5	14	Donation - JTA	Category I	346,833	41988	
41	2006	Chevy	4500	CU		NA	5	14	Donation - JTA	Category I	397,667	48142	
42	2006	Chevy	4500	CU	1GBE4V1256F427322	NA	5	14	Donation - JTA	Category I	376,027	45522	
43	2012	VPG	MV1	MV			1	4	FDOT 5310	Category II	12,446	5326	2016-17
44	2012	VPG	MV1	MV	523MF1A63CM101596		1	4	FDOT 5310	Category II	7,204	3083	2016-17
36													





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November 5, 2014

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2013-2014 Annual Operations Reports

#### RECOMMENDATION

**Review the 2013/2014 Annual Operations Reports for Columbia, Hamilton and Suwannee Counties.**

#### BACKGROUND

Suwannee Valley Transit Authority is required to submit annual operations reports to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached are Suwannee Valley Transit Authority's 2013-2014 Annual Operations Reports for Columbia, Hamilton and Suwannee Counties.

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

#### Attachments

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# FLCTD

## Annual Operations Report

### Section I: Face Sheet

<b>County:</b> Columbia	<b>Fiscal Year:</b> July 1, 2013 - June 30, 2014
<b>Status:</b> Submitted to FLCTD	
<b>Report Date:</b>	08/25/2014
<b>Period Covered:</b>	July 1, 2013 - June 30, 2014
<b>Coordinator's Name:</b>	Suwannee Valley Transit Authority
<b>Address:</b>	1907 Voyles Street, S.W.
<b>City:</b>	Live Oak
<b>Zip Code:</b>	32064
<b>Service Area:</b>	Columbia
<b>Contact Person:</b>	Teresa Fortner/Felonzie Raggins
<b>Title:</b>	Administrator/Deputy Finance Manager
<b>Phone:</b>	(386) 362 - 5332
<b>Fax:</b>	(386) 219 - 0157
<b>Email:</b>	teresa.fortner@ridesvta.com
<b>Network Type:</b>	Partial Brokerage
<b>Organization Type:</b>	Public Transit Authority
<b>CTC Certification:</b>	
<p>I, Teresa J. Fortner, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
<b>CTC Representative (signature)</b>	
Teresa J. Fortner - 08/25/2014	
<b>LCB Statement:</b>	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
<b>LCB Signature</b>	
_____	

# **FLCTD**

## **Annual Operations Report**

### **Section II: General Info**

County: **Columbia**

Fiscal Year: **July 1, 2013 - June 30, 2014**

Status: **Submitted to FLCTD**

#### **Section II: Coordinated System General Information**

##### **1. Provider Listing (include the CTC, if the CTC provides transportation services)**

Number of Private Non-Profits: 1

Number of Private For-Profits: 2

##### **Public Entities:**

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 0

**Total: 4**

##### **2. How many of the providers listed in 1 are coordination contractors?**

0

# FLCTD

## Annual Operations Report

### Section III: Passenger Trip Info

County: <b>Columbia</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
Status: <b>Submitted to FLCTD</b>			
<b>Section III: Passenger Trip Information</b>			
<b>1a. One-Way Passenger Trips</b>			
<b>Type of Service</b>	<b>Service Area</b>		
<b>Fixed Route/Fixed Schedule</b>	<b>Within</b>	<b>Outside</b>	<b>Total</b>
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
<b>Deviated Fixed Route Service</b>	0	0	0
<b>Paratransit</b>			
Ambulatory	51914	35	51949
Non-Ambulatory	5983	22	6005
Stretcher	252	0	252
<b>Other Services</b>			
School Board Trips	0	0	0
<b>Total Trips</b>	<b>58149</b>	<b>57</b>	<b>58206</b>
<b>1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?</b>			13801
<b>1c. How many of the total trips were provided by coordination contractors?</b>			0
<b>2. One-Way Trips by Funding Source</b>			
Agency for Health Care Administration	40112		
Agency for Persons with Disabilities	1906		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	12582		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	0		
Department of Elder Affairs	0		
Department of Health	4		

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	1
Local Non-Government	3600
Other Federal Programs	1
<b>Total:</b>	58206
<b>3. One-Way Trips by Passenger Type</b>	
Was this information obtained by sampling?	no
<b>Elderly</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	12348
<b>Children</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	1265
<b>Other</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	44593
<b>Total:</b>	58206
<b>4. One-Way Passenger Trips - by Purpose</b>	
Was this information obtained by sampling?	no
Medical Purpose	49571
Employment Purpose	4515
Education/Training/Daycare Purpose	576
Nutritional Purpose	6
Life-Sustaining/Other Purpose	3538
<b>Total:</b>	58206
<b>5. Unduplicated Passenger Head Count</b>	
5a. Paratransit/Deviated Fixed Route/ School Brd	846

5b. Fixed Route	0
<b>Total:</b>	<b>846</b>
<b>6. Number of Unmet Trip Requests</b>	<b>12</b>
<b>Unmet Trip Requests by Type of Trip</b>	
Unmet Medical	2
Unmet Employment	4
Unmet Education/Training/Daycare	2
Unmet Nutritional	0
Unmet Life-Sustaining/Other	4
<b>Reason Trip was Denied (Optional)</b>	
Lack of Funding:	3
Lack of Vehicle Availability:	2
Lack of Driver Availability:	7
Other:	0
<b>7.) Number of Passenger No-shows</b>	<b>1437</b>
<b>Passenger No-Shows by Funding Source (optional)</b>	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	1437
<b>8. Complaints</b>	
Complaints by Service	7
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	3
<b>Complaint Total:</b>	<b>10</b>
<b>9. Commendations</b>	
Commendations by CTC	3

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
<b>Total Commendations:</b>	3



# FLCTD

## Annual Operations Report

### Section IV: Vehicle Info

County: <b>Columbia</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section IV: Vehicle Information</b>			
<b>1. Mileage Information</b>			
	<b>Vehicle Miles</b>		<b>Revenue Miles</b>
CTC:	323442		229458
Transportation Providers:	310551		207034
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
<b>Total:</b>	633993		436492
<b>2. Roadcalls</b>			
	2		
<b>3. Accidents</b>			
	<b>Chargeable</b>		<b>Non-Chargeable</b>
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		0
<b>Total Accidents:</b>	0		0
<b>Grand Total:</b>	0		
<b>4. Total Number of Vehicles</b>			
	26		
		<b>Count</b>	<b>Percentage</b>
a. Total vehicles that are wheelchair accessible:		21	80.00%
b. Total vehicles that are stretcher equipped:		3	11.00%

# FLCTD

## Annual Operations Report

### Section V: Employee Info

County: <b>Columbia</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section V: Employee Information</b>			
<b>1. CTC and Transportation Provider Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	20		29371
Part-Time Drivers	5		1456
Volunteer Drivers	0		0
<b>Total Hours:</b>			<b>30827</b>
Maintenance Employees	4		
Dispatchers	3		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	1		
Other Operations Employees	0		
			<b>Hours</b>
Other Volunteers	0		0
Administrative Support	4		
Management Employees	3		
<b>Total</b>	<b>41</b>		
<b>2. Coordination Contractors Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
<b>Total Hours:</b>			<b>0</b>
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		<b>Hours</b>
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
<b>Total</b>	0	
		<b>TOTAL HOURS: 30827</b>

# FLCTD

## Annual Operations Report

### Section VI: Revenue Sources

County: Columbia		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$601,831.00	\$0.00	\$601,831.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$19,247.00	\$0.00	\$19,247.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$24,052.00	\$0.00	\$24,052.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$256,579.00	\$0.00	\$256,579.00

Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$75,224.00	\$0.00	\$75,224.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Children and Families</b>			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Community Affairs</b>			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Education</b>			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Elder Affairs</b>			
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Health</b>			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$169.00	\$0.00	\$169.00

County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Juvenile Justice</b>			
(specify)	\$0.00	\$0.00	\$0.00
<b>Department of Transportation</b>			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$64,316.00	\$0.00	\$64,316.00
49 USC 5311 (Section 18)	\$276,191.00	\$0.00	\$276,191.00
49 USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)FDOT Planning Grant	\$22,900.00	\$0.00	\$22,900.00
<b>Local Government</b>			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$24,492.00	\$0.00	\$24,492.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
<b>Local Non-Government</b>			

Farebox	\$10,621.00	\$0.00	\$10,621.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$7,881.00	\$0.00	\$7,881.00
<b>Other Federal or State Programs</b>			
(specify)Dept of Revenue	\$3,334.00	\$0.00	\$3,334.00
(specify)0	\$0.00	\$0.00	\$0.00
(specify)0	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>	\$1,386,837.00	\$0.00	\$1,386,837.00

# FLCTD

## Annual Operations Report

### Section VII: Expense Sources

County: Columbia		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$721,438.00	\$0.00	\$721,438.00
Fringe Benefits (502):	\$201,795.00	\$0.00	\$201,795.00
Services (503):	\$101,519.00	\$0.00	\$101,519.00
Materials and Supplies Cons. (504):	\$216,633.00	\$0.00	\$216,633.00
Utilities (505):	\$25,100.00	\$0.00	\$25,100.00
Casualty and Liability (506):	\$50,045.00	\$0.00	\$50,045.00
Taxes (507):	\$587.00	\$0.00	\$587.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$291,833.00	\$0.00	\$291,833.00
Miscellaneous (509):	\$15,839.00	\$0.00	\$15,839.00
Interest (511):	\$594.00	\$0.00	\$594.00
Leases and Rentals (512):	\$4,966.00	\$0.00	\$4,966.00
Annual Depreciation (513):	\$233,599.00	\$0.00	\$233,599.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$1,863,948.00	\$0.00	\$1,863,948.00



**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY  
COLUMBIA, COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2011/2012	Fiscal Year 2012/2013	Fiscal Year 2013/2014	Percent Change (2012/2013 - 2013/2014)
<b>TOTAL SERVICE</b>	Passenger Trips	68,140	52,623	58,206	10%
	Revenue Vehicle Miles	517,984	660,001	436,492	-51%
	Vehicle Miles	575,535	777,569	633,993	-23%
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips/Revenue Vehicle Mile	0.13	0.08	0.13	40%
	Average Miles Per Trip	8	15	11	-36%
	Passenger Trips/Vehicle Mile	0.12	0.07	0.09	26%
	Revenue Vehicle Miles/Vehicle Miles	0.90	0.85	0.69	-23%
<b>COST EFFECTIVENESS &amp; EFFICIENCY</b>	Revenue	\$1,910,823	\$2,213,929	\$1,386,837	-60%
	Expenses	\$1,652,859	\$2,154,991	\$1,863,948	-16%
	Cost/Passenger Trip	\$24.26	\$40.95	\$32.02	-28%
	Cost/Vehicle Mile	\$2.87	\$2.77	\$2.94	6%
	Cost/Vehicle	\$63,572	\$82,884	\$71,690	-16%
<b>VEHICLE UTILIZATION</b>	Vehicles	26	26	26	0%
	Passenger Trips/Vehicle	2,621	2,024	2,239	10%
	Vehicle Miles/Vehicle	22,136	29,907	24,384	-23%
	Revenue Vehicle Miles/Total Vehicles	19,922	25,385	16,788	-51%
<b>SAFETY</b>	Accidents	6	1	0	#DIV/0!
	Accidents/100,000 Miles	1.04	0.13	0.00	#DIV/0!
<b>SERVICE AVAILABILITY</b>	Average Vehicle Miles Between Roadcalls	38,369	388,785	316,997	-23%
	No Shows	0	2,810	2,810	0%
	Roadcalls	15	2	2	0%
	Trip Denials	0	48	12	-300%

Source: Suwannee Valley Transit Authority Annual Operations Reports



# FLCTD

## Annual Operations Report

### Section I: Face Sheet

<b>County:</b> Hamilton	<b>Fiscal Year:</b> July 1, 2013 - June 30, 2014
<b>Status:</b> Submitted to FLCTD	
<b>Report Date:</b>	08/28/2014
<b>Period Covered:</b>	July 1, 2013 - June 30, 2014
<b>Coordinator's Name:</b>	Suwannee Valley Transit Authority
<b>Address:</b>	1907 Voyles Street, S. W.
<b>City:</b>	Live Oak
<b>Zip Code:</b>	32064
<b>Service Area:</b>	Hamilton
<b>Contact Person:</b>	Teresa Fortner/Felonzie Raggins
<b>Title:</b>	Administrator / Deputy Finance Director
<b>Phone:</b>	(386) 353 - 5332
<b>Fax:</b>	(386) 219 - 0157
<b>Email:</b>	teresa.fortner@ridesvta.com
<b>Network Type:</b>	Partial Brokerage
<b>Organization Type:</b>	Public Transit Authority
<b>CTC Certification:</b>  I, Teresa J Fortner, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.	
<b>CTC Representative (signature)</b> Teresa J Fortner - 08/28/2014	
<b>LCB Statement:</b>  I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.	
<b>LCB Signature</b> _____	

# **FLCTD**

## **Annual Operations Report**

### **Section II: General Info**

County: **Hamilton**

Fiscal Year: **July 1, 2013 - June 30, 2014**

Status: **Submitted to FLCTD**

#### **Section II: Coordinated System General Information**

##### **1. Provider Listing (include the CTC, if the CTC provides transportation services)**

Number of Private Non-Profits: 0

Number of Private For-Profits: 2

##### **Public Entities:**

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 0

**Total: 3**

##### **2. How many of the providers listed in 1 are coordination contractors?**

0

# FLCTD

## Annual Operations Report

### Section III: Passenger Trip Info

County: <b>Hamilton</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
Status: <b>Submitted to FLCTD</b>			
<b>Section III: Passenger Trip Information</b>			
<b>1a. One-Way Passenger Trips</b>			
<b>Type of Service</b>	<b>Service Area</b>		
<b>Fixed Route/Fixed Schedule</b>	<b>Within</b>	<b>Outside</b>	<b>Total</b>
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
<b>Deviated Fixed Route Service</b>	0	0	0
<b>Paratransit</b>			
Ambulatory	10028	595	10623
Non-Ambulatory	1845	248	2093
Stretcher	30	3	33
<b>Other Services</b>			
School Board Trips	0	0	0
<b>Total Trips</b>	<b>11903</b>	<b>846</b>	<b>12749</b>
<b>1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?</b>			0
<b>1c. How many of the total trips were provided by coordination contractors?</b>			0
<b>2. One-Way Trips by Funding Source</b>			
Agency for Health Care Administration	9788		
Agency for Persons with Disabilities	0		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	2890		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	0		
Department of Elder Affairs	0		
Department of Health	0		

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	1
Local Non-Government	69
Other Federal Programs	1
<b>Total:</b>	12749
<b>3. One-Way Trips by Passenger Type</b>	
Was this information obtained by sampling?	no
<b>Elderly</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	4715
<b>Children</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	492
<b>Other</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	7542
<b>Total:</b>	12749
<b>4. One-Way Passenger Trips - by Purpose</b>	
Was this information obtained by sampling?	no
Medical Purpose	12748
Employment Purpose	1
Education/Training/Daycare Purpose	0
Nutritional Purpose	0
Life-Sustaining/Other Purpose	0
<b>Total:</b>	12749
<b>5. Unduplicated Passenger Head Count</b>	
5a. Paratransit/Deviated Fixed Route/ School Brd	432

5b. Fixed Route	0
<b>Total:</b>	432
<b>6. Number of Unmet Trip Requests</b>	16
<b>Unmet Trip Requests by Type of Trip</b>	
Unmet Medical	6
Unmet Employment	4
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	6
<b>Reason Trip was Denied (Optional)</b>	
Lack of Funding:	0
Lack of Vehicle Availability:	6
Lack of Driver Availability:	10
Other:	0
<b>7.) Number of Passenger No-shows</b>	108
<b>Passenger No-Shows by Funding Source (optional)</b>	
CTD:	47
AHCA:	61
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
<b>8. Complaints</b>	
Complaints by Service	4
Complaints by Policy	0
Complaints by Vehicle	2
Complaints by Other	1
<b>Complaint Total:</b>	7
<b>9. Commendations</b>	
Commendations by CTC	1

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
<b>Total Commendations:</b>	1



# FLCTD

## Annual Operations Report

### Section IV: Vehicle Info

County: <b>Hamilton</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
<b>1. Mileage Information</b>			
	<b>Vehicle Miles</b>		<b>Revenue Miles</b>
CTC:	161721		61013
Transportation Providers:	513125		342083
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
<b>Total:</b>	<b>674846</b>		<b>403096</b>
<b>2. Roadcalls</b>			
	0		
<b>3. Accidents</b>			
	<b>Chargeable</b>		<b>Non-Chargeable</b>
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		0
<b>Total Accidents:</b>	<b>0</b>		<b>0</b>
<b>Grand Total:</b>	<b>0</b>		
<b>4. Total Number of Vehicles</b>			
	8		
		<b>Count</b>	<b>Percentage</b>
a. Total vehicles that are wheelchair accessible:		3	37.00%
b. Total vehicles that are stretcher equipped:		1	12.00%

# FLCTD

## Annual Operations Report

### Section V: Employee Info

County: <b>Hamilton</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section V: Employee Information</b>			
<b>1. CTC and Transportation Provider Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	6		9669
Part-Time Drivers	6		9731
Volunteer Drivers	0		0
<b>Total Hours:</b>			19400
Maintenance Employees	2		
Dispatchers	1		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	1		
Other Operations Employees	0		
			<b>Hours</b>
Other Volunteers	0		0
Administrative Support	1		
Management Employees	1		
<b>Total</b>	<b>19</b>		
<b>2. Coordination Contractors Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
<b>Total Hours:</b>			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		<b>Hours</b>
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
<b>Total</b>	0	
		<b>TOTAL HOURS: 19400</b>

# FLCTD

## Annual Operations Report

### Section VI: Revenue Sources

County: <b>Hamilton</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section VI: Financial Data</b>			
<b>1. Detailed Revenue and Trips Provided by Funding Source</b>			
<b>Revenue Source</b>	<b>CTC and Transportation Providers</b>	<b>Coordination Contractors</b>	<b>TOTAL REVENUES</b>
<b>Agency for Health Care Administration</b>			
Medicaid Non-Emergency	\$585,457.00	\$0.00	\$585,457.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$9,624.00	\$0.00	\$9,624.00
<b>Agency for Persons with Disabilities</b>			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Agency for Workforce Innovation</b>			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Commission for the Transportation Disadvantaged</b>			
Non-Sponsored Trip Program	\$128,290.00	\$0.00	\$128,290.00

Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$37,612.00	\$0.00	\$37,612.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Children and Families</b>			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Community Affairs</b>			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Education</b>			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Elder Affairs</b>			
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Health</b>			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00

County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Juvenile Justice</b>			
(specify)	\$0.00	\$0.00	\$0.00
<b>Department of Transportation</b>			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$32,158.00	\$0.00	\$32,158.00
49 USC 5311 (Section 18)	\$138,095.00	\$0.00	\$138,095.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)FDOT Planning Grant	\$11,450.00	\$0.00	\$11,450.00
<b>Local Government</b>			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$12,884.00	\$0.00	\$12,884.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
<b>Local Non-Government</b>			

Farebox	\$5,290.00	\$0.00	\$5,290.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$959.00	\$0.00	\$959.00
<b>Other Federal or State Programs</b>			
(specify)Dept of Revenue	\$1,667.00	\$0.00	\$1,667.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>	\$963,486.00	\$0.00	\$963,486.00

# FLCTD

## Annual Operations Report

### Section VII: Expense Sources

County: <b>Hamilton</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section VII: Financial Data</b>			
<b>2. Expense Sources</b>			
<b>Expense Item</b>	<b>Community Transportation Coordinator</b>	<b>Coordination Contractor</b>	<b>TOTAL EXPENSES</b>
Labor (501):	\$360,719.00	\$0.00	\$360,719.00
Fringe Benefits (502):	\$100,898.00	\$0.00	\$100,898.00
Services (503):	\$50,760.00	\$0.00	\$50,760.00
Materials and Supplies Cons. (504):	\$108,316.00	\$0.00	\$108,316.00
Utilities (505):	\$12,550.00	\$0.00	\$12,550.00
Casualty and Liability (506):	\$25,022.00	\$0.00	\$25,022.00
Taxes (507):	\$294.00	\$0.00	\$294.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$145,917.00	\$0.00	\$145,917.00
Miscellaneous (509):	\$7,920.00	\$0.00	\$7,920.00
Interest (511):	\$297.00	\$0.00	\$297.00
Leases and Rentals (512):	\$2,483.00	\$0.00	\$2,483.00
Annual Depreciation (513):	\$116,799.00	\$0.00	\$116,799.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>	<b>\$931,975.00</b>	<b>\$0.00</b>	<b>\$931,975.00</b>



**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY  
HAMILTON, COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2011/2012	Fiscal Year 2012/2013	Fiscal Year 2013/2014	Percent Change (2012/2013 - 2013/2014)
<b>TOTAL SERVICE</b>	Passenger Trips	26,190	18,548	12,749	-45%
	Revenue Vehicle Miles	258,992	232,626	403,096	42%
	Vehicle Miles	287,768	274,066	674,846	59%
	Driver Hours	39,650	16,280	19,400	16%
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips/Revenue Vehicle Miles	0.10	0.08	0.03	-152%
	Passenger Trips/Vehicle Miles	0.09	0.07	0.02	-258%
	Passenger Trips/Driver Hours	0.66	1.14	0.66	-73%
	Revenue Vehicle Miles/Vehicle Miles	0.90	0.85	0.60	-42%
<b>COST EFFECTIVENESS &amp; EFFICIENCY</b>	Revenue	\$1,196,997.00	\$780,330.00	\$963,486.00	19%
	Expenses	\$685,104.00	\$759,557.00	\$931,975.00	19%
	Cost/Passenger Trip	\$26.16	\$40.95	\$73.10	44%
	Cost/Vehicle Mile	\$2.38	\$2.77	\$1.38	-101%
	Cost/Vehicle	\$52,700.31	\$84,395.22	\$116,496.88	28%
	Cost/Driver Hour	\$17.28	\$46.66	\$48.04	3%
<b>VEHICLE UTILIZATION</b>	Vehicles	13	9	8	-13%
	Passenger Trips/Vehicle	2,015	2,061	1,594	-29%
	Total Vehicle Miles/Vehicle	22,136	30,452	84,356	64%
	Revenue Vehicle Miles/Vehicle	19,922	25,847	50,387	49%
	Vehicle Miles/Driver Hour	7	17	35	52%
	Revenue Vehicle Miles/Driver Hour	7	14	21	31%
	Vehicle Hours/Vehicle	3,050	1,809	2,425	25%
<b>SAFETY</b>	Accidents	0	0	0	#DIV/0!
	Accidents/100,000 Miles	0	0	0	#DIV/0!
<b>SERVICE AVAILABILITY</b>	Miles Between Roadcalls	95,011	272,138	272,138	0%
	No Shows	0	542	108	-402%
	Roadcalls	4	1	0	#DIV/0!
	Trip Denials	0	9	16	44%

Source: Suwannee Valley Transit Authority Annual Operations Reports



# FLCTD

## Annual Operations Report

### Section I: Face Sheet

<b>County:</b> Suwannee	<b>Fiscal Year:</b> July 1, 2013 - June 30, 2014
<b>Status:</b> Submitted to FLCTD	
<b>Report Date:</b>	08/25/2014
<b>Period Covered:</b>	July 1, 2013 - June 30, 2014
<b>Coordinator's Name:</b>	Suwannee Valley Transit Authority
<b>Address:</b>	1907 Voyles Street, S.W.
<b>City:</b>	Live Oak
<b>Zip Code:</b>	32064
<b>Service Area:</b>	Suwannee
<b>Contact Person:</b>	Teresa Fortner/Felonzie Raggins
<b>Title:</b>	Administrator / Deputy Finance Director
<b>Phone:</b>	(386) 353 - 5332
<b>Fax:</b>	(386) 219 - 0157
<b>Email:</b>	teresa.fortner@ridesvta.com
<b>Network Type:</b>	Partial Brokerage
<b>Organization Type:</b>	Public Transit Authority
<b>CTC Certification:</b>	
<p>I, Teresa J Fortner, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
<b>CTC Representative (signature)</b>	
Teresa J Fortner - 09/02/2014	
<b>LCB Statement:</b>	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
<b>LCB Signature</b>	
_____	

**FLCTD**  
**Annual Operations Report**  
**Section II: General Info**

County: **Suwannee**

Fiscal Year: **July 1, 2013 - June 30, 2014**

Status: **Submitted to FLCTD**

**Section II: Coordinated System General Information**

**1. Provider Listing (include the CTC, if the CTC provides transportation services)**

Number of Private Non-Profits: 2

Number of Private For-Profits: 2

**Public Entities:**

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 0

**Total: 5**

**2. How many of the providers listed in 1 are coordination contractors?**  
0

# FLCTD

## Annual Operations Report

### Section III: Passenger Trip Info

County: Suwannee		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
<b>1a. One-Way Passenger Trips</b>			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
<b>Paratransit</b>			
Ambulatory	15478	1115	16593
Non-Ambulatory	4338	240	4578
Stretcher	79	14	93
<b>Other Services</b>			
School Board Trips	0	0	0
Total Trips	19895	1369	21264
<b>1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?</b>			5771
<b>1c. How many of the total trips were provided by coordination contractors?</b>			0
<b>2. One-Way Trips by Funding Source</b>			
Agency for Health Care Administration	14223		
Agency for Persons with Disabilities	152		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	5959		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	13		
Department of Elder Affairs	0		
Department of Health	1		

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	1
Local Non-Government	914
Other Federal Programs	1
<b>Total:</b>	21264
<b>3. One-Way Trips by Passenger Type</b>	
Was this information obtained by sampling?	no
<b>Elderly</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	6170
<b>Children</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	997
<b>Other</b>	
Low Income:	0
Disabled:	0
Low Income and Disabled:	0
Other:	14097
<b>Total:</b>	21264
<b>4. One-Way Passenger Trips - by Purpose</b>	
Was this information obtained by sampling?	no
Medical Purpose	19454
Employment Purpose	884
Education/Training/Daycare Purpose	167
Nutritional Purpose	0
Life-Sustaining/Other Purpose	759
<b>Total:</b>	21264
<b>5. Unduplicated Passenger Head Count</b>	
5a. Paratransit/Deviated Fixed Route/ School Brd	886

5b. Fixed Route	0
<b>Total:</b>	<b>886</b>
<b>6. Number of Unmet Trip Requests</b>	<b>31</b>
<b>Unmet Trip Requests by Type of Trip</b>	
Unmet Medical	15
Unmet Employment	8
Unmet Education/Training/Daycare	3
Unmet Nutritional	0
Unmet Life-Sustaining/Other	5
<b>Reason Trip was Denied (Optional)</b>	
Lack of Funding:	7
Lack of Vehicle Availability:	3
Lack of Driver Availability:	18
Other:	3
<b>7.) Number of Passenger No-shows</b>	<b>890</b>
<b>Passenger No-Shows by Funding Source (optional)</b>	
CTD:	229
AHCA:	615
AWI:	0
DCF:	0
APD:	38
DOE:	0
DOEA:	0
Other:	8
<b>8. Complaints</b>	
Complaints by Service	2
Complaints by Policy	0
Complaints by Vehicle	3
Complaints by Other	2
<b>Complaint Total:</b>	<b>7</b>
<b>9. Commendations</b>	
Commendations by CTC	1

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
<b>Total Commendations:</b>	1



# FLCTD

## Annual Operations Report

### Section IV: Vehicle Info

County: <b>Suwannee</b>		Fiscal Year: <b>July 1, 2013 - June 30, 2014</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section IV: Vehicle Information</b>			
<b>1. Mileage Information</b>			
	<b>Vehicle Miles</b>		<b>Revenue Miles</b>
CTC:	161721		116408
Transportation Providers:	244781		163187
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
<b>Total:</b>	406502		279595
<b>2. Roadcalls</b>			
	0		
<b>3. Accidents</b>			
	<b>Chargeable</b>		<b>Non-Chargeable</b>
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		1
<b>Total Accidents:</b>	0		1
<b>Grand Total:</b>	1		
<b>4. Total Number of Vehicles</b>			
	15		
		<b>Count</b>	<b>Percentage</b>
a. Total vehicles that are wheelchair accessible:		13	86.00%
b. Total vehicles that are stretcher equipped:		1	6.00%

# FLCTD

## Annual Operations Report

### Section V: Employee Info

County: Suwannee		Fiscal Year: July 1, 2013 - June 30, 2014	
<b>Status: Submitted to FLCTD</b>			
<b>Section V: Employee Information</b>			
<b>1. CTC and Transportation Provider Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	12		23475
Part-Time Drivers	4		4459
Volunteer Drivers	0		0
<b>Total Hours:</b>			27934
Maintenance Employees	2		
Dispatchers	2		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	1		
Other Operations Employees	0		
			<b>Hours</b>
Other Volunteers	0		0
Administrative Support	2		
Management Employees	1		
<b>Total</b>	<b>25</b>		
<b>2. Coordination Contractors Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
<b>Total Hours:</b>			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		<b>Hours</b>
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
<b>Total</b>	0	
		<b>TOTAL HOURS:</b> 27934

# FLCTD

## Annual Operations Report

### Section VI: Revenue Sources

County: Suwannee		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$592,358.00	\$0.00	\$592,358.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$9,624.00	\$0.00	\$9,624.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$982.00	\$0.00	\$982.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$128,290.00	\$0.00	\$128,290.00

Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$37,612.00	\$0.00	\$37,612.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Children and Families</b>			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Community Affairs</b>			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Education</b>			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$1,935.00	\$0.00	\$1,935.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Elder Affairs</b>			
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Health</b>			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00

County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify) Ryan White	\$554.00	\$0.00	\$554.00
<b>Department of Juvenile Justice</b>			
(specify)	\$0.00	\$0.00	\$0.00
<b>Department of Transportation</b>			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$32,158.00	\$0.00	\$32,158.00
49 USC 5311 (Section 18)	\$138,095.00	\$0.00	\$138,095.00
49 USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify) FDOT Planning Grant	\$11,450.00	\$0.00	\$11,450.00
<b>Local Government</b>			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$15,072.00	\$0.00	\$15,072.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
<b>Local Non-Government</b>			

Farebox	\$5,290.00	\$0.00	\$5,290.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$7,098.00	\$0.00	\$7,098.00
<b>Other Federal or State Programs</b>			
(specify)	\$0.00	\$0.00	\$0.00
(specify)Dept of Revenue	\$1,667.00	\$0.00	\$1,667.00
(specify)Pilgrim Pride	\$1,740.00	\$0.00	\$1,740.00
<b>GRAND TOTAL:</b>	\$983,925.00	\$0.00	\$983,925.00

# FLCTD

## Annual Operations Report

### Section VII: Expense Sources

County: Suwannee		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$360,719.00	\$0.00	\$360,719.00
Fringe Benefits (502):	\$100,897.00	\$0.00	\$100,897.00
Services (503):	\$50,760.00	\$0.00	\$50,760.00
Materials and Supplies Cons. (504):	\$108,316.00	\$0.00	\$108,316.00
Utilities (505):	\$12,550.00	\$0.00	\$12,550.00
Casualty and Liability (506):	\$25,022.00	\$0.00	\$25,022.00
Taxes (507):	\$294.00	\$0.00	\$294.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$145,917.00	\$0.00	\$145,917.00
Miscellaneous (509):	\$7,920.00	\$0.00	\$7,920.00
Interest (511):	\$297.00	\$0.00	\$297.00
Leases and Rentals (512):	\$2,483.00	\$0.00	\$2,483.00
Annual Depreciation (513):	\$116,799.00	\$0.00	\$116,799.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$931,974.00	\$0.00	\$931,974.00



**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY  
SUWANNEE COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2011/2012	Fiscal Year 2012/13	Fiscal Year 2013/14	Percent Change 2012/13-2013/14
<b>TOTAL SERVICE</b>	Passenger Trips	22,873	25,047	21,264	-18%
	Revenue Vehicle Miles	258,992	314,136	279,595	-12%
	Vehicle Miles	287,768	370,095	406,502	9%
<b>SERVICE EFFECTIVENESS</b>	Average Miles per Trip	12.58	14.78	19.12	23%
	Passenger Trips/Revenue Vehicle Miles	0.09	0.08	0.08	-5%
	Passenger Trips/Vehicle Miles	0.08	0.07	0.05	-29%
	Revenue Vehicle Miles/Vehicle Miles	0.90	0.85	0.69	-23%
<b>COST EFFECTIVENESS &amp; EFFICIENCY</b>	Revenue	\$1,448,849	\$1,053,751	\$983,925	-7%
	Expenses	\$685,104	\$1,025,697	\$931,974	-10%
	Cost/Passenger Trip	\$29.95	\$40.95	\$43.83	7%
	Cost/Vehicle Mile	\$2.38	\$2.77	\$2.29	-21%
	Cost/Vehicle	\$52,700.31	\$85,474.75	\$62,131.60	-38%
<b>VEHICLE UTILIZATION</b>	Vehicles	13	12	15	20%
	Passenger Trips/Vehicle	1,759	2,087	1,418	-47%
	Vehicle Miles/Total Vehicle	22,136	30,841	27,100	-14%
	Revenue Vehicle Miles/Vehicle	19,922	26,178	18,640	-40%
<b>SAFETY</b>	Accidents	0	0	1	100%
	Accidents/100,000 Miles	0.00	0.00	0.25	100%
<b>SERVICE AVAILABILITY</b>	Miles Between Roadcalls	71,942	370,095	#DIV/0!	#DIV/0!
	No Shows	0	731	890	18%
	Roadcalls	4	1	0	#DIV/0!
	Trip Denials	0	14	31	55%

Source: Suwannee Valley Transit Authority Annual Operations Reports

l/p/anneval/prftr/suw.wpd





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November 5, 2014

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

#### RECOMMENDATION

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

#### BACKGROUND

Attached are the following reports:

1. Suwannee Valley Transit Authority Operations Report July - September 2014
2. Fiscal Year 2014/15 Transportation Disadvantaged Trust Fund Status Report; and
3. Fiscal Year 2013/14 and 2014/15 Medicaid Non-Emergency Medical Transportation Program Encounter Data Reports

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

#### Attachments

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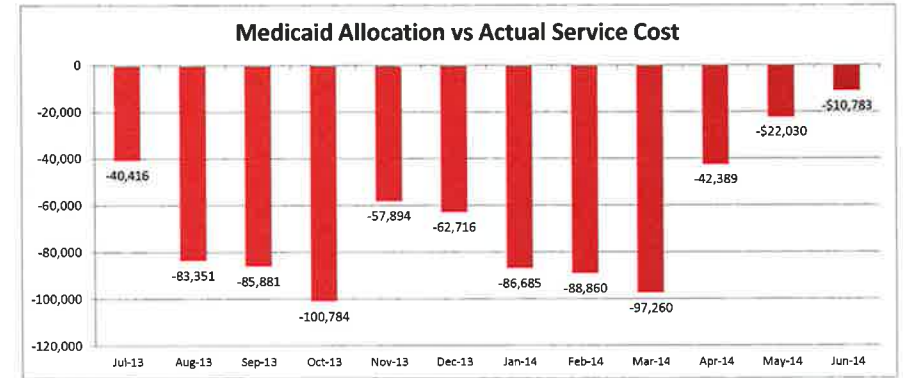
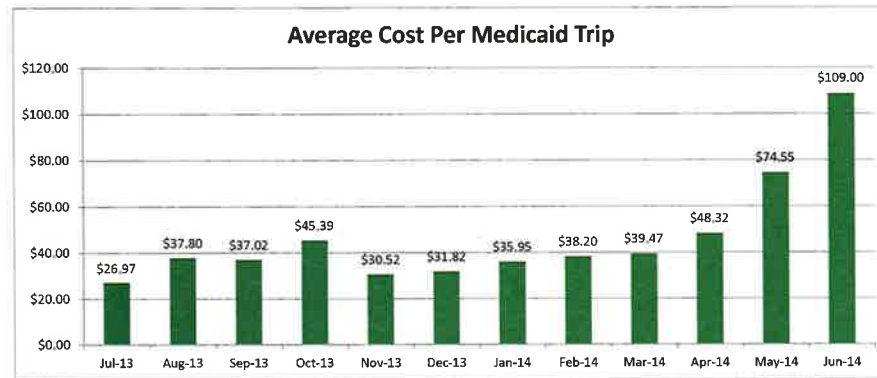
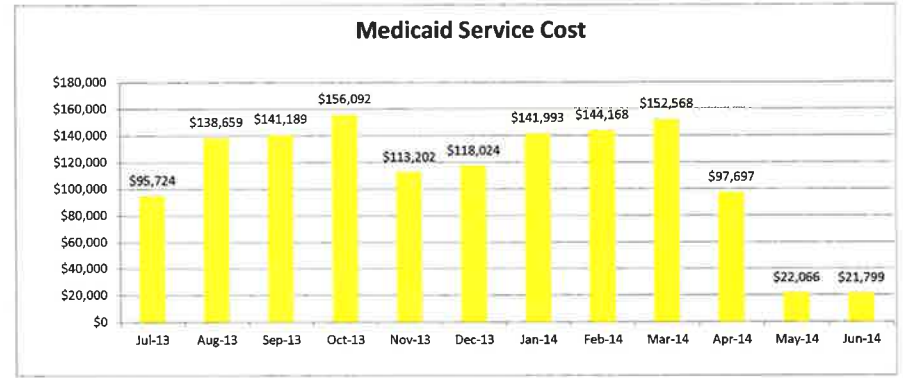
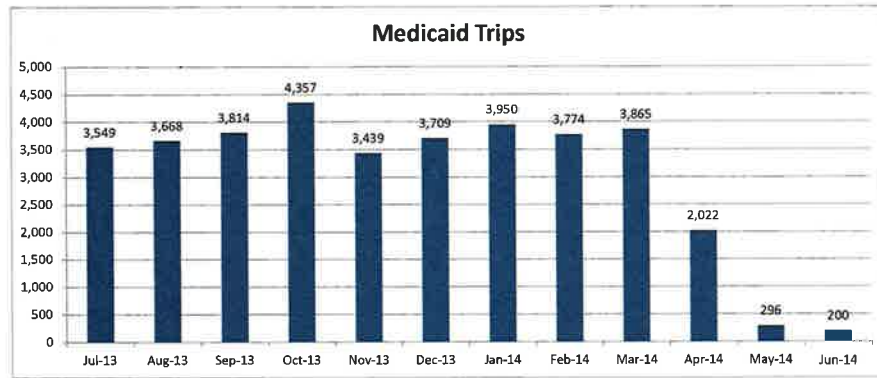
QUARTERLY OPERATING REPORT  
COLUMBIA HAMILTON SUWANNEE  
JULY AUGUST SEPTEMBER 2014

JAN (CK)

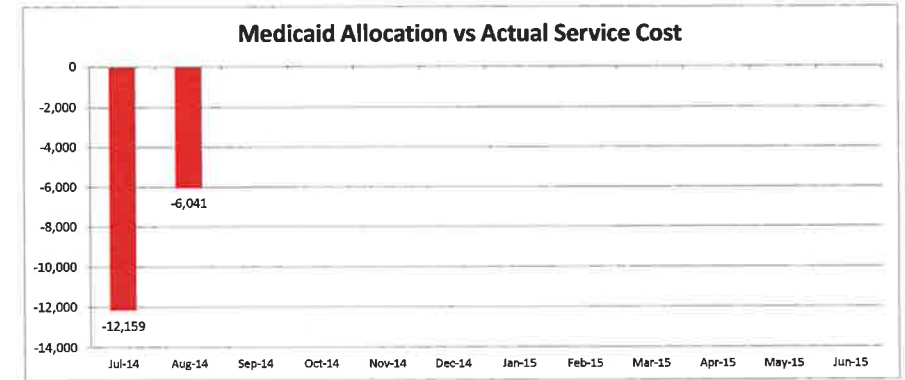
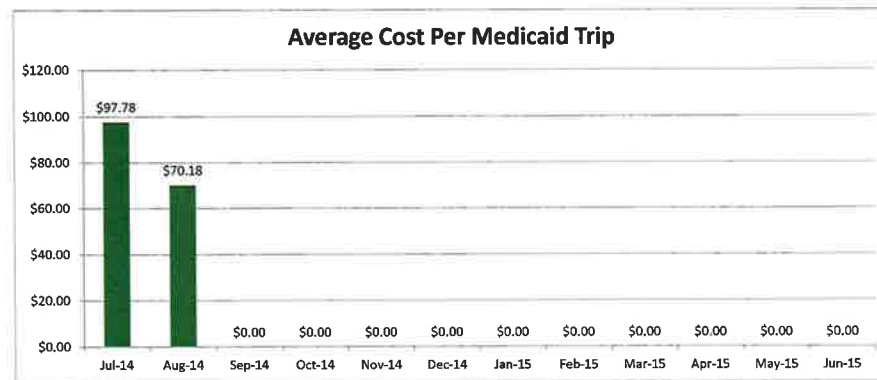
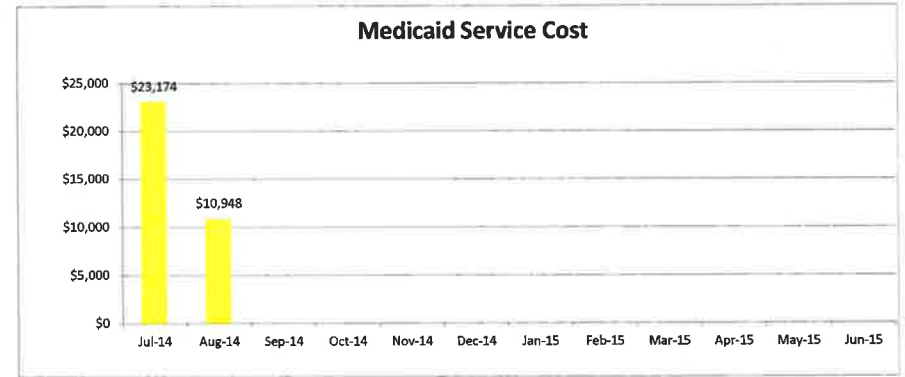
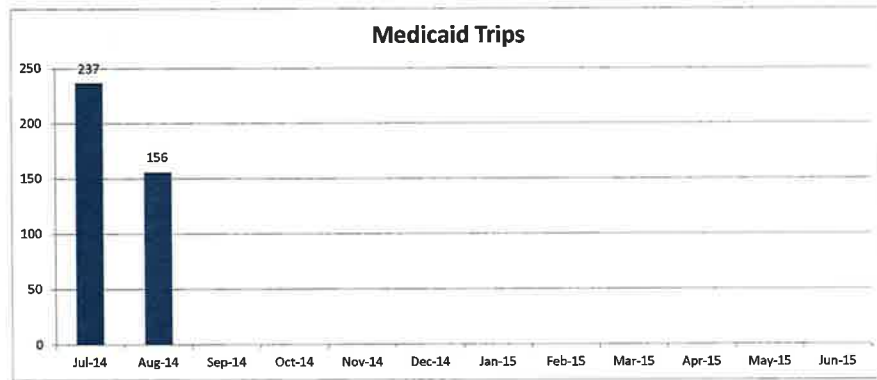
OPERATING DATA	OPERATOR								TOTAL
	SVTA JULY	SVTA AUGUST	SVTA SEPT	PEELER JULY	PEELER AUGUST	PEELER SEPT			
TOTAL TRIPS	2,760	2,620	2,465	28	26	26	0	0	7,845
Arc of N FL	378	376	366	0	0	0	0	0	1,140
Medicaid	466	365	367	28	26	26	0	0	1,198
TD Trust Fund	1,730	1,710	1,646	0	0	0	0	0	5,086
Vocational Rehabilitation	2	4	0	0	0	0	0	0	6
Disability Determination	0	0	0	0	0	0	0	0	0
Ryan White	0	4	0	0	0	0	0	0	4
Acess 2 Care	78	32	8	0	0	0	0	0	118
Logisticare	112	91	48	0	0	0	0	0	251
Other	4	18	20	0	0	0	0	0	42
TOTAL DOLLARS INVOICED	90,278	79,526	66,524	1,495	1,388	1,388	0	0	\$236,327.68
Arc of N FL	4,148	4,539	4,483	0	0	0	0	0	\$13,169.84
Medicaid	20,129	7,898	7,001	0	0	0	0	0	\$35,028.40
TD Trust Fund	57,735	60,888	53,261	0	0	0	0	0	\$171,884.69
Vocational Rehabilitation	245	250	0	0	0	0	0	0	\$495.00
Disability Determination	0	0	0	0	0	0	0	0	\$0.00
Ryan White	0	130	0	0	0	0	0	0	\$130.40
Acess 2 Care	4,748	3,399	750	0	0	0	0	0	\$8,896.95
Logisticare	3,272	2,422	1,029	0	0	0	0	0	\$6,722.40
Other	0	0	0	0	0	0	0	0	\$0.00
TOTAL VEHICLE MILES(PASSENGER)	46,214	42,532	37,549	1,495	1,388	1,388	0	0	129,566
TOTAL VEHICLE HOURS (")	0	0	0	0	0	0	0	0	0
AVERAGE COST PER TRIP									\$30.12
Arc of N FL	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$11.55
Medicaid	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$29.24
TD Trust Fund	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$33.80
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$82.50
Disability Determination	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
Ryan White	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$32.50
Acess 2 Care	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$76.40
Logisticare	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$26.78
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
AVERAGE COST PER MILE	\$2.00	\$1.87	\$1.77	\$1.00	\$1.00	\$1.00	#DIV/0!	#DIV/0!	\$1.82
AVERAGE COST PER HOUR	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
TRIP PURPOSE									
Adult Daycare	0	0	12						
Day Treatment	127	122	145	0	0	0	0	0	394
Dialysis	736	673	628	28	26	26	0	0	2,037
Education/Training	589	522	570	0	0	0	0	0	1,681
Medical/Life Sustaining	1,213	1,211	990	0	0	0	0	0	3,414
Other	4	6	5	0	0	0	0	0	15
Pharmacy	11	8	2	0	0	0	0	0	21
Substance Abuse Treatment	0	0	38	0	0	0	0	0	38
Volunteer	15	8	10	0	0	0	0	0	33
Work	72	76	64	0	0	0	0	0	212
NUMBER OF TRIPS DENIED	0	0	5	0	0	0	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
PERCENT OF SINGLE PASSENGER TRIPS PROVIDED	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NUMBER OF ACCIDENTS	0	0	0	0	0	0	0	0	0
NUMBER OF VEHICLES	0	0	0	0	0	0	0	0	0
NUMBER OF TRIPS PER VEHICLE	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
TOTAL ROADCALLS	0	0	0	0	0	0	0	0	0

COLUMBIA	STATE FUNDS PER MONTH			HAMILTON	STATE FUNDS PER MONTH			SUWANNEE	STATE FUNDS PER MONTH		
	\$27,294.67				\$12,850.67				\$19,768.43		
JULY 2014				JULY 2014				JULY 2014			
AMBULATORY	\$19,098.80			AMBULATORY	\$6,754.49			AMBULATORY	\$20,047.38		
WC	\$3,331.90			WC	\$0.00			WC	\$8,502.47		
TOTAL BILLED TO CTD	\$22,430.70			TOTAL BILLED TO CTD	\$6,754.49			TOTAL BILLED TO CTD	\$28,549.85		
AUGUST 2014				AUGUST 2014				AUGUST 2014			
AMBULATORY	\$19,659.27			AMBULATORY	\$4,994.45			AMBULATORY	\$25,255.15		
WC	\$2,563.38			WC	\$117.79			WC	\$8,298.21		
TOTAL BILLED TO CTD	\$22,222.65			TOTAL BILLED TO CTD	\$5,112.24			TOTAL BILLED TO CTD	\$33,553.36		
SEPTEMBER 2014				SEPTEMBER 2014				SEPTEMBER 2014			
AMBULATORY	\$16,322.61			AMBULATORY	\$5,549.25			AMBULATORY	\$21,058.75		
WC	\$3,884.21			WC	\$0.00			WC	6446.25		
TOTAL BILLED TO CTD	\$20,206.82			TOTAL BILLED TO CTD	\$5,549.25			TOTAL BILLED TO CTD	\$27,505.00		
TOTAL STATE FUNDS FOR QUARTER	\$81,884.01			TOTAL STATE FUNDS FOR QUARTER	\$38,552.01			TOTAL STATE FUNDS FOR QUARTER	\$59,305.29		
TOTAL BILLED TO CTD	\$64,860.17			TOTAL BILLED TO CTD	\$17,415.98			TOTAL BILLED TO CTD	\$89,608.21		
DIFFERENCE	\$17,023.84			DIFFERENCE	\$21,136.03			DIFFERENCE	(\$30,302.92)		

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

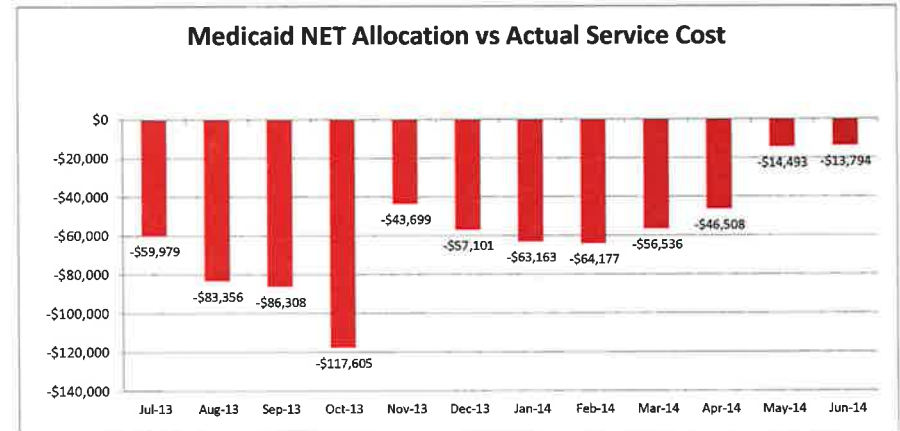
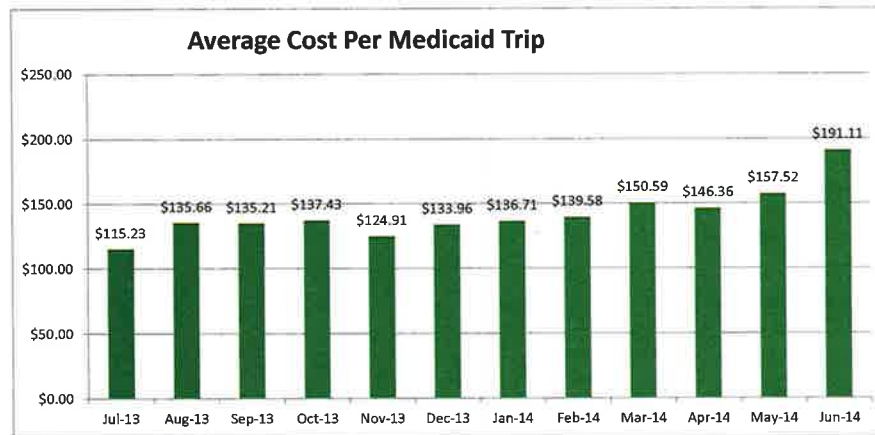
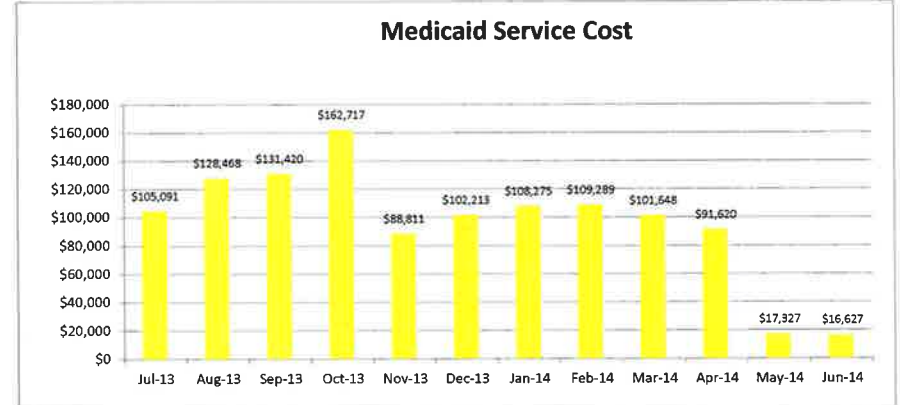
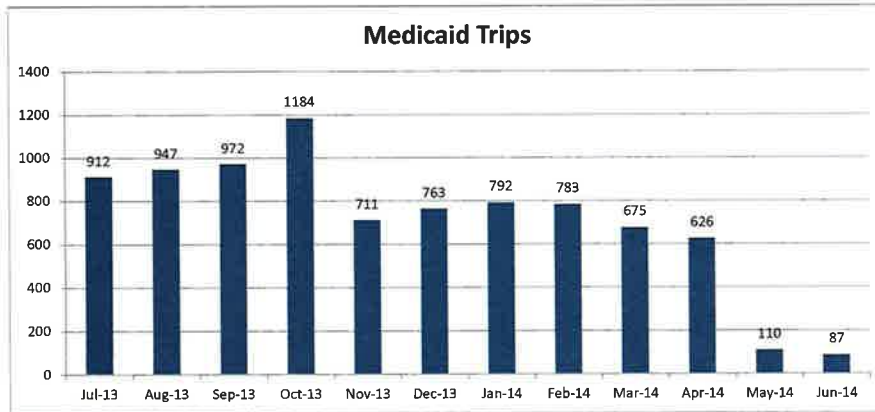


**Florida Commission for the Transportation Disadvantaged Fiscal Year 2014/15 Medicaid Encounter Data Reports  
Columbia County**

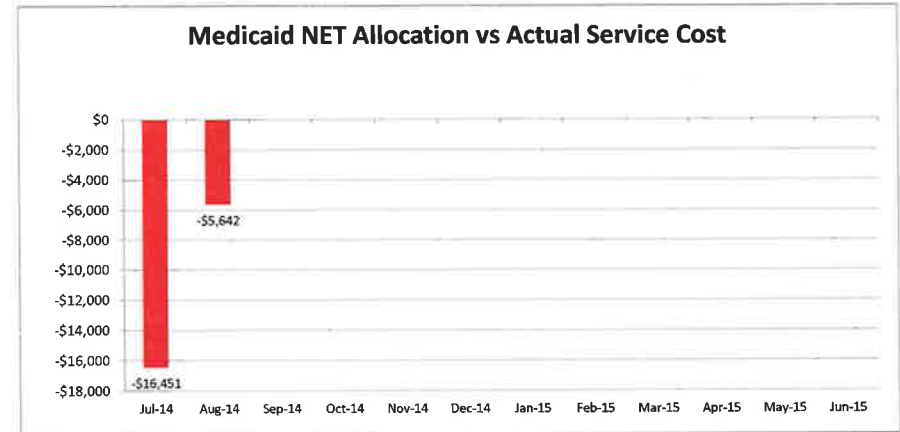
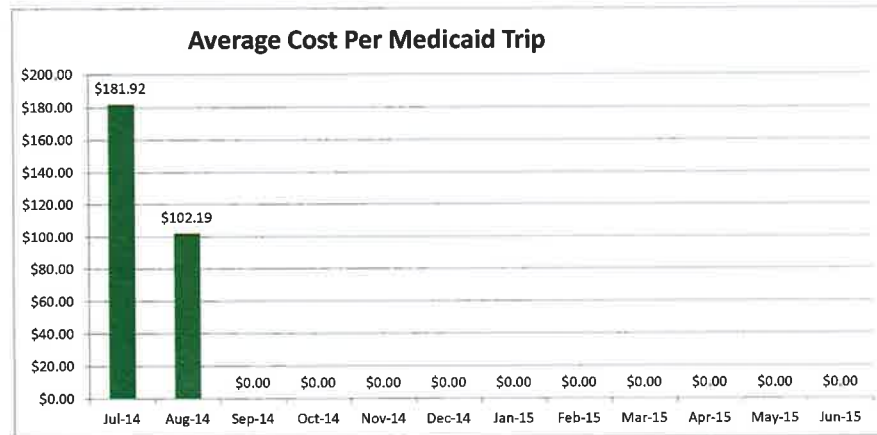
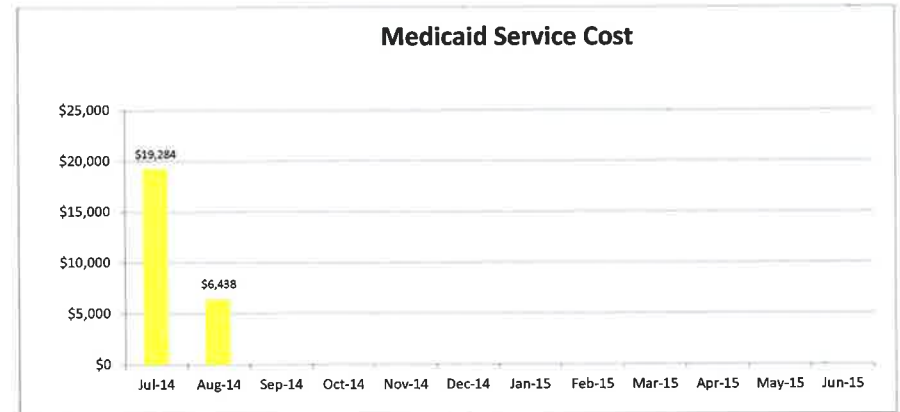
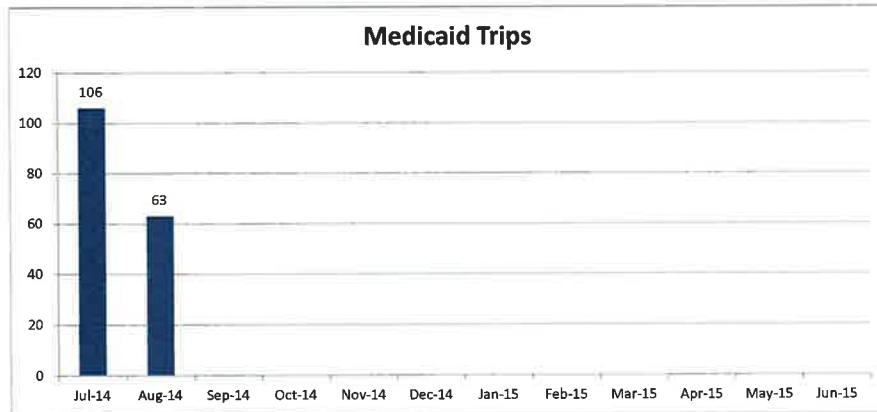




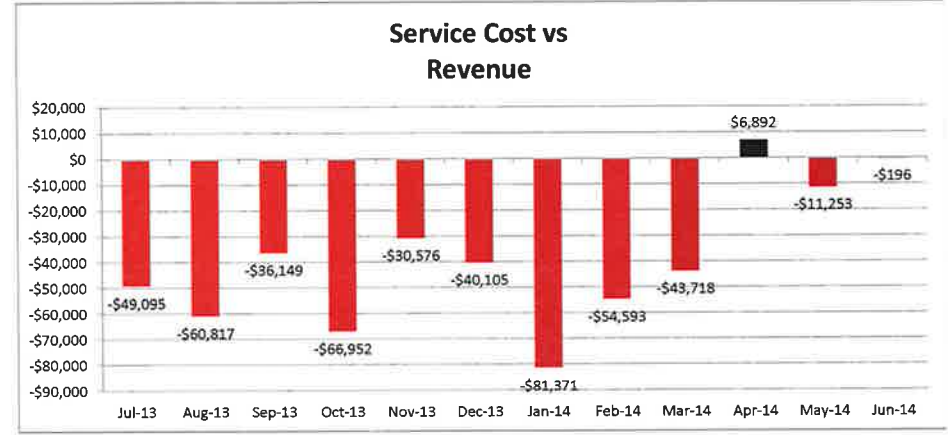
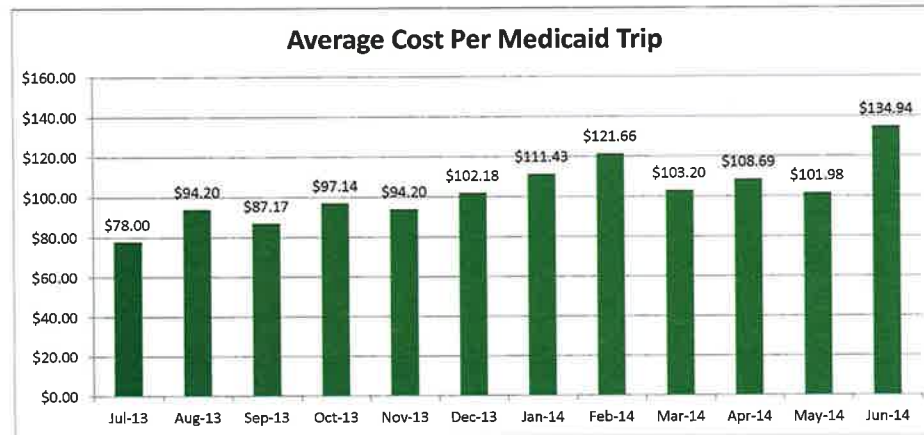
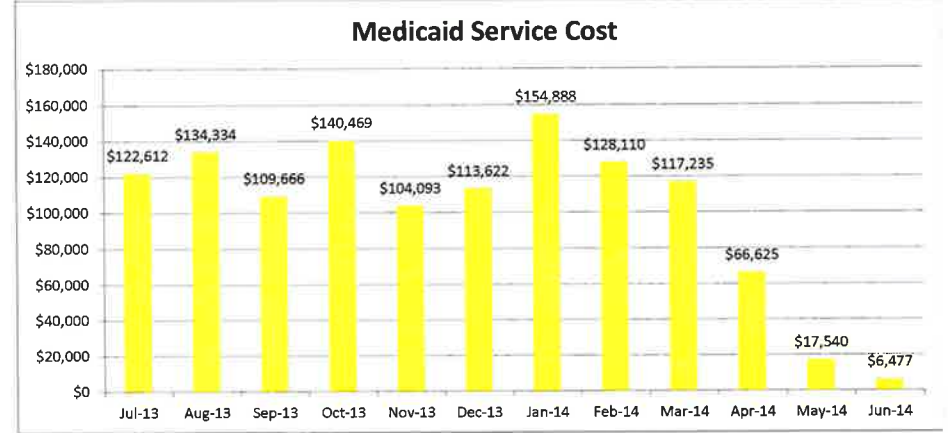
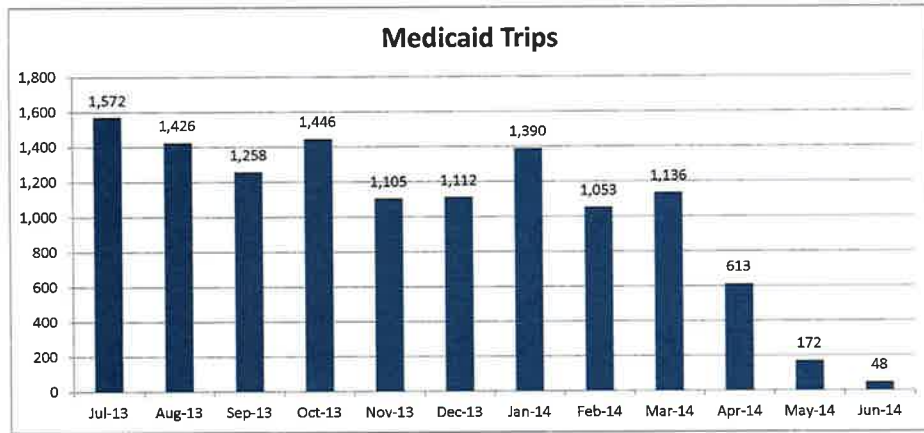
**Florida Commission for the Transportation Disadvantaged Fiscal Year 2013/14 Medicaid Encounter Data Reports  
Hamilton County**



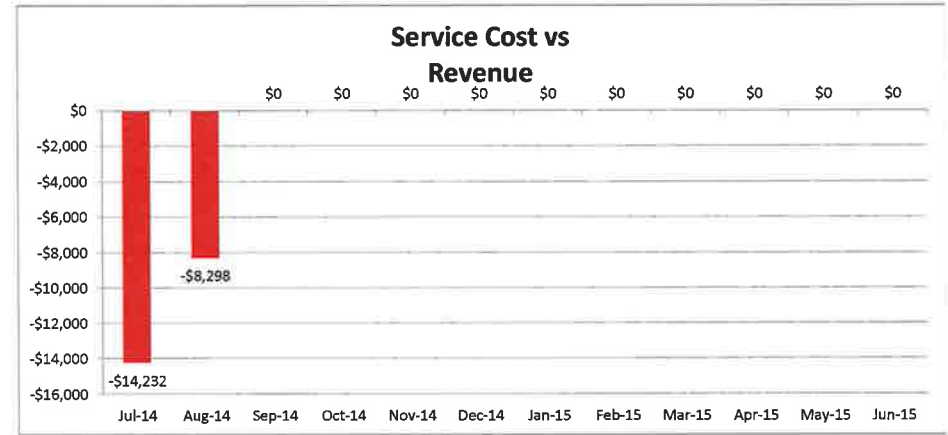
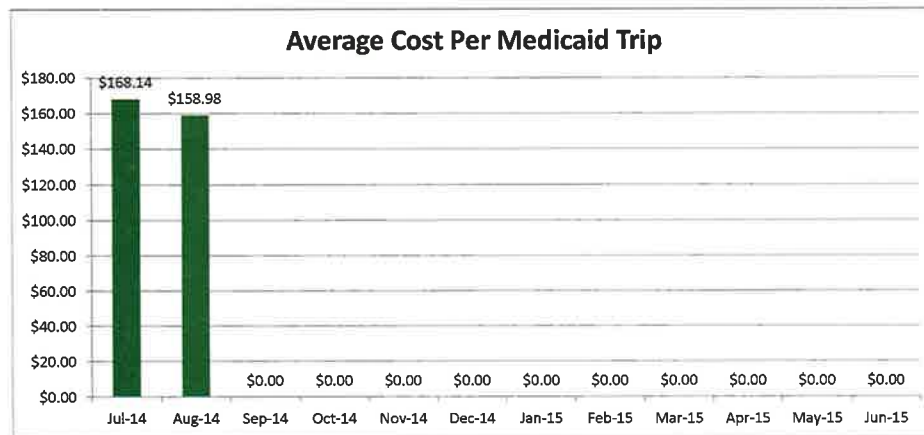
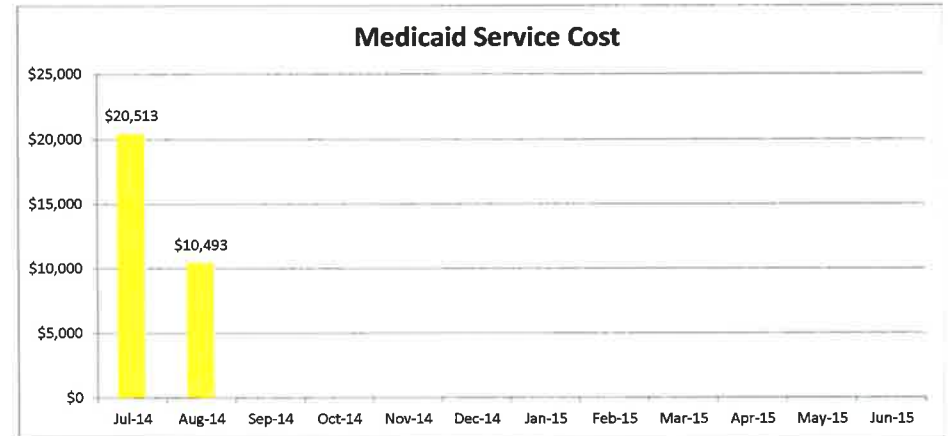
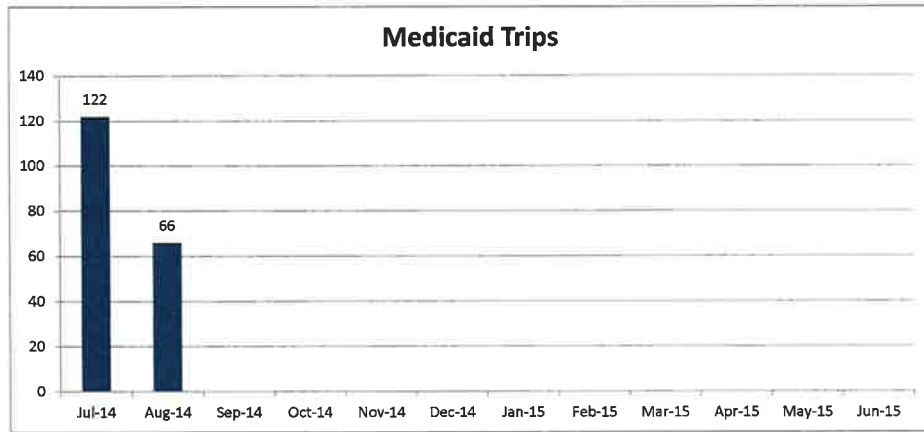
**Florida Commission for the Transportation Disadvantaged Fiscal Year 2014/15 Medicaid Encounter Data Reports  
Hamilton County**



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



**Florida Commission for the Transportation Disadvantaged Fiscal Year 2014/15 Medicaid Encounter Data Reports  
Suwannee County**



# ATTENDANCE RECORD

## COLUMBIA, HAMILTON AND SUWANNEE TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	10/23/13	2/12/14	5/21/14	8/13/14
Chair	Commissioner Bucky Nash	P	P	P	P
Hamilton County Elected Official	Commissioner Beth Burnam	P	A	P	P
Suwannee County Elected Official	Commissioner Jason Bashaw	A	A	A	P
Florida Department of Transportation	Sandra Collins	P	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Kay Tice	A	P	A	A
Alternate Member	Jaime Sanchez-Bianchi	P	A	P	P
Florida Agency for Health Care Administration	Alana McKay	P	A	P	P
Alternate Member	Andrew Singer	A	A	A	A
Florida Department of Education	Jeffrey Aboumrad				A
Alternate Member	Allison Gill	A	P	A	A
Public Education	Keith Hatcher	A	P	P	P
Alternate Member	Vacant				
Florida Department of Elder Affairs	Bruce Evans	P	P	P	A
Alternate Member	Dwight Law		A	P	P
Citizen Advocate	Jeanne d'Eauede	P	P	A	P
Alternate Member	Louie Goodin		A	A	A
Citizen Advocate - User	LJ Johnson	P	P	P	P
Alternate Member	Vacant				
Elderly	Reverend Charles Burke	P	A	P	P
Alternate Member	Sandra Buck-Camp	A	P	P	P
Veterans	Clay Lambert	P	P	A	A
Alternate Member	Ellis Gray, III	A	P	A	A
Persons with Disabilities	Ralph P. Kitchens Jr.	P	P	P	P
Alternate Member	Vacant				
Florida Association of Community Action	Matthew Pearson	P	P	P	P
Alternate Member	Vacant				
Children at Risk	Colleen Cody	P	P	P	P
Alternate Member	Audre J. Washington		P	A	P
Private Transit	Vacant				
Alternate Member	Vacant				
Regional Workforce Board	Sheryl Rehberg	A	P	P	P
Alternate Member	Jeannie Carr	A	A	A	A
Medical Community	Kathy Barrs	A	A	A	A
Alternate Member	Vacant				

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

ATTENDANCE POLICY: The North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings.