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March 14, 2014

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Lafayette County Transportation Disadvantaged Coordinating Board will meet **Monday, March 24, 2014 at 1:00 p.m.** in the meeting room of Suwannee River Economic Council located on State Road 27 in Mayo, Florida. This is an important meeting of the Board. At this meeting, the Board will review the Lafayette County Transportation Disadvantaged Service Plan. All Board members are encouraged to attend this meeting.

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

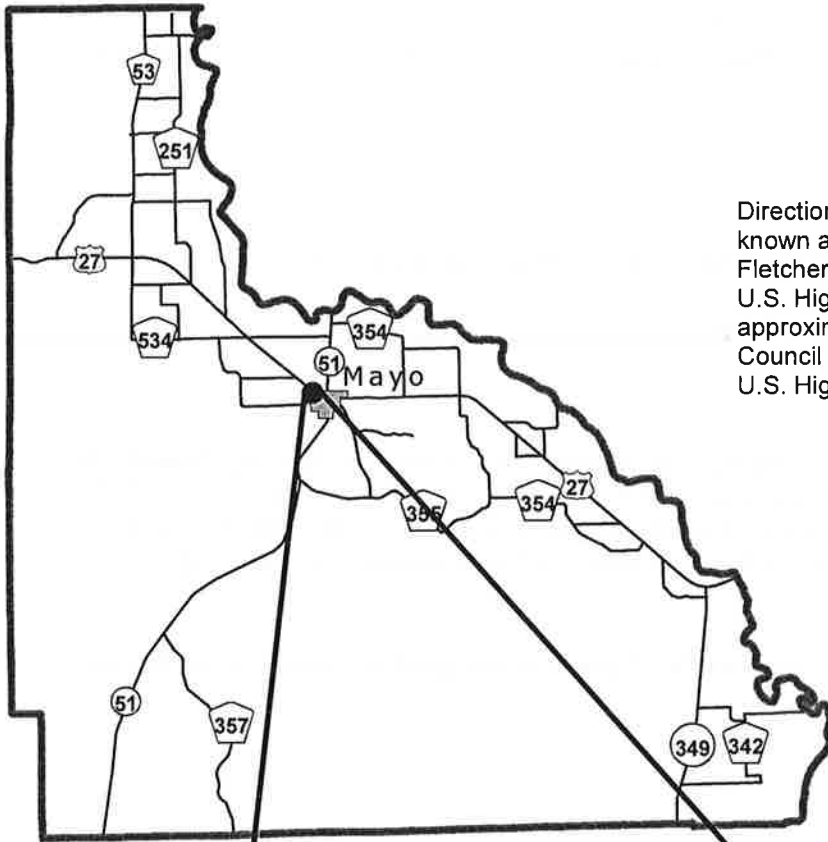
#### Attachments

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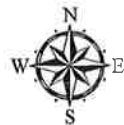
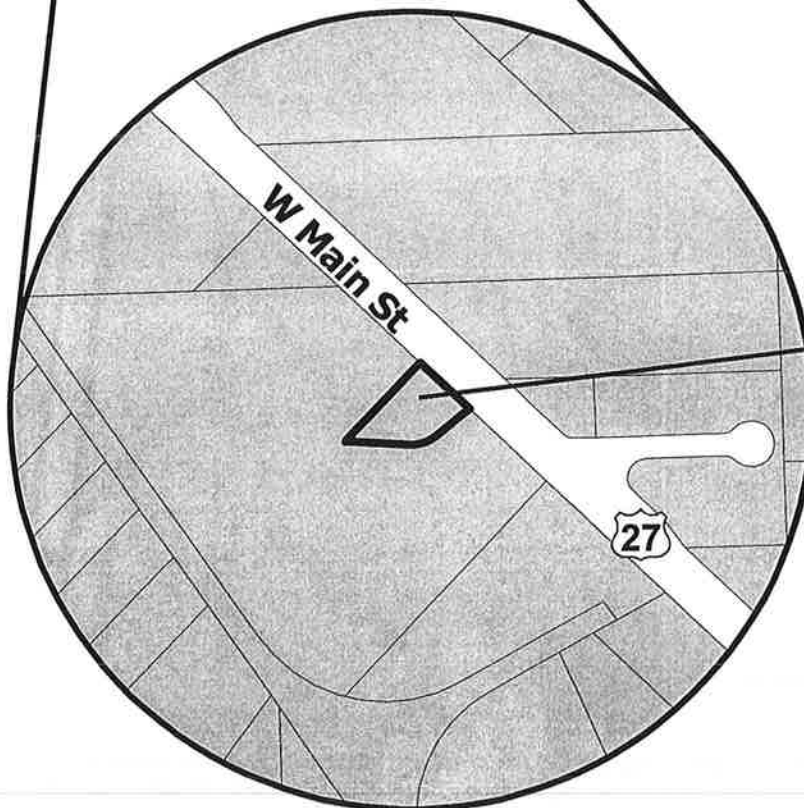
# Suwannee River Economic Council

## 114 SW Community Circle

### Mayo, FL 32066



Directions: From the intersection U.S. Highway 27 (also known as Main Street) and State Road 51 (also known as Fletcher Avenue) in the Town of Mayo, turn West onto U.S. Highway 27 (also known as Main Street), travel approximately 0.5 miles and the Suwannee River Economic Council will be on the left, on the Southwestern side of U.S. Highway 27 (also known as Main Street).



1 inch = 500 feet

Suwannee River  
Economic Council



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## **LAFAYETTE COUNTY**

### **TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

#### **MEETING ANNOUNCEMENT AND AGENDA**

Meeting Room  
Suwannee River Economic Council  
Mayo, Florida

Monday  
March 24, 2014  
1:00 p.m.

#### **PAGE NUMBER**

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

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

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

- A. Approval of the Meeting Agenda** **Page 3**
- B. Approval of the November 18, 2013 Minutes** **Page 7**

#### **III. NEW BUSINESS**

- A. Lafayette County Transportation Disadvantaged Service Plan** **Page 11**

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

**B. Florida's Managed Medical Assistance Program**

**Page 107**

Enclosed is information concerning Florida's Managed Medical Assistance Program

**C. Operations Reports**

**Page 115**

**IV. OTHER BUSINESS**

**A. Comments**

**1. Members**

**2. Citizens**

**V. FUTURE MEETING DATES**

**A. June 23, 2014 at 1:00 p.m.**

**B. September 22, 2014 at 1:00 p.m.**

**C. November 17, 2014 at 1:00 p.m.**

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

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

**LAFAYETTE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Donnie Hamlin Local Elected Official/Chair	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Board	Vacant Regional Workforce Board
Ricky Lyons Florida Association for Community Action Term ending June 30, 2014	Vacant Florida Association for Community Action Term ending June 30, 2014
Ritchie Page Public Education	Vacant Public Education
Carlton Black Veterans Term ending June 30, 2014	Vacant Veterans Term ending June 30, 2014
Cindy Morgan, Vice-Chair Citizen Advocate Term ending June 30, 2015	Vacant Citizen Advocate Term ending June 30, 2015
Vacant Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Vacant Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Martha Humphries Elderly Term ending June 30, 2014	Vacant Elderly Term ending June 30, 2014
Ginger Calhoun Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Vacant Children at Risk Term ending June 30, 2016	Vacant 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.



**LAFAYETTE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD  
MEETING MINUTES**

Meeting Room  
Suwannee River Economic Council  
Mayo, Florida

Monday  
November 18, 2013  
1:00 p.m.

**VOTING MEMBERS PRESENT**

Commissioner Donnie Hamlin, Chairman  
Carlton Black, Veterans Representative  
Sandra Collins, Florida Department of Transportation Representative  
Martha Humphries, Elderly Representative  
Ricky Lyons, Florida Association for Community Action Representative  
Kay Tice, Florida Department of Children and Families Representative

**VOTING MEMBERS ABSENT**

Ginger Calhoun, Medical Community Representative  
Alana McKay, Florida Agency for Health Care Administration Medicaid Representative  
Cindy Morgan, Citizen Advocate  
Richie Page, Public Education Representative  
Sheryl Rehberg, North Florida Workforce Development Board Representative

**OTHERS PRESENT**

Matthew Pearson, Suwannee River Economic Council

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

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

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

**A. Pledge of Allegiance**

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

**B. Invocation**

Mr. Ricky Lyons gave the invocation.

**C. Introductions**

Chairman Hamlin asked everyone to introduce themselves.

**D. Approval of the Meeting Agenda**

**ACTION: Sandra Collins moved to approve the meeting agenda. Ricky Lyons seconded; motion passed unanimously.**

**B. Approval of the September 23, 2013 Meeting Minutes**

**ACTION: Ricky Lyons moved to approve the September 23, 2013 meeting minutes. Kay Tice seconded; motion passed unanimously.**

**II. NEW BUSINESS**

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

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Board is required to evaluate Suwannee River Economic Council's performance as the Community Transportation Coordinator for Lafayette County annually. She said a draft evaluation is included in the meeting packet for the Board's review.

The Board reviewed the Suwannee River Economic Council's annual performance evaluation.

**ACTION: Ricky Lyons moved to approve Suwannee River Economic Council's annual performance evaluation. Kay Tice seconded; motion passed unanimously.**

**B. 2012/2013 Annual Operations Report**

Ms. Godfrey stated that Suwannee River Economic Council is required to submit an Annual Operations Report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. She said Suwannee River Economic Council's 2012/13 Annual Operations Report is included in the meeting packet for the Board's review.

The Board reviewed the Annual Operations Report.



**C. Operations Reports**

The Board reviewed the operations reports.

Mr. Carlton Black said more funding for veteran transportation may be available from the Veterans Administration. He asked if Suwannee River Economic Council is able to provide more transportation if these grant funds become available.

Mr. Matthew Pearson, Transportation Director, said Suwannee River Economic Council is willing to provide any additional transportation that is needed.

Mr. Pearson explained that the rates charged for Medicaid Non-Emergency Transportation Program service are higher than the Transportation Disadvantaged Program rate because there are no subsidies applied to the Medicaid rates. He explained that the Florida Commission for the Transportation Disadvantaged requires that the Medicaid rates are charged in this manner.

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

There were no member comments.

**2. Citizens**

There were no citizen comments.

**IV. FUTURE MEETING DATES**

Chairman Hamlin stated that the next Board meeting will be held Monday, March 24, 2014 at 1:00 p.m.

**ADJOURNMENT**

The meeting adjourned at 1:45 p.m.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Date





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

March 14, 2014

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Lafayette County Transportation Disadvantaged Service Plan

**STAFF RECOMMENDATION****Approve the Lafayette County Transportation Disadvantaged Service Plan.****BACKGROUND**

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

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

Attachment

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



# Lafayette County Transportation Disadvantaged Service Plan

July 1, 2014 - June 30, 2015

Lafayette County Transportation Disadvantaged  
Coordinating Board





# Lafayette County Transportation Disadvantaged Service Plan

Approved by the

Lafayette County  
Transportation Disadvantaged Coordinating Board

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

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**Curtis Hamlin, Chair**

with Assistance from

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

and

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

March 24, 2014



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# Chapter I: Development Plan

## A. Introduction to The Service Area

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The North Central Florida Regional Planning Council is the Designated Official Planning Agency for Lafayette County. According to Rule 41-2 of the Florida Administrative Code, responsibilities of the Designated Official Planning Agency include:

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

## **c. Local Coordinating Boards**

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

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

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

- An elected official from Lafayette County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.
- A person recommended by the local Veterans Service Office representing veterans of the county.

- A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age sixty representing the elderly.
- A person with a disability representing the disabled.
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation services of the system as their primary means of transportation.
- A local representative for children at risk.
- In areas where they exist, the Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elderly Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.

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

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

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

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

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

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

## 2. Designation Date/History

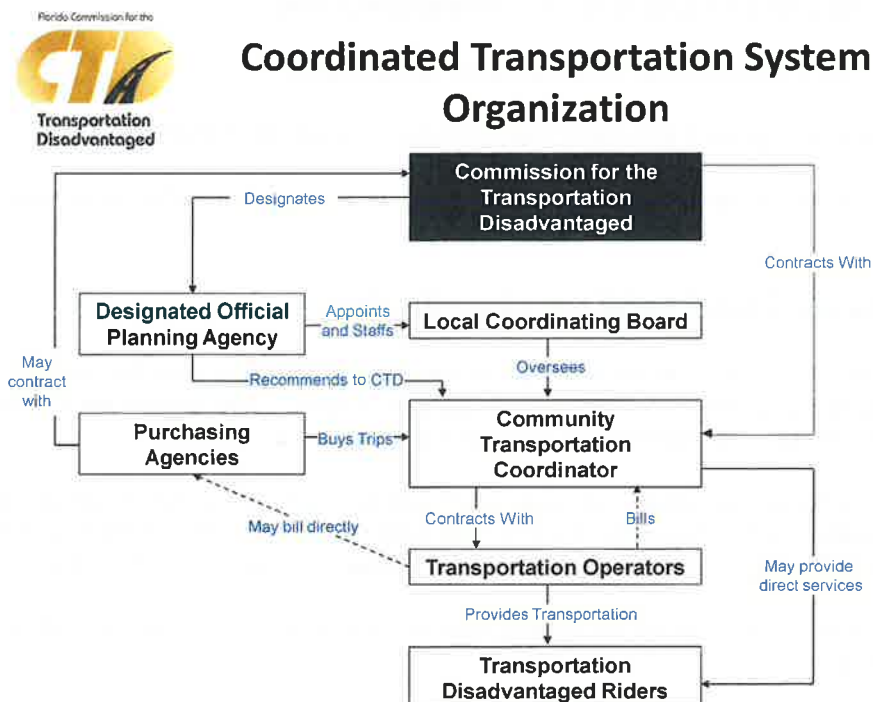
Suwannee River Economic Council is a private non-profit corporation, chartered by the State of Florida in 1966. In 1972, Suwannee River Economic Council began the Suwannee Valley Transit System in Columbia, Hamilton, Suwannee and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created to serve Columbia, Hamilton and Suwannee Counties. Suwannee River Economic Council continues to operate as the Community Transportation Coordinator for Lafayette County.

The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council as the Community Transportation Coordinator for Lafayette County in 1991. In 2013, the North Central Florida Regional Planning Council recommended Suwannee River Economic Council be re-designated the Community Transportation Coordinator for Lafayette County through a competitive selection process. The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council as the Lafayette County Community Transportation Coordinator effective July 1, 2013.

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

## 3. Organization Chart

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



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

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

The local comprehensive planning process involves essentially four basic steps:

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

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lafayette County Comprehensive Plan.

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

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

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

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

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

## 5. Public Participation

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

## 6. Lafayette County Coordinating Board Membership Certification

### LAFAYETTE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION

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

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

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

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

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Curtis Hamlin	Vacant	No Term
Elderly	Martha Humphries	Vacant	6/30/2014
Disabled	Vacant	Vacant	6/30/2015
Citizen Advocate	Cindy Morgan	Vacant	6/30/2015
Citizen Advocate/User	Vacant	Vacant	6/30/2015
Children at Risk	Vacant	Vacant	6/30/2016
Community Action	Ricky Lyons	Vacant	6/30/2014
Public Education	Ritchie Page	Vacant	No Term
Department of Transportation	Sandra Collins	Janell Damato	No Term
Department of Children and Families	Kay Tice	Vacant	No Term
Department of Elder Affairs	Vacant	Vacant	No Term
Department of Education	Vacant	Vacant	No Term
Agency for Health Care Administration	Alana McKay	Andrew Singer	No Term
Regional Workforce Development Board	Sheryl Rehberg	Vacant	No Term
Veteran Services	Carlton Black	Vacant	6/30/2014
Local Mass Transit	Not Applicable	Not Applicable	No Term
Transportation Industry	Vacant	Vacant	6/30/2016
Local Medical Community	Ginger Calhoun	Vacant	6/30/2016



## 7. Lafayette County Transportation Coordinating Board Membership

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Donnie Hamlin Local Elected Official/Chair	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
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Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

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

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

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

### **2. Demographics**

#### **a. Land Use**

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

#### **b. Population/Composition**

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

**TABLE 1**  
**POPULATION COUNTS AND ESTIMATES**  
**LAFAYETTE COUNTY**

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

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

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

### c. Population Densities

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

**TABLE 2**

#### **POPULATION DENSITY LAFAYETTE COUNTY**

<b>2010 U.S. CENSUS POPULATION</b>	<b>SQUARE MILES</b>	<b>PERSONS PER SQUARE MILE</b>
8,870	543.41	16.3

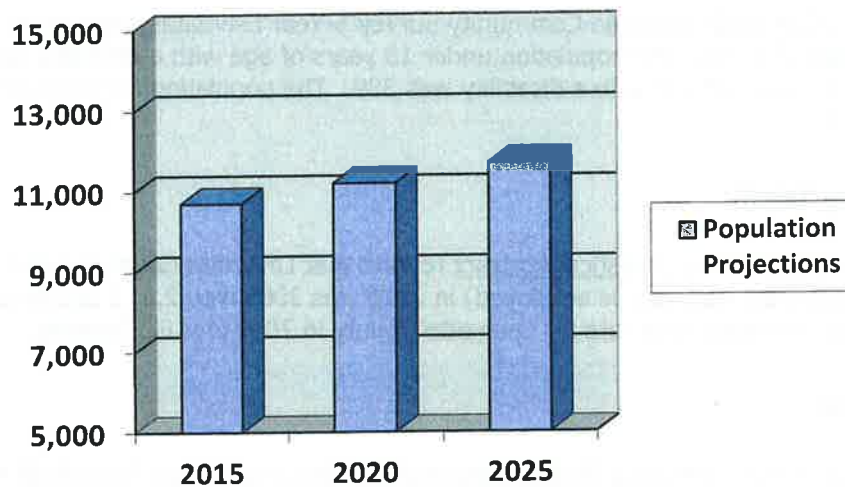
Source: U.S. Census Bureau: 2010 State and County Quick Facts

### d. Population Projections

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

**ILLUSTRATION I**

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



Source: 2011 Florida Statistical Abstract, Table 1.41

### e. Population Age Distribution

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

**TABLE 3**  
**POPULATION ESTIMATES BY AGE GROUP**  
**LAFAYETTE COUNTY, 2010**

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

Source: 2011 Florida Statistical Abstract, Table 1.34

### f. Disability and Self Care Limitations

According to the 2008-2012 American Community Survey 5-Year Estimates, Lafayette County had a disabled population of 1,059. The population under 18 years of age with a disability was 168. The population 18 to 64 years of age with a disability was 389. The population 65 years and over with a disability was 502.

### g. Employment

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

### h. Income

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

**TABLE 4**

**HOUSEHOLD INCOME  
LAFAYETTE COUNTY, 2010**

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

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

**TABLE 5**

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

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

Source: 2011 Florida Statistical Abstract, Table 5.47

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

**TABLE 6**

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

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

Source: 2011 Florida Statistical Abstract, Table 7.18

i. Housing

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

**TABLE 7**  
**HOUSING**  
**LAFAYETTE COUNTY, 2010**

HOUSING UNITS	HOUSEHOLDS	PERSONS PER HOUSEHOLD
3,328	1,918	3.87

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

j. Health

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

k. Transportation

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

l. Major Trip Generators/Attractors

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

## C. Service Analysis

### 1. General and Critical Need Transportation Disadvantaged Populations

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

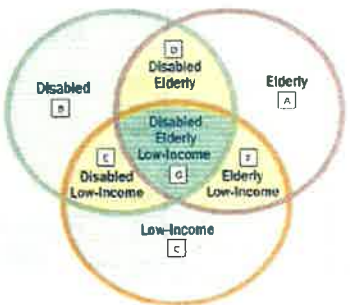
The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities,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

The following tables show general and critical need Transportation Disadvantaged population estimates for Lafayette County.

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Lafayette County

General TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	341	345	348	352	356	359	363	367	371	374	378
B - Estimate non-elderly/ disabled/not low income	847	855	864	873	882	892	901	910	920	929	939
G - Estimate elderly/disabled/low income	90	91	92	93	94	95	96	97	98	99	100
D - Estimate elderly/ disabled/not low income	397	401	405	409	414	418	422	427	431	435	440
F - Estimate elderly/non-disabled/low income	72	72	73	74	75	75	76	77	78	79	79
A - Estimate elderly/non-disabled/not low income	543	549	555	560	566	572	578	584	590	596	603
C - Estimate low income/not elderly/not disabled	1,092	1,103	1,115	1,126	1,138	1,150	1,162	1,174	1,186	1,199	1,211
<b>TOTAL GENERAL TD POPULATION</b>	<b>3,382</b>	<b>3,417</b>	<b>3,452</b>	<b>3,488</b>	<b>3,525</b>	<b>3,561</b>	<b>3,598</b>	<b>3,636</b>	<b>3,674</b>	<b>3,712</b>	<b>3,751</b>
<b>TOTAL POPULATION</b>	<b>8,668</b>	<b>8,758</b>	<b>8,849</b>	<b>8,942</b>	<b>9,035</b>	<b>9,129</b>	<b>9,224</b>	<b>9,320</b>	<b>9,417</b>	<b>9,515</b>	<b>9,614</b>



Lafayette County

Critical Need TD Population Forecast	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Total Critical TD Population</b>											
Disabled	431	436	440	445	450	454	459	464	469	474	479
Low Income Not Disabled No Auto/Transit	316	320	323	326	330	333	337	340	344	347	351
<b>Total Critical Need TD Population</b>	<b>748</b>	<b>756</b>	<b>764</b>	<b>772</b>	<b>780</b>	<b>788</b>	<b>796</b>	<b>804</b>	<b>813</b>	<b>821</b>	<b>830</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	21	21	22	22	22	22	22	23	23	23	23
Low Income - Not Disabled - No Access	601	607	614	620	626	633	640	646	653	660	667
<b>Total Daily Trips Critical Need TD Population</b>	<b>622</b>	<b>633</b>	<b>643</b>	<b>654</b>	<b>665</b>	<b>677</b>	<b>689</b>	<b>701</b>	<b>714</b>	<b>726</b>	<b>738</b>
<b>Annual Trips</b>	<b>227,082</b>	<b>230,920</b>	<b>234,822</b>	<b>238,791</b>	<b>242,826</b>	<b>247,124</b>	<b>251,498</b>	<b>255,950</b>	<b>260,480</b>	<b>265,091</b>	<b>269,253</b>





### 3. Barriers to Coordination

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

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

### 4. Needs Assessment

#### United States Code Section 5310 Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
<u>Purchase vehicle to provide transportation services to individuals with intellectual and developmental disabilities.</u>	<u>2014/15</u>	<u>Lafayette County</u>	<u>\$30,400</u>	<u>Federal Transit Administration</u> <u>Florida Department of Transportation</u> <u>The Arc North Florida, Inc.</u>
			<u>\$3,800</u>	
			<u>\$3,800</u>	

#### United States Code Section 5311 Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
<u>Provide transportation services to the transportation disadvantaged.</u>	<u>2014/15</u>	<u>Lafayette County</u>	<u>\$100,000</u>	<u>Federal Transit Administration</u> <u>Suwannee River Economic Council</u>
			<u>\$100,000</u>	

#### United States Code Section 5311 ARRA Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Construction of maintenance facilities for van repairs, cleaning and safety inspections	2009/10	Bradford, Dixie, Gilchrist and Lafayette Counties	\$150,000	Federal Transit Administration

**Transportation Disadvantaged Trust Fund Grant**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2013/14	Lafayette County	\$141,783 \$15,754	Transportation Disadvantaged Trust Fund Suwannee River Economic Council

**Medicaid Non-Emergency Transportation Program**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to Medicaid beneficiaries.	2013/14	Lafayette County	\$63,726	Medicaid Non-Emergency Transportation Program

**Rural Capital Equipment Support Grant**

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

## 5. Goals, Objectives and Strategies

**GOAL I:** Coordinate all transportation disadvantaged services that are funded with local, state and/or federal government funds.

**OBJECTIVE:** Identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator.

**Strategy a:** Identify agencies in Lafayette County that receive local, state and/or federal funds to transport clients or purchase vehicles.

**Strategy b:** Contact agencies to obtain information about coordination opportunities.

- Strategy c:** Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.
- GOAL II:** **Identify unmet transportation needs in Lafayette County.**
- OBJECTIVE:** Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.
- Strategy:** The Community Transportation Coordinator shall report quarterly the number and types of transportation services that are requested which it is unable to provide.
- GOAL III:** **The Community Transportation Coordinator shall provide transportation services that are consumer oriented and effectively coordinate trips.**
- OBJECTIVE:** Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.
- Strategy a:** The Community Transportation Coordinator shall report on a quarterly basis the number of single passenger trips provided.
- Strategy b:** The Community Transportation Coordinator shall work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.
- Strategy c:** The Community Transportation Coordinator shall document the reduction of single passenger trips.
- Strategy d:** The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.
- GOAL IV:** **The Community Transportation Coordinator shall develop creative ways to provide additional trips.**
- OBJECTIVE:** Identify additional funding opportunities to provide transportation.
- Strategy:** Using information concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.
- GOAL V:** **The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**
- OBJECTIVE:** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.

- Strategy a:** The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b:** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI:** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VII:** **The Community Transportation Coordinator shall provide accessible 24-hour, seven days per week transportation service as required in the designated service area by any federal, state or local government agency requiring such services. The provision of said services shall be furnished in accordance with the advance reservation requirement included in the Quality Assurance Section of the Transportation Disadvantaged Service Plan.**
- OBJECTIVE:** The Community Transportation Coordinator shall provide or contract for the provision of transportation services after hours as required by federal, state or local government agencies sponsoring such services.
- Strategy a:** The Community Transportation Coordinator shall contract with an adequate number of transportation operators to provide after-hours services as required by federal, state or local government agencies sponsoring such services.
- Strategy b:** The Community Transportation Coordinator shall implement an accessible system for individuals to request after-hour service and on weekends as required by federal, state or local government agencies sponsoring such services.
- GOAL VIII:** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** The Community Transportation Coordinator shall inform the local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.

- GOAL IX:**                    **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:**            The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:**                The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL X:**                   **The Community Transportation Coordinator shall improve the quality of service.**
- OBJECTIVE:**            The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:**                The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE:**            **The Community Transportation Coordinator shall provide courteous and professional service.**
- Strategy:**                Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- GOAL XI:**                **The Community Transportation Coordinator shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:**            The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.
- Strategy:**                The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.
- GOAL XII:**              **The Community Transportation Coordinator shall insure the provision of safe transportation services.**
- OBJECTIVE:**            The Community Transportation Coordinator shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.
- Strategy:**                he System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule and 14-90, Florida Administrative Code*.

## 6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Lafayette County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2014 (4) 2014
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2014
(1) Continue to provide accessible 24-hour, seven days per week transportation service as required in the designated service area by any federal, state or local government agency. (2) Contract with an adequate number of transportation operators to provide after hours and weekend service. (3) Implement an accessible system for individuals to request service after hours and on weekends.	(1) Ongoing (2) Ongoing (3) Ongoing

<p>(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner.</p> <p>(2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.</p> <p>(3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.</p>	<p>(1) Ongoing</p> <p>(2) Annually</p> <p>(3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval.</p> <p>(2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p>
<p>(1) Monitor the quality of service.</p> <p>(2) Make recommendations to improve the quality of service.</p> <p>(3) Provide courteous and professional service.</p> <p>(4) Provide sensitivity and courtesy training annually.</p> <p>(5) Collect on-time performance data.</p>	<p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Ongoing</p> <p>(4) Ongoing</p> <p>(5) Annually</p>
<p>(1) Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>(1) Ongoing</p>
<p>The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>Annually</p>

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## Chapter II: Service Plan

### A. Operations

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

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

Provider	Ambulatory	Wheelchair	Stretcher	Advance Reservation	Subscription	Door to Door
Suwannee River Economic Council	✓	✓	✓	✓	✓	✓

##### a. Bariatric Transportation

**Transportation Disadvantaged Program:** Suwannee River Economic Council shall 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.

**Medicaid Non-Emergency Transportation Program:** Suwannee River Economic Council shall make provisions for transportation services to Medicaid beneficiaries whose weight exceeds the limits of Suwannee River Economic Council's equipment (STP Agreement – V. Transportation Provider Network D. Coverage Provisions 3. Bariatric Transportation).

##### b. Hours and Days of Service

**Transportation Disadvantaged Program:** Monday through Friday, 6:00 a.m. to 6:00 p.m. excluding holidays (see below).

**Medicaid Non-Emergency Transportation Program:** Twenty-four hours per day, seven days per week.

##### 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

**Medicaid Non-Emergency Transportation Program** sponsored service except for urgent care 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<sup>1</sup>

## **2. Accessing Services**

### **a. Office Hours**

Suwannee River Economic Council's office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.

### **b. Phone Number**

City of Live Oak office: 386.362.4115 or 1.800.597.7579  
City of Mayo office: 386.294.2202.

### **c. Advance Notification Time**

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

#### **Medicaid Non-Emergency Transportation Program**

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

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

#### **d. Trip Cancellation Process**

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

#### **e. No-Show Policies**

**Transportation Disadvantaged Program** - Trip cancellations should be made to Suwannee River Economic Council with 24-hour advance notification. However, a no-show will not be charged to a rider if the cancellation is received before the vehicle is dispatched. If trips are not cancelled prior to the vehicle being dispatched, the passenger will be considered a no-show. Cancellations at the door will be considered no-shows.

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

**Medicaid Non-Emergency Transportation Program** - Individuals whose transportation is sponsored by the Agency for Health Care Administration Medicaid Non-Emergency Transportation Program must comply with Medicaid Program policies.

#### **f. After Hours Service**

After hours service is only provided through the Medicaid Non-Emergency Transportation Program. After hours trips are scheduled according to standards outlined in the Medicaid Subcontracted Transportation Provider Agreement with the Florida Commission for the Transportation Disadvantaged.

#### **g. Passenger Fares**

**Transportation Disadvantaged Program** - Suwannee River Economic Council will not charge fares to passengers sponsored by Florida's Transportation Disadvantaged Program.

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

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

#### **h. Transportation Disadvantaged Program Eligibility**

•Unable to transport themselves: Individual is not sponsored by any agency or organization for their transportation needs or have the ability to operate a vehicle; or

•Unable to purchase transportation: Individual's income is below the federal poverty level guideline  
Unable to obtain transportation: Individual does not have an operational vehicle in the household, the ability to operate a vehicle or the ability to find transportation from other sources.

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

#### **i. Transportation Disadvantaged Program Trip Priorities**

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

### **3. Transportation Operators And Coordination Contractors**

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

### **4. Public Transit Utilization**

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

### **5. School Bus Utilization**

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

### **6. Vehicle Inventory**

Suwannee River Economic Council's vehicle inventory is shown as Exhibit C.

## 7. System Safety Program Plan Certification

Suwannee River Economic Council's System Safety Program Plan Certification is shown as Exhibit D.

## 8. Inter-County Services

Suwannee River Economic Council does not have any inter-county agreements with other Community Transportation Coordinators at this time.

## 9. Natural Disaster/Emergency Preparedness

The Lafayette County Emergency Management Department does not have a formal agreement with Suwannee River Economic Council to provide transportation during natural disasters.

## 10. Marketing

Currently, there are no efforts to market the availability of transportation services sponsored by Transportation Disadvantaged Trust Funds due to the limited availability of these funds.

## 11. Acceptable Alternatives

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

## 12. Service Standards

The Community Transportation Coordinator and any transportation operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Florida Commission for the Transportation Disadvantaged approved standards. These standards include:

### 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.

Suwannee River Economic Council shall comply with this standard.

### 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 under age 16 will be required to be accompanied by an escort. Escorts must be provided by the passenger. Escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

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 a child restraint device. This device will be provided by the passenger.

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 shall be allowed to have two pieces of personal property which they can place in their lap or stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle.

e. Vehicle Transfer Points

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

The Community Transportation Coordinator 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.

The Community Transportation Coordinator 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:** The Community Transportation Coordinator may require medical provider certification for any out of county trip. It is expected that the Medicaid area office staff will work with the Medicaid recipient and the CTC to identify appropriate in-county medical providers whenever possible.

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:** All vehicles shall be cleaned (interior and exterior) on a regular schedule (minimum 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 the Community Transportation Coordinator without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the Community Transportation Coordinator of full or partial payment, the Community Transportation Coordinator shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. (F.S. 2000/ Ch 287/Part I/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.)

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.

The Community Transportation Coordinator shall comply with this standard.

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 seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

The Community Transportation Coordinator shall comply with this standard.

## I. Driver Identification

**Rule 41-2.006 (4) (I), 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:** The Community Transportation Coordinator shall comply with this standard.

## 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:** The Community Transportation Coordinator shall comply with this standard.

## 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 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** - The Community Transportation Coordinator shall attempt to reduce the number of no-shows annually.

## 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.

The Community Transportation Coordinator shall comply with this standard.



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.

The Community Transportation Coordinator shall comply with this standard.

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 will be equipped with first aid kits and bio-hazard kits as required by state and federal regulations.

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:** Drivers are not required to be trained in cardiopulmonary resuscitation.

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. All drivers must also have a driving records check.

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 Policy:** There is a thirty (30) minute pickup window in place for all intra-county trips based on the arrival/departure time of the passenger. The passenger is given a pick-up time at the time of scheduling the ride.

#### 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:** The Community Transportation Coordinator will have an 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

#### 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:** Twenty-four hours advanced notice is required for all trips scheduled within the coordinated system. Trips scheduled for Sunday require 48 hours advance notification. Monday service requires 72 hours advance notice.

#### 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:** 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.

This standard is not applicable to this service area.

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:** There shall be no more than one complaint per 1,000 trips during the evaluation period.

## 13. Local Grievance Procedure/Process

The Transportation Disadvantaged Program Grievance Procedures are shown in Appendix A.

## 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

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

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke on board any vehicle.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS it is connected to a headset.
- Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

### a. Verbal Abuse

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

**b. Physical Abuse**

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

**c. Substance Abuse**

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

**d. Penalties**

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program. Service suspension for Medicaid NET sponsored passengers must follow the Medicaid Program guidelines.

**Verbal Abuse**

First offense – written warning  
Second offense – one week suspension of services  
Third offense – 30 day suspension of services  
Fourth offense – 90 day suspension of services  
Fifth offense – permanently removed from service

**Physical Abuse**

First offense - Suwannee River Economic Council will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Suwannee River Economic Council intends to suspend his or her riding privileges and the reason for such action.

Second offense – 180 day suspension of services

Third offense - permanently removed from service

**e. Appeals**

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

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

and

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

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

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

## **16. Evaluation Process**

Suwannee River Economic Council in cooperation with the local Coordinating Board will determine whether agencies, from a total system approach, can perform more effectively and more efficiently their own transportation.

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

See Appendix B.

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## **Chapter III: Quality Assurance**

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

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

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

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# **Appendix A: Lafayette County Transportation Disadvantaged Coordinating Board Grievance Procedures**

## **A. Preamble**

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

## **B. Agency Description**

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

## **C. Definitions**

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

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

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

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

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

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

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

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

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

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

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

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

## **D. Purpose**

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

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

## **E. Membership**

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

## **F. Officers**

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

## **G. Meetings**

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

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

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

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

## **H. Administration**

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

## **I. Duties**

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

## **J. Procedures**

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

- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:  
  
Lafayette County Transportation Disadvantaged Coordinating Board  
Grievance Committee  
2009 N.W. 67th Place  
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance individuals to prepare written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
  - a. the name, address and telephone number of the Complainant;
  - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
  - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

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

## **K. Appeals**

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

Lafayette County Transportation Disadvantaged Coordinating Board  
2009 N.W. 67th Place  
Gainesville, FL 32653-1603

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

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

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



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

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

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

## **M. Suspension Reconsideration**

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

## **N. Prohibition Against Retaliation**

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

## **O. Alternative Recourse**

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

## Appendix B: Cost/Revenue Allocation and Rate Structure Justification

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

**COUNTY:** Lafayette

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

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

PROGRAM/SERVICE TYPE	COST PER PASSENGER MILE
Transportation Disadvantaged Program Ambulatory	\$1.63/passenger mile
Transportation Disadvantaged Wheelchair	\$2.79/passenger mile
Transportation Disadvantaged Program Stretcher	\$5.82/passenger mile
Medicaid Non-Emergency Transportation Program Ambulatory	\$2.70/passenger mile
Medicaid Non-Emergency Transportation Program Wheelchair	\$4.63/passenger mile
Medicaid Non-Emergency Transportation Program Stretcher	\$9.65/passenger mile

**Preliminary Information Worksheet** Version 1.4

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

**Check Applicable Characteristic:**

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

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

**Comprehensive Budget Worksheet** Version 3.0 CTC: Suwannee River Economic Council, Inc.  
County: Lafayette

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

	Prior Year's ACTUALS from July 1st of 2011 to June 30th of 2012	Current Year's APPROVED Budget, as amended from July 1st of 2012 to June 30th of 2013	Upcoming Year's PROPOSED Budget from July 1st of 2013 to June 30th of 2014	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price  Explain Changes in Column 6 That Are > a 10% and Also > a \$50,000
1	2	3	4	5	6	7
<b>REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)</b>						
<b>Local Non-Govt</b>						
Paratransit	\$ 732	\$ 742	\$ 742	1.2%	0.0%	
Medicaid Co Pay Received						
Donations/Contributions		\$ 5,000	\$ 5,000	0.0%	0.0%	
In-kind, Contributed Services						
Other	\$ 12,252	\$ 51,244	\$ 54,100	116.0%	-33.4%	
Bus Pass Program Revenue						
<b>Local Government</b>						
Distur School Board						
County AG Services						
County Cash						
County In-kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-kind, Contributed Services						
Bus Pass Program Revenue						
<b>CTD</b>						
Non-Sponsored Program	\$ 110,540	\$ 110,540	\$ 120,140	8.1%	6.1%	
Non-Sponsored Capital Equipment						
Rural Capital Equipment		\$ 40,400	\$ 29,400	0.0%	0.0%	
Other CTD (specify in explanation)						
Bus Pass Program Revenue						
<b>USDOT &amp; FDOT</b>						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)	\$ 48,747	\$ 50,700	\$ 50,750	4.0%	0.0%	
49 USC 5311(Capital)						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
<b>AHCA</b>						
Medicaid	\$ 67,874	\$ 60,118	\$ 60,118	-2.6%	0.0%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
<b>DCE</b>						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Community Care (Elderly & Adult Serv)						
Other DCE (specify in explanation)						
Bus Pass Program Revenue						
<b>DOH</b>						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
<b>DOE (state)</b>						
Child Services						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
<b>AWI</b>						
WAQCS/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
<b>DDEA</b>						
Elder Americans Act	\$ 2,909	\$ 2,600	\$ 2,600	-21.7%	-32.6%	
Community Care for Elderly						
Other DDEA (specify in explanation)						
Bus Pass Program Revenue						
<b>DCA</b>						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						



**Comprehensive Budget Worksheet** Version 1.4

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

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

	Prior Year's ACTUALS from July 1st of 2011 to June 30th of 2012	Current Year's APPROVED Budget, as amended from July 1st of 2012 to June 30th of 2012	Upcoming Year's PROPOSED Budget from July 1st of 2013 to June 30th of 2014	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7
<b>APO</b>						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
<b>DJJ</b>						
(specify in explanation)						
Bus Pass Program Revenue						
<b>Other Fed or State</b>						
2.52						
2.5A						
2.5B						
Bus Pass Program Revenue						
<b>Other Revenues</b>						
Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
		None	None			
Total Revenues =	\$244,083	\$357,424	\$346,612	46.4%	-3.0%	
<b>EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors)</b>						
<b>Operating Expenditures</b>						
Labor	\$ 10,047	\$ 25,813	\$ 31,233	34.6%	3.1%	
Fringe Benefits	\$ 37,818	\$ 44,056	\$ 49,470	10.5%	9.2%	
Services	\$ 10,514	\$ 12,500	\$ 15,000	23.6%	15.4%	
Materials and Supplies	\$ 24,500	\$ 42,400	\$ 49,400	42.8%	0.0%	
Utilities	\$ 6,731	\$ 8,672	\$ 10,300	31.8%	16.1%	
Casualty and Liability	\$ 5,573	\$ 12,871	\$ 14,500	43.0%	7.8%	
Taxes	\$ 169	\$ 158	\$ 200	4.0%	28.2%	
Purchased Transportation						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 550	\$ 45,806	\$ 20,000	\$225.9%	-56.3%	
Other						
Miscellaneous	\$ 127	\$ 753	\$ 754	100.0%	0.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 7,229	\$ 9,136	\$ 11,435	28.3%	25.4%	
Contrib. to Capital Equip. Replacement Fund		\$ 6,000	\$ 6,000		0.0%	
In-Kind Contributed Services						
Allocated Indirect	\$ 12,292	\$ 12,292	\$ 12,292	0.0%	0.0%	
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds		\$ 16,000	\$ 16,000		0.0%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev						
Capital Debt Service - Principal & Interest						
<b>ACTUAL YEAR GAIN</b>						
Total Expenditures =	\$185,131	\$357,424	\$346,612	93.1%	-3.0%	
See NOTES Below.						

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

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

**Lafayette County**  
**Transportation Disadvantaged Service Plan**

**Budgeted Rate Base Worksheet** Version 1.4 CTC: Suwannee River Economic Council, Inc.  
County: Lafayette

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

Upcoming Year's BUDGETED Revenues from July 1st of 2013 to June 30th of 2014	What amount of the Budgeted Subsidy Revenue in col 2 will be generated at the rate per unit determined by this spreadsheet. OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col 4 will come from funds to purchase equipment. OR will be used as match for the purchase of equipment?
1	2	3	4
<b>REVENUES (CTC/Operators ONLY)</b>			
<b>Local Non Govt</b>			
Farebox \$ 742	\$ 742		
Medicaid Co-Pay Received \$ -	\$ -		
Donations/Contributions \$ -	\$ -		
In-Kind, Contributed Services \$ 6,600	\$ 6,600		
Other \$ 34,108	\$ 34,108		
<b>Bus Pass Program Revenue</b>			
<b>Local Government</b>			
District School Board \$ -	\$ -		
County ADA Services \$ -	\$ -		
County Cash \$ -	\$ -		
County In-Kind, Contributed Services \$ -	\$ -		
City Cash \$ -	\$ -		
City In-Kind, Contributed Services \$ -	\$ -		
Other Cash \$ -	\$ -		
Other In-Kind, Contributed Services \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>CTD</b>			
Non-Sports Trip Program \$ 120,945	\$ 120,945		
Non-Sports Capital Equipment \$ -	\$ -		
Rural Capital Equipment \$ 69,400	\$ 69,400		
Other TD \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>USDOT &amp; FDOT</b>			
48 USC 5302 \$ -	\$ -		
48 USC 5310 \$ -	\$ -		
48 USC 5311 (Operations) \$ 30,700	\$ 30,700		
48 USC 5311 (Capital) \$ -	\$ -		
Risk Grant \$ -	\$ -		
Services Development \$ -	\$ -		
Commuter Assistance \$ -	\$ -		
Other DOT \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>AHCA</b>			
Medicaid \$ 66,115	\$ 66,115		
Other AHCA \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>DCF</b>			
Alcohol, Drug & Mental Health \$ -	\$ -		
Family Safety & Preservation \$ -	\$ -		
Comm. Care Del/Neg & Adult Serv. \$ -	\$ -		
Other DCF \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>DOH</b>			
Children Medical Services \$ -	\$ -		
Orphan Public Health \$ -	\$ -		
Other DOH \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>DOE (state)</b>			
Can Pensions \$ -	\$ -		
Disability Services \$ -	\$ -		
Vocational Rehabilitation \$ -	\$ -		
Day Care Programs \$ -	\$ -		
Other DOE \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>AWM</b>			
WAGE Supplemental Fund \$ -	\$ -		
AWM \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>DOEA</b>			
Older Americans Act \$ 2,000	\$ 2,000		
Community Care for Elderly \$ -	\$ -		
Other DOEA \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			
<b>DCA</b>			
Community Services \$ -	\$ -		
Other DCA \$ -	\$ -		
<b>Bus Pass Program Revenue</b>			

**YELLOW cells**  
are NEVER Generated by Applying Authorized Rates

**BLUE cells**  
Should be funds generated by rates in this spreadsheet

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

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.

Lafayette2013-14RateModel LCB.xls Budgeted Rate Base



### Worksheet for Program-wide Rates

CTC: Suwannee River Et Version 1.4  
County: Lafayette

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

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

**PROGRAM-WIDE RATES**

Total Projected Passenger Miles = 116,000

**Rate Per Passenger Mile = \$ 1.80**

Total Projected Passenger Trips = 4,870

**Rate Per Passenger Trip = \$ 42.95**

Fiscal Year

2013 - 2014

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

**Rate Per Passenger Mile = \$ 2.99**

**Rate Per Passenger Trip = \$ 71.17**

**Avg. Passenger Trip Length = 23.8 Miles**

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

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

**Vehicle Revenue Miles (VRM)**  
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

**Passenger Miles (PM)**  
The cumulative sum of the distances ridden by each passenger

**Worksheet for Multiple Service Rates**

1. Answer the questions for completing the GREEN card starting in Section I for all services.  
2. Follow the Yellow YES prompts directing you to end or go to certain questions and sections based on previous answers.

CTC: Shawnee River  
County: Lafayette

**SECTION I: Services Provided**

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

Availability	Minibus	Stretch	Group
<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>

**SECTION II: Contracted Services**

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

Availability	Minibus	Stretch	Group
<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>

2. If you answered YES to #1 above, do you want to provide all the billing rates by simply adding the proposed contract amount by the projected passenger miles / passenger trip?

Availability	Minibus	Stretch	Group
<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>	<input type="radio"/> Yes <input type="radio"/> No <small>See Section 2 for questions related to this service.</small>

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/trips will be the contracted service?  
How many of the total projected passenger miles/trips will be the contracted service?

Availability	Minibus	Stretch	Group
<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>

Effective Rate for Contracted Services  
per Passenger Mile  
per Passenger Trip

Availability	Minibus	Stretch	Group
<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>

4. If you answered #3, what is a Combined Rate per Trip, per Mile, or per Passenger Mile for all of the services, ABOUT the Desired per Trip Rate that would be less than per trip rate in #3 above?

Availability	Minibus	Stretch	Group
<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>

**Combined Trip and Mile Rate**

Availability	Minibus	Stretch	Group
<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>	<input type="text"/> <small>See Section 2 for questions related to this service.</small>

## Worksheet for Multiple Service Rates

CTC: Savannah River Version: 1.0  
County: Lafayette

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

## SECTION III: Escort Service

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

☐ Yes  
☒ No

Skip #2 - 3 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  
Calculate  
Grouping M

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

Loading Rate  
8.00 to 1.00

## SECTION V: Rate Calculations for Multiple Services:

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 116,000

Rate per Passenger Mile =

RATES FOR FY:			
2013 - 2014			
Ambul	Wheel Chair	Stretcher	Group
105,000	8,600	2,400	Leave Blank
\$1.63	\$2.79	\$5.82	\$0.00
			per passenger per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 4,670

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group
4,300	500	70	Leave Blank
\$38.63	\$68.32	\$138.16	\$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
			Leave Blank
\$1.63	\$2.79	\$5.82	\$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
\$2.70	\$4.63	\$9.65	\$0.00
			per passenger per group

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group
\$64.10	\$108.59	\$228.64	\$0.00
			per passenger per group

Subsidy Funds Based Upon Your Worksheet Input Below

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## Appendix C: Vehicle Inventory

<b>COUNTY</b>	<b>BUS #</b>	<b>VEHICLE IDENTIFICATION NUMBER</b>	<b>YEAR</b>	<b>MAKE</b>	<b>MILEAGE AS OF 11/30/13</b>
Lafayette	2	1GB3G2BG9D1175725	2013	Chevy Cutaway	5,541
Lafayette	3	1GBJG31U371245113	2008	Chevy Cutaway	124,865
Lafayette	4	1FTNE24W63HB48581	2003	Ford Van	108,691
Lafayette	7	1GBJG31K181231940	2009	Chevy Cutaway	42,971
Lafayette	8	1FDFE45S19DA88331	2009	Ford Cutaway	67,978

## Appendix D: Safety Compliance Self Certification

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

THIS CERTIFIES CALENDAR YEAR 2013

DATE: 3/13/2013

SUBCONTRACTED TRANSPORTATION PROVIDER: SUWANNEE RIVER ECONOMIC COUNCIL, INC.

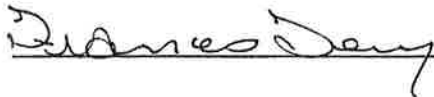
ADDRESS: P.O. BOX 70, LIVE OAK, FLORIDA, 32064

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:



Name:

FRANCES L. TERRY  
(Type or Print)

Title:

EXECUTIVE DIRECTOR



---

# North Central Florida Regional Planning Council

## *Transportation Disadvantaged Service Plan Team*

Scott R. Koons, AICP, Executive Director

- \* Marlie Sanderson, AICP, Director of Transportation Planning
- \* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility  
\*\* Secondary Responsibility



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on your smart phone to  
visit our website!

# Lafayette County Transportation Disadvantaged Coordinating Board

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

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

January 10, 2014

Florida Department of Transportation  
Doreen Joyner-Howard  
2250 Irene Street MS 2813  
Jacksonville, Florida 32204

Re: 5310 Funding Request for 2014

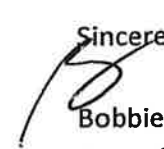
Dear Ms. Joyner-Howard,

I have included two originals and five copies of our 5310 Grant Request for 2014. This request is for funding which will allow us to purchase a 9 passenger van to replace a 1998 15 passenger van in our fleet with almost 177,000 miles.

As a point of information, please note that our organization, in operation since 1981, changed our name in 2012 from Comprehensive Community Services, Inc. to The Arc North Florida, Inc. In 2010 and 2011, we were awarded 5310 Grants under our former name and in 2012 and 2013, we were approved for Grants under the name The Arc North Florida, Inc.

Thank you for your assistance. Please contact me or Bobby Cason, CCS Operations Director, if you have any questions.

Sincerely,



Bobbie Lake  
Executive Director  
Office 386-362-7143 Ext 1  
Cell 386-688-1440



## **Exhibit A**

### **Current System Description**

1. An overview of the organization including its mission, program goals and objectives

**The Arc North Florida, Inc.** is committed to providing advocacy and quality services to people with disabilities based on individual choice. Our programs are tailored to meet the needs of people with intellectual, physical and developmental disabilities and their families in order to promote successful fulfilling lives in the community. Our mission is accomplished through a variety of training and support services, including:

**Adult Day Training Services: Live Oak, Jasper and Macclenny**

Provides daily living and pre-employment training, socialization skills for personal growth, and training and therapy at our three locations.

**Residential Services: Live Oak**

Includes residential placement, training and support for individuals living in group home settings, family homes and in their own homes or apartments, which allow them to live as independently as possible.

**Respite Care: Suwannee, Hamilton, Lafayette and Baker counties**

Provides emergency and planned short-term care with staff support within and outside the family home.

**Transportation Services: Suwannee, Hamilton, Lafayette and Baker counties**

We provide essential transportation and support services for individuals living in the rural communities of our service area.

2. Organizational structure, type of operation, number of employees, and other pertinent organizational information

The agency was established in 1981 as a 501 (c) (3) not-for-profit organization to advocate for and provide services to people with intellectual and developmental disabilities in the rural counties in north Florida. A nine member Board of Directors provides oversight to the agency and employs an Executive Director to run the operations of the corporation. Currently 51 staff members are employed to provide services to our clients.

3. Who is responsible for insurance, training and management, and administration of the agencies transportation programs

The duties of the organization are divided between several staff members:

- **Bobbie Lake**, Executive Director, is responsible for overall agency operations
- **Tricia Williams**, Administrative Director, assists with procurement of vehicle and property and casualty insurance (with Brown & Brown of Tallahassee)
- **Debbie Lee**, Program Director, is responsible for all staff management and training.
- **Bobby Cason**, Operations Director, oversees all vehicle operations, including maintenance, and assists with vehicle safety training.

4. Who provides maintenance?

All vehicles used to transport customers receive regular maintenance and repairs completed by ASE Master Certified Technicians. Maintenance is regularly provided by one of the following locations:

Sunbelt Chrysler Dodge  
Highway 90 East  
Live Oak, FL

Walt's Live Oak Ford  
Highway 129 North  
Live Oak, FL

Wes Haney Chevrolet  
Highway 90 East  
Live Oak, FL

5. Number of transportation related employees

43

6. Who will drive the vehicle, number of drivers, CDL certifications, etc.?

Our 43 Service Aides also serve as drivers and play vital roles in providing transportation services to our clients. Transportation services are provided in our group homes seven days a week and in our training centers five days per week. CDL licenses are not required to drive any of our vehicles.

7. A detailed description of service routes and ridership numbers

Round-trip transportation is offered to individuals who attend our programs in Suwannee, Hamilton and Baker counties living in group homes or their family homes or personal residence. Community-based transportation is also provided throughout the entire service area.

Approximately 48 individuals receive transportation services on a weekly basis, either on fixed routes throughout a four county area to our program offices (Monday through Friday between 7 am and 5 pm.) or over flexible routes in the community (Monday through Sunday between 8 am and 8 pm.). Due to limited public transportation, along with the great distances between our customer's residences and our program offices, our customers must be picked up for them to receive services. We transport 15 individuals (living in agency operated residential homes or their own home or apartment) seven days a week. In 2013-2014, we provided approximately 11,161 individual trips, logging over 167,518 miles.

Fixed route transportation provides morning and afternoon portal trips utilizing 1-twelve passenger wheelchair lift vans, 3-twelve passenger vans, 4- seven passenger mini-vans, 4-4+2 modified wheelchair minivan with ramp, 3-passenger cars, 1- 15 (reduced to 12) passenger van. Routes originate from different locations within each county to provide coverage to our entire service area. The majority of the vehicles are used to transport individuals from their family homes, apartments or group homes to the three Adult Training Centers, based on their respective service plans or requests. Because of our transportation services, individuals can participate in employment, housing, shopping, medical, volunteering, and utilization of community resources including libraries, parks, and recreation centers, churches, etc.

## **EXHIBIT B**

### **Proposed Project Description**

1. Is the project to continue the existing level of services, to expand present service, or to provide new service? How will a grant award be used? More hours? Service in a larger geographic area? Shorter headways? More trips? Please explain in detail.

Response: This project will allow us to continue existing services and also expand our program offerings into a larger geographical area. The Arc North Florida, Inc. is the premiere provider of services to adults with intellectual and developmental disabilities in the north Florida area. Our customers face many personal challenges which usually require them to need partial or total staff support. They do not drive and have limited access to public transportation. They rely on our agency staff to provide them with transportation to our educational Training Centers, to their medical appointments (applies to our group home residents), employment opportunities and community-social activities. This project is to replace a 15 year old, high mileage and very high maintenance passenger van (purchased under a 5310 Grant in 1998) with a new 9-passenger van, which will allow us to continue our existing services. The vehicle will be used Saturday thru Thursday to meet the existing needs of approximately 16 of our clients in the Live Oak area. In addition, we have identified a need to expand services to the Branford community (30 miles south of our Live Oak training center) to disabled adults currently receiving no services from the Florida's Agency for Persons with Disabilities. We will operate an educational training program there each Friday. The vehicle will be used to transport approximately 8 clients on trips into the community for job exploration and opportunities for socialization within the community one day per week

2. If a grant award will be used to maintain services as described in Exhibit A, specifically explain how it will be used in the context of total service.

Response: Exhibit A outlines the types of services we provide using our fleet of 16 vehicles assigned to transport our clients. This Grant award will allow us to maintain services by replacing a 1998 Ford Van with almost 177,000 miles with a new one, which will reduce our costs and increase our ability to provide reliable services. The new vehicle will be added to the vehicle fleet in the Live Oak area and will be rotated through our different programs. Some examples of how it will be used are as follows:

- Clients in our Training Center can be transported to a community events.
- Individuals can be driven to a pre-employment training session at a local store.
- Staff and a core of clients can drive to a new area, like Branford, to establish a training program where new participants receive the opportunity to learn and interact with experienced peers in a group setting.
- Residents from our two group homes can be transported to the local training center or to social outings in the community.

3. Give a detailed explanation of the need for the vehicle and provide evidence of the need.

Response: We need to remove and replace an aging 1998 Ford Van that has been driven almost 177,000 miles over the last 15 years. It was purchased under a 5310 Grant and maintenance costs and vehicle downtime are both increasing. During our last Fiscal Year, we incurred \$2,208 in vehicle maintenance costs and in the last five months, we

have paid an additional \$1,030 for non-recurring repairs. In addition to the rising costs for repair, we are experiencing greater downtime when the vehicle is in the repair shop. A new replacement vehicle will help our agency in both areas.

4. Will a grant award be used to replace existing equipment or purchase additional vehicles/equipment? Provide details.

Response: If we are awarded the 9 passenger van requested in this Grant, it will be used to replace a 1998 Ford Van with approximately 177,000 miles.

5. Identify vehicles/equipment being replaced and list them on the “**Current Vehicle and Transportation Equipment Inventory**” form, provided elsewhere in this manual.

Response: A grant award will allow us to replace a 1998 Ford Van (VIN 1FBSS31L6WHB67992). The 1998 Ford Van is listed on the Inventory sheet and noted for replacement with an asterisk mark.

6. Describe agency’s maintenance program and include a section on how vehicles will be maintained without interruptions in service (who, what, where, and when).

Due to the nature of our business, it is critical for us to maintain our vehicles to avoid unplanned expenses and a loss of revenue. All employees are required to read (at the time of hire) and follow our Policy and Procedures, which includes detailed sections on vehicle maintenance requirements. In addition, each driver receives instruction from a member of our management staff concerning the service and maintenance requirements of the vehicle they will drive. The following is an overview of the areas covered in our Policy and Procedures:

- Our Operations Director, Bobby Cason, oversees all vehicle maintenance and staff/drivers advise him daily of any service requirements needed on their vehicle.
- Each day, prior to driving, our staff members perform and document a pre- and post-trip inspection of 12 safety related areas on the vehicle assigned to them. Reports, noting any maintenance issues, are turned into the Operations Director daily and reviewed by him to determine the vehicle service needs. Vehicles with service needs are scheduled and taken to the appropriate repair facility to have repairs made. Repairs are customarily made at one of the three locations noted in Exhibit A.
- A Preventative Maintenance schedule is retained by the Operations Director on each vehicle in service to assure that they conform to all safety regulations and to help reduce future problems. The Operations Director schedules all routine service visits on the PM schedule to be completed during off-hours of operation.
- New vehicles receive an oil change every 3,000 miles (or as directed by manufacturer) and older vehicles are scheduled every 6,000 miles. During regular oil changes, mechanics perform a regular 15-point inspection and provide our agency with a written report. All identified repair needs are scheduled for correction at the time they are reported to eliminate additional downtime.
- Periodic safety inspections and contract inspections are performed by a qualified entity or person and all documentation and records are maintained on file.
- All vehicle service work is performed by ASE Certified Technicians in accordance with vehicle manufacturer guidelines
- Officers or persons designated by the Department of Transportation shall be



permitted to perform system reviews for compliance with Rule 14-90, FAC.

7. If vehicles/equipment are proposed to be used by a lessee or private operator under contract to the applicant, identify the proposed lessee/operator.

Not Applicable

8. Each applicant shall indicate whether they are a government authority or a private non-profit agency, provide a brief description of the project which includes the counties served, whether the applicant shall service minority populations and whether the applicant is minority-owned.

The Arc North Florida, Inc. is a 501 (c) (3), private, non-profit agency that has provided services to adults with intellectual and developmental disabilities since 1981. Our service area includes Suwannee, Hamilton, Lafayette, Columbia and Baker County. We provide services and transportation to the clients we work with which include minority populations and our agency is an equal opportunities employer. Our agency's Board of Directors is made up of people from the communities that we serve and although we are not minority-owned, our Board of Directors includes minority members and reflects the general population of the communities where we provide services.

New Agencies:

9. Fully explain Your Transportation Program

Question 9 -Not Applicable- We have been awarded this grant in the past and most recently, each of the last four years.

10. Have you met with the CTC and, if so, how are you providing a service that they cannot? Provide detailed information supporting this requirement.

Question 10 -Not Applicable- We have been awarded this grant in the past and most recently, each of the last four years.

**PART C****APPLIES TO ALL APPLICANTS FOR CAPITAL ASSISTANCE****FORM C-1****TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE EXPENSES**

**Name of Applicant:**    **The Arc North Florida, Inc.**  
**State Fiscal period from 2014 to 2015**

<b>EXPENSE CATEGORY</b>	<b>EXPENSE \$</b>
Labor (501)	\$ 30,350
Fringe and Benefits (502)	11,461
Services (503)	7,924
Materials and Supplies (504)	9,617
Vehicle Maintenance (504.01)	3,199
Utilities (505)	180
Insurance (506)	3,682
Licenses and Taxes (507)	62
Purchased Transit Service (508)	
Miscellaneous (509)	
Leases and Rentals (512)	
Depreciation (513)	7,364
<b>TOTAL EXPENSE</b>	<b>\$ 73,839</b>

**FORM C-2****OPERATING and ADMINISTRATIVE REVENUES**

<b>OPERATING REVENUE CATEGORY</b>	<b>REVENUE \$</b>
Passenger Fares for Transit Service (401)	
Special Transit Fares (402)	\$ 73,839
Other (403 – 407) (identify by appropriate code)	
<b>TOTAL OPERATING REVENUE</b>	<b>\$ 73839</b>
<b>OTHER REVENUE CATEGORY</b>	
Taxes Levied Directly by the Transit System (408)	
Local Cash Grants and Reimbursements (409)	
Local Special Fare Assistance (410)	
State Cash Grants and Reimbursements (411)	
State Special Fare Assistance (412)	
Federal Cash Grants & Reimbursements (413)	
Interest Income (414)	
Contributed Services (430)	
Contributed Cash (431)	
Subsidy from Other Sectors of Operations (440)	
<b>TOTAL OF OTHER REVENUE</b>	<b>\$ 0</b>
<b>GRAND TOTAL ALL REVENUE</b>	<b>\$ 73,839</b>

CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a)

Name of Applicant:

The Arc North Florida, Inc.

Date of Inventory

1/6/14

Model Yr. (b)	Make/size/type (C)	FDOT control # VIN (d)	or Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/Yr.	Current Mileage	Expected retirement date	Other equipment (e)	Funding source (f)
1997	CHEVY PASSENGER	1G1ND52M3VY134641	N/A	4	2957	78965	When Replaced		Local
1998	FORD VAN *	1FBSS31L6WHB67992	N/A	12	11799	176987	2014		5310 Release
1998	CHEVY PASSENGER	2G1WL52M9W9268650	N/A	5	18500	114295	When replaced		Local
1999	DODGE MINIVAN	2B4FP2534XR152154	N/A	7	34347	60347	When Replaced		Local
1999	DODGE MINIVAN	2B4GP44G7XR129276	N/A	7	21207	233282	2014		Local
2001	DODGE WHEELCHAIR VAN	2B6LB31Z51K520933	LIFT	12+2	9032	117420	When Replaced		5310 Release
2001	FORD LT TRUCK	1FTYR10E11TA81486	N/A	2	26102	74686	When Replaced		Local
2002	CHRYSLER MINIVAN	2C4GP44312R652804	N/A	7	39892	167775	When Replaced		Local
2003	CHEVY PASSENGER	1G1JC52F637106256	N/A	4	35,550	213150	2014		Local
2003	DODGE MINIVAN	1D4GP24R43B287935	N/A	7	24960	78391	When Replaced		Local
2004	FORD VAN	1FBNE31L74HA46583	N/A	12	18201	127412	When Replaced		Local
2004	FORD VAN	1FBNE31L34HA46581	N/A	12	23753	184856	When Replaced		Local
2005	DODGE WHEELCHAIR VAN	1D4GP24R25B278220	RAMP	3+2	16361	101477	When Replaced		Local
2006	FORD EXT CAB TRUCK	1FTSW20P76EC49245	N/A	4	61036	112606	When Replaced		Local
2008	FORD LT TRUCK	1FTNE14WX8DB23675	N/A	2	35233	126248	When Replaced		Local
2008	DODGE MINIVAN	1D8HN44H88B181345	N/A	7	26073	81524	When Replaced		Local
2010	DODGE WHEELCHAIR VAN	2D4RN4DE2AR455092 FDOT 90286	RAMP	3+2	30251	36325	2018		5310
2011	CHEVY EXT CAB TRUCK	3GCPCE00BG400939	N/A	2	12000	50099	When Replaced		Local
2012	DODGE WHEELCHAIR VAN	2C4RDGBG0CR166947 FDOT 90298	RAMP	3+2	9180	18836	2020		5310
2012	DODGE WHEELCHAIR VAN	2C4RDGBG4CR398483 FDOT 91212	RAMP	3+2	9974	10335	2021		5310

(c) For example, Ford 22' bus; Dodge converted van.

(d) Show FDOT control number and VIN if bought with grant through FDOT. If bought through other funding, list the complete VIN.

(e) Include computer hardware and software, copiers, printers, mobile radios, communication systems, etc.

(f) Identify the grant or other funding source used for purchasing the vehicle/equipment.

**NOTE:** Those requesting replacement vehicles, please identify the year the vehicle(s) were purchased.

\* The 1998 Ford Van purchased in 1998 will be replaced through this Grant.

# CAPITAL REQUEST FORM

## VEHICLE REQUEST

GMIS Code (This column for FDOT use ONLY)	R or E (a)	Number requested	Description (b) (c) <u>www.tripsflorida.org</u>	Estimated Cost
11. __. __	R	1	Ford E-250 Gasoline Commuter Van 9-Passenger Center Aisle Vehicle, 138" W/B, 9,000# Chassis with a Seating Capacity of 2- 9. Contract TRIPS-09-CV-GM-Ford	\$38,000
11. __. __				
11. __. __				
11. __. __				
11. __. __				
Sub-total				\$ 38,000

## EQUIPMENT REQUEST (c)

11. __. __				0.00
11. __. __				
11. __. __				
11. __. __				
Sub-total				\$ 38,000

(a) Replacement (R) or Expansion (E).

(b) Provide a brief description including the length and type vehicle, type of fuel, lift or ramp, number of seats and wheelchair positions. Do not show the Make. For example, 22' gasoline bus with lift, 12 amb. seats, 2 w/c positions (due to the higher cost of diesel vehicles the applicant shall be required to pay the difference in cost over that of a gasoline vehicle).

(c) Show mobile radios and identify the type of radio (i.e. two way radio or stereo radio), computer hardware/software, etc. under "Equipment Request."

VEHICLE SUBTOTAL \$38,000 + EQUIPMENT SUBTOTAL \$ 0.00 \_\_\_\_\_ = \$38,000

(x) X 80% = \$ 30,400 [Show this amount on Form 424 in block 15(a)]

*Suwannee River Economic Council, Inc.*  
*Post Office Box 70*  
*Live Oak, Florida 32064*

**LAFAYETTE COUNTY**

**5311 OPERATING ASSISTANCE  
APPLICATION**



# REQUIRED

## COVER LETTER

### STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION

### GRANT APPLICATION

Suwannee River Economic Council, Inc. (agency name) submits this Application for the Section 5311 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

Suwannee River Economic Council, Inc. (agency name) further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless the Department and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

This Application is submitted on this 3rd day of January, 2014 with two (2) original resolutions or certified copies of the original resolution authorizing Frances Terry, Executive Director (Name & Title) to sign this Application.

Agency Name

By 

Date 1/3/14

Title Executive Director

**PART B****APPLIES TO ALL APPLICANTS FOR OPERATING ASSISTANCE**

**FORM B-1**  
**TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE**  
**EXPENSES**

**Name of Applicant:** Suwannee River Economic Council, Inc.

**State Fiscal period requesting funding for, from** 10/1/2014 **to** 9/30/2015

<b>EXPENSE CATEGORY</b>	<b>TOTAL EXPENSE</b>	<b>FTA ELIGIBLE EXPENSE</b>
Labor (501)	\$88,678	\$88,678
Fringe and Benefits (502)	\$ 49,609	\$ 49,609
Services (503)	\$ 9,873	\$ 9,873
Materials and Supplies (504)	\$ 28,721	\$ 28,721
Vehicle Maintenance (504.01)	\$ 20,000	\$ 20,000
Utilities (505)	\$ 5,202	\$ 5,202
Insurance (506)	\$ 9,753	\$ 9,753
Licenses and Taxes (507)	\$ 150	\$ 150
Purchased Transit Service (508)	\$ 2,076	\$ 2,076
Miscellaneous (509)	\$ 461	\$ 461
Leases and Rentals (512)	\$ 10,729	\$ 10,729
Depreciation (513)		
<b>TOTAL</b>	<b>\$ 225,252</b>	<b>\$ 225,252</b>

**SECTION 5311 GRANT REQUEST**

Total FTA Eligible Expenses (from Form B-1, above)	\$ <u>225,252</u> (a)
Rural Passenger Fares (from Form B-2)	\$ <u>1,023</u> (b)
Operating Deficit [FTA Eligible Expenses (a) minus Rural Passenger Fares (b)]	\$ <u>224,229</u> (c)
Section 5311 Request (No more than 50% of Operating Deficit)	\$ <u>100,000</u> (d)
Grant Total All Revenues (from Form B-2)	\$ <u>225,252</u> *(e)

**Note: If Grand Total Revenues (e) exceeds FTA Eligible Expenses (a), reduce the Section 5311 Request (d) by that amount.**



## All Applicants

### EXHIBIT A-1 FACT SHEET

	CURRENTLY	IF GRANT IS AWARDED *
1. Number of one-way passenger trips.* <b>PER YEAR</b>	4057	4057
2. Number of individuals served unduplicated (first ride per rider per fiscal year). <b>PER YEAR</b>	266	266
3. Number of vehicles used for this service. <b>ACTUAL</b>	6	6
4. Number of ambulatory seats. <b>AVERAGE PER VEHICLE</b> (Total ambulatory seats divided by total number of fleet vehicles)	8	8
5. Number of wheelchair positions. <b>AVERAGE PER VEHICLE</b> (Total wheelchair positions divided by total number of fleet vehicles)	2	2
6. Vehicle Miles traveled. <b>PER YEAR</b>	79184	79184
7. Average vehicle miles <b>PER DAY</b>	226	226
8. Normal vehicle hours in operation. <b>PER DAY</b>	12	12
9. Normal number of days in operation. <b>PER WEEK</b>	6	6
10. Trip length (roundtrip). <b>AVERAGE</b>	31	31

Estimates are acceptable.

\* One way passenger trip is the unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip





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March 14, 2014

TO: Lafayette County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Florida's Medicaid Managed Medical Assistance Program

RECOMMENDATION

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

BACKGROUND

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

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

Attachment

t:\lynn\td2014\lafayette\memos\medicaidmanagedcare.docx



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

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

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

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

Table 1

### Contract Amendments

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

The AHCA will issue a new contract to the CTD effective September 1, 2014. This contract should contain changes to the terms and conditions, reporting requirements, performance measures, etc. Once the CTD receives the new contract, the CTD will write new contracts with

each STP incorporating information from the new contract with AHCA, as well as information contained in the amendment. The CTD will know more of these changes as we work with AHCA throughout the Spring and Summer of 2014.

Contract amendments will contain two major changes from the current fixed price (fixed fee) Agreement. First, the populations of Medicaid Beneficiaries are fewer and the numbers of potential Medicaid recipients needing NEMT services are significantly less. Under the amended contracts the STPs will provide NEMT services to transportation-eligible Medicaid recipients who are excluded from participating in, authorized to voluntarily opt out of, or have not yet enrolled in managed care. The eligibility categories with their respective Medicaid population are –

Excluded: Children receiving services in a prescribed pediatric extended care center (PPEC).

Voluntary:

- Medicaid recipients who have other creditable health care coverage, excluding Medicare.
- Medicaid recipients enrolled in the home and community based services waiver pursuant to chapter 393 needing transportation to a non-waiver Medicaid compensable service, and Medicaid recipients waiting for waiver services. (Persons with Developmental Disabilities)

Mandatory: Medicaid eligible persons not enrolled in a plan.

Gate keeping requirements from the current contract will remain the same. Using CTDFL, the STP will be responsible for determining if a Medicaid recipient is eligible for NEMT services through the CTD contract before providing a trip. The CTD is working with AHCA to determine what specific information will be available from CTDFL. If the information from CTDFL shows the person is not eligible for NEMT services through the CTD, then the STP shall refer the person to Choice Counseling. The number for Choice Counseling will be available in CTDFL.

The second major change in the amendment will be the method of payment. The amendment will change the current fixed price (fixed fee) Agreement to a capitated model that pays STPs based on per-member, per-month (PMPM) rates for each eligibility category. The eligibility categories will be Excluded (PPEC), Voluntary and Mandatory. The AHCA will annually adjust the rates based on historical utilization and spending data, projected forward, and adjusted to reflect the eligibility category, region, and clinical risk profile of the recipients. So, the annual adjustments of rates will be based on utilization and cost information in the Encounter Data system. Therefore, future rates are dependent upon capturing accurate Encounter data.

The AHCA will provide the CTD PMPM rates for each eligibility category by AHCA region. The CTD, after assessing a five percent fee from each category to pay for administrative costs,

will incorporate the PMPM rates into each STP's contract amendment. As with each STP, the CTD has certain fixed costs necessary to administer the NEMT program. While the CTD prefers not to assess a fee and provide all funds to the STPs for services, it must assess a minimum fee to cover Medicaid administrative costs.

As an example, the PMPM rate for the Excluded (PPEC) category in Region X is \$550.65. The CTD would assess a five percent fee ( $\$550.65 \times .05 = \$27.53$ ). Therefore, the PMPM rate in the Excluded (PPEC) category for the counties in Region X would be \$523.12.

To calculate payments, the CTD must have the total number of Medicaid recipients by county in each of the three eligibility categories. The AHCA will generate these numbers on the fourth Wednesday of the month and will provide them to the CTD. Upon receipt, the CTD will determine the amount of the payment to the STPs for the upcoming month. The amount paid to STPs monthly is calculated by using the number of Medicaid recipients in each category multiplied by the PMPM rate, then totaling the funds of all categories. The CTD will provide this revenue information to the STPs by the last business day of the month prior to the provision of services. It's important to note that monthly payment amounts will vary due to the changing numbers of Medicaid recipients in each category. An STP will request payment at the end of the month of service by submitting an invoice and Encounter data to the CTD.

Example Scenario #1: On April 23, 2014, AHCA identifies the number of Medicaid recipients who are residents of County A and who will be eligible for services in each of the three categories during May: Excluded – PPEC, 57 children eligible for services at a PPEC facility; Voluntary, 168 persons with disabilities who have chosen not to participate in managed care; and Mandatory, 405 newly eligible Medicaid recipients who have not yet enrolled in a managed care plan. After applying the PMPM rate to the numbers of people in each category, the CTD notifies the STP providing NEMT services to County A by April 30 that it will receive \$43,122.42 for May 2014. After the end of May, the STP will submit an invoice to the CTD for \$43,122.42.

Eligibility Category	PMPM Rate	Number of Medicaid Recipients	Total
Excluded (PPEC)	\$737.04	57	\$42,011.28
Voluntary	\$4.83	168	\$811.44
Mandatory	\$.74	405	\$299.70
Total			\$43,122.42

Scenario 1

In Scenario #1, the CTD will pay the STP \$737.04 for each of the 57 children residing in County A and receiving services in a PPEC center. The STP, however, may only provide NEMT services to around 40 of those children. Also, the CTD will pay \$.74 for each Medicaid eligible person who is not yet enrolled in a managed care plan. An STP may provide very few NEMT services to this population. The AHCA estimates that new Medicaid recipients will enroll in a plan within 60 days of their eligibility date. New

Medicaid recipients who are sick have an incentive to immediately enroll in a plan so they can receive their health care. Those Medicaid recipients who take 30-60 days to enroll are probably healthier individuals who will need fewer health care services and even fewer NEMT services.

Example Scenario #2: County B is in the same region as County A, so the PMPM rates are the same. County B does not have children who are eligible for PPEC services and fewer persons with development disabilities who reside in the county. Therefore, on April 23, 2014, AHCA identifies the number of Medicaid recipients who are residents of County B and who will be eligible for services in each of the three categories during May: Excluded – PPEC, no children are eligible for services at a PPEC facility; Voluntary, 17 persons with development disabilities who have chosen not to participate in managed care; and Mandatory, 227 newly eligible Medicaid recipients who have not yet enrolled in a managed care plan. After applying the PMPM rate to the numbers of people in each category, the CTD notifies the STP providing NEMT services to County B by April 30 that it will receive \$250.09 for May 2014. After the end of May, the STP will submit an invoice to the CTD for \$250.09.

Eligibility Category	PMPM Rate	Number of Medicaid Recipients	Total
Excluded (PPEC)	\$737.04	0	\$0
Voluntary	\$4.83	17	\$82.11
Mandatory	\$.74	227	\$167.98
Total			\$250.09

Scenario 2

### Level of NEMT Service

The STPs will ensure the provision of NEMT services in sufficient amount, duration, and scope reasonably expected to achieve the purpose for which they are furnished and will ensure the provision of Covered Services as defined in the current contract, such as urgent trips.

### Encounter Data

The CTD will continue to require STPs submit Encounter Data monthly, which will only include trips provided under contract with the CTD. The AHCA will use this Encounter Data to set future PMPM rates in each of the eleven regions. To ensure the rates reflect the cost of providing services, STPs will need to substantiate the rates they use for NEMT services. The STPs will use the unsubsidized rates developed in their rate models for inclusion in the Encounter data.

Since AHCA will establish PMPM rates regionally, it will be important to STPs in the same region that all data is accurate, especially costs. For example, if an STP reports costs that are



lower than the actual costs of providing NEMT services, it may cause the PMPM rates to be lower in that region the following year. This will reduce the PMPM for all STPs within the same region. If an STP overstates the cost of providing services then it may put that STP at a disadvantage when it's time to re-procure NEMT services as well as bring on a whole host of other issues.

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





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March 14, 2014

TO: Lafayette County Transportation Disadvantaged Coordinating 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 for the Board's review:

1. Quarterly Operations Report October - December 2013;
2. Fiscal Year 2013/14 Transportation Disadvantaged Trust Fund Status Report;
3. Medicaid Non-Emergency Transportation Program Encounter Data Report July 2013-January 2014; and
4. Complaint/Commendation Report October - December 2013.

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

**Attachments**

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**QUARTERLY OPERATING REPORT  
SUWANNEE RIVER ECONOMIC COUNCIL, INC.  
LAFAYETTE COUNTY  
OCTOBER 2013- DECEMBER 2013**

OPERATING DATA	SREC	DIXIE COUNTY EMS	TOTAL	JULY - SEPTEMBER 2013
NUMBER OF INVOICED TRIPS	789	0	789	905
Medicaid	187	0	187	252
TD Trust Fund	503	0	503	516
S.R.E.C. - Title III-B Meal Site	99	0	99	137
TOTAL VEHICLE MILES	13,740	0	13,740	14,178
TOTAL REVENUE VEHICLE MILES	10,950	0	10,950	11,374
TOTAL VEHICLE HOURS	599	0	599	612
TOTAL DOLLARS INVOICED	\$61,892.00	\$0.00	\$61,892.00	\$61,779.07
Medicaid	\$23,566.00	\$0.00	\$23,566.00	\$28,437.63
TD Trust Fund	\$37,534.00	\$0.00	\$37,534.00	\$32,245.44
S.R.E.C. - Title III-B Meal Site	\$792.00	\$0.00	\$792.00	\$1,096.00
AVERAGE COST PER TRIP	\$78.44	#DIV/0!	\$78.44	\$68.26
Medicaid	\$126.02	#DIV/0!	\$126.02	\$112.85
TD Trust Fund	\$74.62	#DIV/0!	\$74.62	\$62.49
S.R.E.C. - Title III-B Meal Site	\$8.00	#DIV/0!	\$8.00	\$0.50
AVERAGE COST PER VEHICLE MILE	\$4.50	#DIV/0!	\$4.50	\$4.36
AVERAGE COST PER REVENUE VEHICLE MILE	\$5.65	#DIV/0!	\$5.65	\$5.43
AVERAGE COST PER VEHICLE HOUR	\$103.33	#DIV/0!	\$103.33	\$100.95
TRIP PURPOSE*				
Medical	690	0	690	768
Employment	0	0	0	0
Education/Training	0	0	0	0
Shopping	0	0	0	0
Meal Site	99	0	99	137
Recreation	0	0	0	0
Other	0	0	0	0
NUMBER OF TRIPS DENIED	0	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	44	0	44	
PERCENT OF SINGLE PASSENGER TRIPS	6%	#DIV/0!	6%	0%
NUMBER OF ACCIDENTS	0	0	0	0
NUMBER OF VEHICLES	7	0	7	7
AVERAGE TRIPS PER VEHICLE	113	#DIV/0!	113	129
AVERAGE MILES PER TRIP	17	#DIV/0!	17	16
NUMBER OF ROADCALLS	0	0		0
MILES BETWEEN ROADCALLS	13,740	0	13,740	14,178

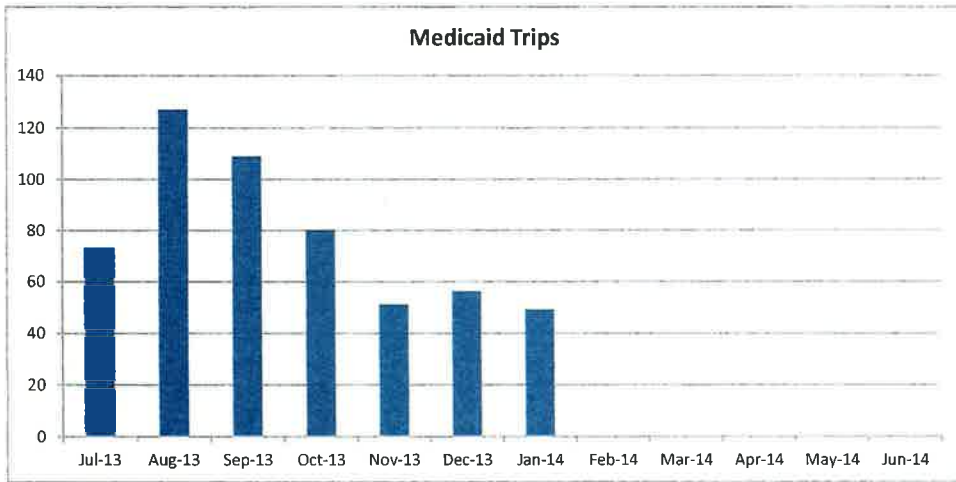
Source: Suwannee River Economic Council

**2013-2014 TRIP/EQUIPMENT GRANT SUMMARY AR183**  
**LAFAYETTE COUNTY**

**CONTRACT AMOUNT: \$157,537.00**

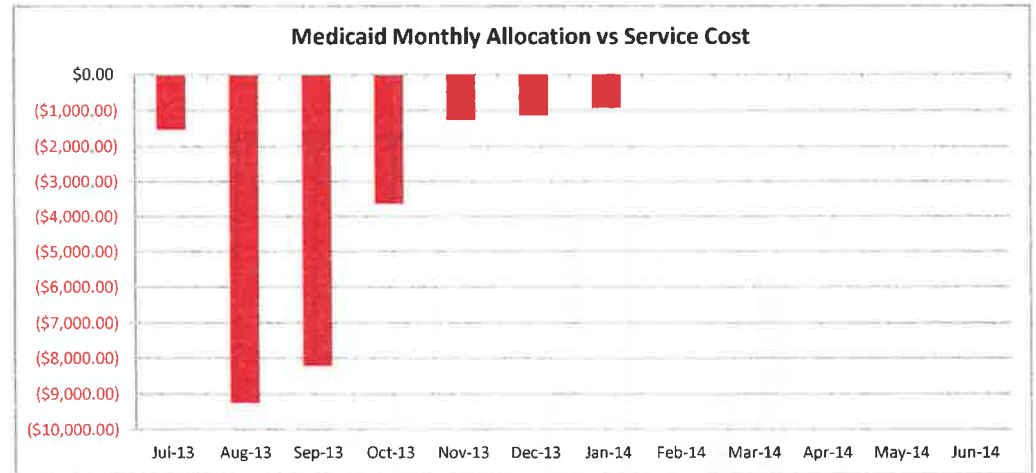
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**LAFAYETTE COUNTY MEDICAID ENCOUNTER DATA REPORTS**  
**JULY 1, 2013 - JUNE 30, 2014**

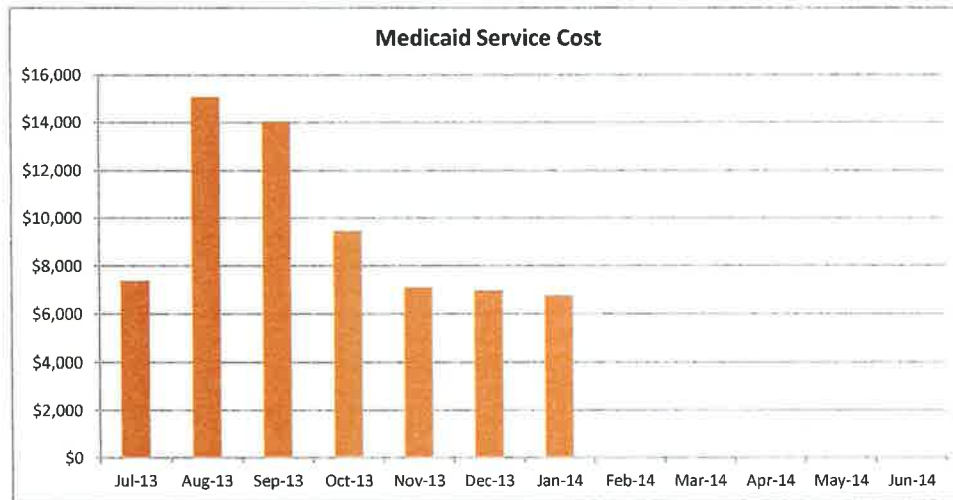


Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

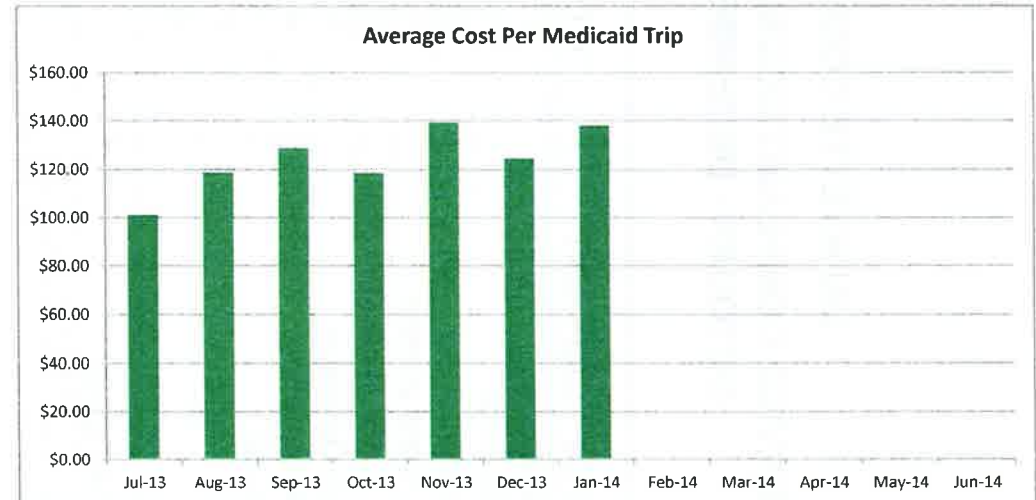
**LAFAYETTE COUNTY MEDICAID ENCOUNTER DATA REPORTS**  
**JULY 1, 2013 - JUNE 30, 2014**



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



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



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

**LAFAYETTE COUNTY**  
**SERVICE COMPLAINTS/COMMENDATIONS**  
**OCTOBER - DECEMBER 2013**

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

Source: Suwannee River Economic Council



# ATTENDANCE RECORD

## LAFAYETTE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	3/25/13	6/11/13	9/23/13	11/18/13
Chair	Commissioner Donnie Hamlin	P	P	P	P
Florida Department of Transportation	Sandra Collins	A	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Kay Tice	P	P	P	P
Alternate Member	(Vacant)				
Florida Agency for Health Care Administration	Alana McKay	P	P	P	A
Alternate Member	Andrew Singer	A	A	A	A
Florida Department of Education	(Vacant)				
Alternate Member	(Vacant)				
Public Education	Ritchie Page	-	A	A	A
Alternate Member	(Vacant)				
Citizen Advocate	Cindy Morgan	A	A	P	A
Alternate Member	Rhoda Pate	A	A	A	A
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	Martha Humphries	P	P	P	P
Alternate Member	(Vacant)				
Veterans	Carlton Black	A	P	A	P
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Ricky Lyons	A	A	A	P
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	Ginger Calhoun	A	P	A	A
Alternate Member	(Vacant)				
Regional Workforce Board	Sheryl Rehberg	P	P	P	A
Alternate Member	(Vacant)				

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

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

