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April 7, 2015

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Meeting Announcement

The Union County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting **Tuesday, April 14, 2015 at 1:15 p.m.** in the A & A Transport Office located at the Union County Transportation Facility, 255 SW 9th Avenue, Lake Butler, Florida. All Board members are encouraged to attend the public hearing and business meeting.

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

Attachments

t:\lynn\td2015\union\memos\apr.docx

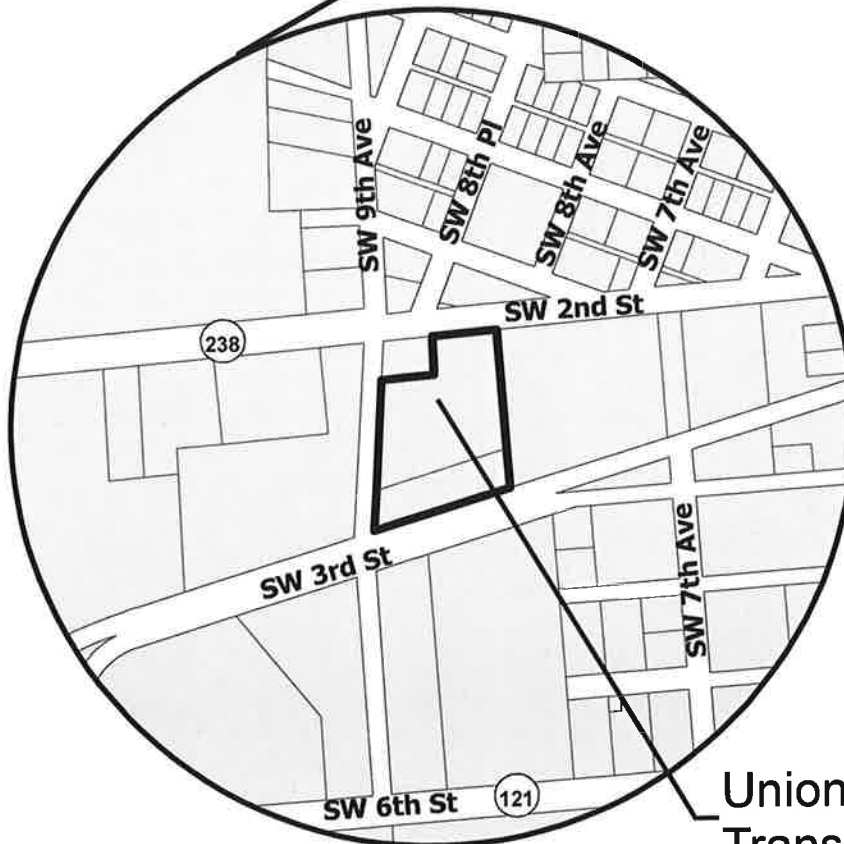
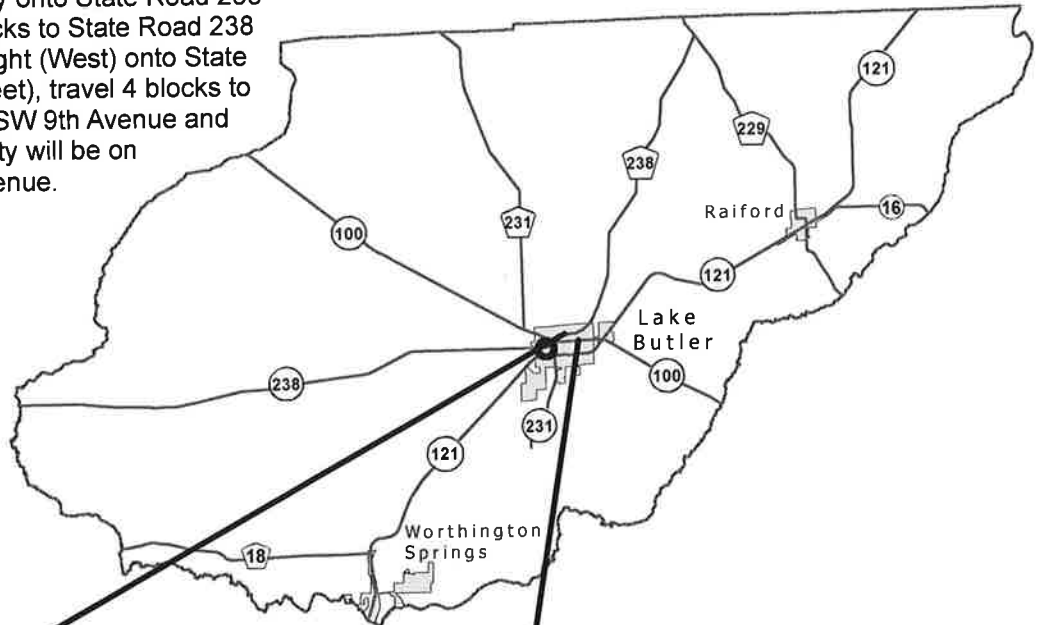
Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

Union County Transportation Facility

A & A Transport Office

255 SW 9th Avenue
Lake Butler, Florida 32054

Directions: From the intersection of State Road 100 (also known as Main St) and State Road 238 (also known as 6th Ave) in the City of Lake Butler, head Southwesterly onto State Road 238 (also known as 6th Ave) travel two blocks to State Road 238 (also known as SW 2nd Street), turn right (West) onto State Road 238 (also known as SW 2nd Street), travel 4 blocks to SW 9th Avenue, turn left (South) onto SW 9th Avenue and the Union County Transportation Facility will be on the left, on the East side of SW 9th Avenue.



1 inch = 500 feet

Union County
Transportation Facility





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**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

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

**A & A Transport Office
Union County Transportation Facility
255 SW 9th Avenue
Lake Butler, Florida**

**Tuesday
April 14, 2015
1:15 p.m.**

I. PUBLIC HEARING – CALL TO ORDER

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

II. BUSINESS MEETING – CALL TO ORDER

- A. Approval of the Meeting Agenda** **ACTION REQUIRED**
- B. Approval of the January 6, 2015 Minutes** **Page 7** **ACTION REQUIRED**

III. UNFINISHED BUSINESS

- A. Community Transportation Coordinator** **Page 11** **NO ACTION REQUIRED**
Annual Performance Evaluation

Enclosed is A & A Transport's revised annual performance evaluation

IV. NEW BUSINESS

- A. Union County Transportation** **Page 69** **ACTION REQUIRED**
Disadvantaged Service Plan

The Board needs to review and approve the Fiscal Year 2015/16 Union County
Transportation Disadvantaged Service Plan

B. 2015 Florida Legislative Session

Page 151 NO ACTION REQUIRED

Enclosed are the Florida Commission for the Transportation Disadvantaged's 2015 Legislative Priorities

C. Operations Reports

Page 153 NO ACTION REQUIRED

V. OTHER BUSINESS

A. Comments

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

VI. FUTURE MEETING DATES

- A. July 14, 2015 at 1:15 p.m.**
- B. October 13, 2015 at 1:15 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.

**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Woody Kitler Local Elected Official/Chair	
Sandra Collins Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Jaime Sanchez-Bianchi Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education Grievance Committee Member	Jeff Aboumrad Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration Grievance Committee Member	Andrew Singer Florida Agency for Health Care Administration
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Matthew Pearson Florida Association for Community Action Grievance Committee Member Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Mike Pittman Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Doyle Archer Citizen Advocate Term ending June 30, 2015	Vernon Dukes, Vice-Chair 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
Bill McGill Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Donald Pettit Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Vacant Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Alberta Hampton 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.

**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

A & A Transport Office
Union County Transportation Facility
255 SW 9th Avenue
Lake Butler, Florida

Tuesday
January 6, 2015
1:15 p.m.

VOTING MEMBERS PRESENT

Commissioner Woody Kitler, Chairman
Sandra Collins, Florida Department of Transportation
Barbara Fischer, Veterans Representative
Jeff Aboumrad, Florida Department of Education
Cara Ladnyk, Florida Department of Elder Affairs
Bill McGill, Persons with Disabilities Representative
Alana McKay, Florida Agency for Health Care Administration – Medicaid, Vice-Chair
Matthew Pearson, Community Action Agency
Donald Pettit, Elderly Representative
Jaime Sanchez-Bianchi, Florida Department of Children and Families

VOTING MEMBERS ABSENT

Mike Pittman, Public Education Representative
Doyle Archer, Citizen Advocate
Alberta Hampton Early Childhood Services Representative

OTHERS PRESENT

Curtis Allen, A & A Transport
Vince Brown, Union County Times
Bill Hearndon, Florida Commission for the Transportation Disadvantaged
Doreen Howard Joyner, Florida Department of Transportation
Karen Somerset, Florida Commission for the Transportation Disadvantaged
Dan Zeruto, Florida Commission for the Transportation Disadvantaged

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. CALL TO ORDER

Chairman Kitler called the meeting to order at 1:15 p.m.

A. Introductions

Chairman Kitler asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Barbara Fischer moved to approve the meeting agenda. Alana McKay seconded; motion passed unanimously.

C. Approval of the October 14, 2014 Minutes

ACTION: Alana McKay moved to approve the October 14, 2014 meeting minutes. Bill McGill seconded; motion passed unanimously.

II. UNFINISHED BUSINESS

A. Community Transportation Coordinator Annual Performance Evaluation

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Board requested the following documents at its October 14, 2014 meeting as part of A & A Transport's annual performance evaluation:

- Fiscal Year 2014/15 Florida Commission for the Transportation Disadvantaged Rate Model worksheets
- Fiscal Year 2013/14 Annual Operations Report
- Transportation Disadvantaged Program eligibility application
- Copy of completed Transportation Disadvantaged Program eligibility application
- A & A Transport's complaint form
- A & A Transport's Rider Guide/informational brochure

Ms. Godfrey stated that the Fiscal Year 2014/15 Rate Model Worksheets will be discussed under agenda item III.A. She said the Fiscal Year 2013/14 Annual Operations Report will be discussed under agenda item III.B. She said staff did not receive the remaining requested documents from A & A Transport for inclusion in the meeting materials. She said Mr. Curtis Allen, A & A Transport General Manager, gave her several documents prior to the meeting. She said she will send the Board these documents via email after the meeting.

III. NEW BUSINESS

A. Union County Transportation Disadvantaged Service Plan Amendment

Ms. Godfrey stated that the Union County Transportation Disadvantaged Service Plan includes the rates charged for Transportation Disadvantaged Program sponsored services. She said A & A Transport's proposed Fiscal Year 2014/15 rates are included in the meeting materials. She said the Florida Commission for the Transportation Disadvantaged Rate Model Worksheets were used to develop the proposed rates. The Board needs to review and approve A & A Transport's service rates.

Alana McKay asked what the source is of the \$35,000 "other" revenue.

Mr. Allen stated the revenue source as a personal loan he took out to support A & A Transport.

Ms. McKay questioned whether this was allowable.

Ms. McKay also asked who sits on A & A Transport's Board of Directors.

Mr. Allen said he is the President of the Board, his wife is the Secretary of the Board and his son is a Board member.

Ms. Karen Somerset, Florida Commission for the Transportation Disadvantaged, suggested Mr. Allen check with the Internal Revenue Service for non-profit corporation requirements.

Ms. Godfrey asked why A & A Transport is projecting an increase in Medicaid Program revenues.

Mr. Allen said he hopes to receive an increase in Medicaid revenues.

Ms. Karen Somerset said her staff will work with Mr. Allen to correct the Rate Model worksheets.

ACTION: Matthew Pearson moved to agenda approval of the Fiscal Year 2014/15 rates at the next meeting. Alana McKay seconded; motion passed unanimously.

B. 2013/14 Annual Operations Report

Ms. Godfrey stated that A & A Transport is required to submit an Annual Operations Report to the Florida Commission for the Transportation Disadvantaged by September 15th of each year. She said A & A Transport's Annual Operations Report is included in the meeting materials for the Board's review.

The Board reviewed the Annual Operations Report.

C. Operations Reports

Mr. Allen apologized for not having the operations reports available for the Board's review.

The Board asked staff to e-mail the reports to the Board members when they are received.

Ms. Alana McKay requested A & A Transport provide the operations reports to staff prior to the meetings for inclusion in the meeting packets.

III. OTHER BUSINESS

A. Comments

1. Members

Ms. Sandra Collins stated that the Florida Department of Transportation will conduct a review of A & A Transport on February 3, 2015.

Ms. Alana McKay asked if A & A Transport is having any issues with Medicaid reform.

Mr. Allen said the Medicaid transportation brokers have different requirements, but, A & A is adjusting to them.

Ms. McKay reminded Mr. Allen that A & A Transport is responsible for providing service after hours and on weekends.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Chairman Kitler stated that the next Board meeting is scheduled for April 14, 2015 at 1:15 p.m.

ADJOURNMENT

The meeting was adjourned at 2:00 p.m.

Coordinating Board Chair

Date

t:\lynn\td2015\union\minutes\jan.doc



III.A.

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

April 7, 2015

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

Approve A & A Transport's revised annual performance evaluation.

BACKGROUND

The Board discussed A & A Transport's annual performance evaluation at the January 6, 2015 meeting. Attached is a revised annual performance evaluation of A & A Transport based on recommendations made by the Board, Florida Commission for the Transportation Disadvantaged staff and Florida Department of Transportation reviews. Revisions to the evaluation have been highlighted. If you have any questions concerning this matter, please contact me at extension 110.

Attachment

t:\lynn\td2015\union\memos\eval3.docx

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

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: A & A Transport, Inc.

County: Union

Address: 55 N. Lake Butler Avenue, Lake Butler, FL 32056

Contact: Curtis Allen, President Phone: 386-496-2008

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

Community Transportation Coordinator Annual Performance Evaluation

Approved by the
Union County
Transportation Disadvantaged Coordinating Board

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

Woody Kitler, Chair

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

October 14, 2014

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FINDINGS AND RECOMMENDATIONS

A. General

Areas of Noncompliance: None

Recommendations:

1. A & A Transport should provide the most current operating and complaint reports to the Union County Transportation Disadvantaged Coordinating Board.
2. A & A Transport should develop a complaint process and internal complaint form.
3. Complaints received from the Florida Commission for the Transportation Disadvantaged Helpline should be provided to the Coordinating Board.
4. A & A Transport's complaint process should include forwarding unresolved complaints to the Florida Commission for the Transportation Disadvantaged Helpline.
5. Update rider guide/brochure to include new transportation facility address.
6. Rider guide/brochure states A & A Transport's service hours are 7:00 a.m. - 3:00 p.m. (4:00 p.m. locally). The Union County Transportation Disadvantaged Service Plan states the service hours as 6:00 a.m. to 6:00 p.m. A & A Transport should clarify service hours.
7. Delete Florida Department of Education Vocational Rehabilitation and Division of Blind Services and Developmental Services from agencies purchasing service listed in the rider guide/brochure.
8. A & A Transport should update the Transportation Disadvantaged Program eligibility application to only include Transportation Disadvantaged Program eligibility criteria. Currently, the application includes Medicaid Non-Emergency Transportation Program eligibility criteria.

B. Compliance with Chapter 427, Florida Statutes

Areas of Noncompliance:

1. Fiscal Years 2012/13 and 2013/14 Annual Operations Reports were not submitted by September 15, 2013 or 2014.
2. A & A Transport did not submit a Fiscal Year 2014/15 Rate Model to the Florida Commission for the Transportation Disadvantaged by July 1, 2014.

Recommendations:

1. A & A Transport should submit Annual Operations Reports to the Florida Commission for the Transportation Disadvantaged by September 15 of each year.
2. A & A Transport should submit a Fiscal Year 2015/16 Rate Model to the Florida Commission for the Transportation Disadvantaged prior to July 1, 2015.
3. The Florida Department of Transportation U.S.C. Section 5311 Grant application due prior to July 1, 2014 remains incomplete. A & A Transport should submit grant applications by the stated due date.
4. According to the Florida Commission for the Transportation Disadvantaged, A & A Transport has a coordination agreement with the Bradford ARC. A & A Transport should provide the Board with a copy of the coordination agreement.
5. A & A Transport should provide the Board with monitoring reports for coordination/subcontractors.

C. Compliance with Rule 41-2, Florida Administrative Code

Areas of Noncompliance:

1. The Florida Department of Transportation identified deficiencies in the February 2015 Bus Transit System Safety and Security Compliance Audit.
2. The Florida Department of Transportation identified findings during their February 2015 annual site visit.

Recommendations:

1. A & A Transport should address identified outstanding compliance issues identified in the Florida Department of Transportation Bus Transit System Safety and Security Compliance Audit.
2. A & A Transport should correct findings identified during the the Florida Department of Transportation annual site visit.

D. On Site Observation of the System/Surveys

Areas of Noncompliance: None

Recommendations: Drivers should ensure passengers are properly belted/secured prior to departure.

E. Cost

Areas of Noncompliance: None

Recommendations: None

F. Competition

Areas of Noncompliance: None

Recommendations: None

G. Coordination

Areas of Noncompliance: None

Recommendations: None



GENERAL

1. What was the designation date of the Community Transportation Coordinator?
7/01/13
2. What is the complaint process?
A & A Transport's complaint/grievance process is attached.
3. Does the community transportation coordinator have a complaint form?
☐ Yes ☒ No A & A Transport provided the Coordinating Board's grievance form as the complaint form. A & A Transport should develop a complaint form for internal use.
4. Does the form have a section for resolution of the complaint?
☐ Yes ☒ No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
☐ Yes ☒ No (A & A Transport did not provide complaint reports regularly to the Board during the evaluation period).
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?
There is no reference to the Transportation Disadvantaged Helpline in the complaint/grievance process
7. When a complaint is forwarded to the Community Transportation Coordinator's office from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
☐ Yes ☐ No ☒ Unknown
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
☒ Yes (Attached) ☐ No A & A Transport should update the rider guide/brochure with the new transportation facility address.
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
☒ Yes ☐ No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
☒ Yes ☐ No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Eligibility application attached. A & A Transport should update the Transportation Disadvantaged Program eligibility application to only include Transportation Disadvantaged Program eligibility criteria. Currently, the application includes Medicaid Non-Emergency Transportation Program eligibility criteria.
13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
☐ Yes ☒ No
14. What innovative ideas have you implemented in your coordinated system?
Unknown

15. Are there any areas where coordination can be improved?

Unknown

16. What barriers are there to the coordinated system?

Unknown

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

Unknown

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

Unknown

19. How are you marketing the voluntary dollar?

Unknown

A & A TRANSPORT, INC.

55 North Lake Avenue
LAKE BUTLER, FLORIDA 32054
(386) 496-2056 • Fax (386) 496-1956

CURTIS ALLEN
Manager

DOYLE ARCHER
Owner

REPORTING OF COMPLAINTS/FILING OF GRIEVANCES WITH A & A TRANSPORT (CTC FOR UNION COUNTY)

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

All A & A personnel are to report any complaints (either orally or in writing) to the dispatcher or other office personnel or to the manager directly. The manager will hear any complaints which cannot be resolved by office personnel. The complainant will be contacted by telephone if possible or in person if necessary by the manager in an attempt to resolve any problem which precipitates the reporting of a complaint.

Complaints may be made by clients, A & A personnel or anyone with a vested interest and may include but not be limited to:

- 1) Late trips (late pickup and late drop-off)
- 2) No-show by transportation operator
- 3) No-show by client
- 4) Client behavior
- 5) Driver behavior
- 6) Passenger discomfort
- 7) Service denial (refused service to client without an explanation as to why, i.e., may not qualify, lack of Transportation Disadvantaged funds, etc.

If the manager is unable to resolve a complaint then the owner may be approached to attempt to rectify the problem. If the owner is unable to resolve the complaint then the complainant may file a formal grievance.

- 1 -

A & A TRANSPORT, INC.

55 North Lake Avenue
LAKE BUTLER, FLORIDA 32054
(386) 496-2056 • Fax (386) 496-1956

CURTIS ALLEN
Manager

DOYLE ARCHER
Owner

A formal grievance is a written complaint to document any concerns regarding the operation or administration of Transportation Disadvantaged services by the transportation operator/Community Transportation Coordinator (A & A Transport, Inc.). A formal grievance may also be a service complaint that has been left unresolved for more than 30 days.

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

Formal grievances may include but are not limited to:

- 1) Chronic, recurring or unresolved Service Complaints.
- 2) Violations of specific laws governing the provision of Transportation Disadvantaged services, i.e., Chapter 427 Florida Statutes (F.S.), Rule 41-2 Florida Administrative Code and accompanying documents, Sunshine Law and the Americans with Disabilities Act.
- 3) Contract disputes (Agencies/Operators)
- 4) Coordination disputes
- 5) Bidding disputes
- 6) Agency compliance
- 7) Conflicts of interest
- 8) Supplanting of funds
- 9) Billing and/or accounting procedures
- 10) Suspension of service

A & A TRANSPORT, INC.

55 North Lake Avenue
LAKE BUTLER, FLORIDA 32054
(386) 496-2056 • Fax (386) 496-1956

CURTIS ALLEN
Manager

DOYLE ARCHER
Owner

The party(-ies) filing a grievance may present their views to the manager and/or owner at an agreed upon time and date at the office of A & A Transport where parties from both sides will attempt to come to agreement on the proper mode of action to resolve the situation and within a reasonable time frame.

Should the grievant(s) and Community Transportation Coordinator/ Transportation Provider fail in their attempt to reach an agreement satisfactory to both sides, the grievant(s) may approach the local coordinating board for further presentation.

A "Grievance Form" sample follows this page.

GRIEVANCE FORM

1. Name of Complainant

2. Mailing Address

3. Daytime Telephone Number

4. Grounds for Grievance

Please describe the basis for the grievance. Provide the date(s) of the occurrence(s) and any supporting documentation.

5. Improvements Needed

Please provide an explanation of the improvements needed to address the grievance.

6. Signature of Complainant

ABOUT A & A TRANSPORT, INC.

- * A & A Transport uses vehicles to provide riders with door-to-door service. Drivers will assist passengers who have difficulty walking.
- * All wheelchairs will be properly secured to restrict motion during travel.
- * Wheelchair riders will not be carried down steps or lifted into chairs. Residences must have a wheelchair ramp.
- * All Passengers must wear seat belts when riding on A & A vehicles.
- * Smoking is prohibited in any vehicle. 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.
- * Personal belongings are the sole responsibility of the rider. Only those items the rider can personally carry will be transported. Drivers are not responsible for loading and unloading the personal belongings of riders. A & A Transport is **NOT** responsible for items lost or stolen on the vehicles.
- * Passengers who are abusive to drivers or fellow passengers may lose their riding privileges.
- * Please practice good personal hygiene.

WHO TO CONTACT IN THE EVENT YOU HAVE A COMPLAINT WITH THE SERVICE PROVIDED

In the event you have difficulties with your travel and feel that an issue needs to be addressed contact the CTC (A & A Transport) at (386) 496-2056. Also let them know if you wish to register a complaint about the transportation company, a driver or any other aspect of service.

At any time you are not satisfied with the local transportation service you may call North Central Florida Regional Planning Council at (352) 955-2200 or the Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

Individuals who need material accessibility formatted may contact A & A Transport at (386) 496-2056.



A and A Transport

*UNION COUNTY
Coordinated Transportation
System*

A & A TRANSPORT, INC.
55 N. LAKE AVENUE
LAKE BUTLER, FL
32054-1733

A & A Transport, Inc. of Union County provides services to all county residents. Demand-response transportation is available Monday through Friday from Seven A.M. to Six P.M.. A & A will negotiate for weekend transportation as necessary (such as kidney dialysis).

This USER GUIDE will explain:

- * Rider eligibility requirements
- * How to arrange for your transportation
- * Guidelines for riding the system.

RIDER ELIGIBILITY

Persons who because of physical or mental disability, income status or age are unable to transport themselves or to purchase transportation means themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education/training, shopping, meal site, or other life-sustaining activities, or children who are disabled or high-risk or at-risk.

AGENCY SPONSORED RIDER

Persons who are sponsored by social service agencies must meet that agency requirement. Agencies are Medicaid, Developmental Services, Vocational Rehabilitation, Division of Blind Services and Senior Citizens, etc..

**WHERE TO CALL FOR
TRANSPORTATION SERVICE**

To request transportation call A & A Transport at (386) 496-2056 between the hours of 8:00 A.M. to 5:00 P.M. Monday through Friday. A & A requests a minimum of 24 working hours notice before your transportation is needed. Trip appointments are available between the hours of 7:00 A.M. - 3:00 P.M. (up until 4:00 P.M. locally).

Deaf, deaf-blind, hard of hearing and speech impaired persons may access A & A Transport, Inc. by calling the "Florida Relay Service" at one of the following toll-free telephone numbers:
1-800-955-8770 By use of voice
1-800-955-8771 TDD
(Telecommunications Device For The Deaf)

**INFORMATION NEEDED WHEN
YOU CALL FOR YOUR
TRANSPORTATION**

You will need to provide our scheduler with the following information:

- * Your name, address (directions to your place of pickup may be needed), and birth date.
- * Medicaid number if you are a Medicaid recipient.
- * Your appointment time and place.
- * If you have special needs like the wheelchair van, stretcher van or additional passenger, please let our scheduler know.

IF YOU DECIDE NOT TO TRAVEL

Should your plans change, cancel your trip by calling (386) 496-2056. After 5:00 P.M. and on weekends/holidays you will reach our answering service.



FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED (CTD)
CTD MEDICAID NON-EMERGENCY TRANSPORTATION (NET) PROGRAM

BENEFICIARY NOTIFICATION LETTER

Effective November 1, 2004, the Florida Commission for the Transportation Disadvantaged (CTD), will assume the statewide responsibility for administering the CTD Medicaid Non-Emergency Transportation (NET) Program.

The CTD, which is governed by Chapter 427, Florida Statutes (F.S.) and Chapter 41-2, Florida Administrative Code (F.A.C.), currently coordinates the statewide Transportation Disadvantaged Program by approving a Community Transportation Coordinator (CTC) in each county to assist individuals like you who have been identified as transportation disadvantaged. In special instances, the CTD may also be required to secure a Subcontracted Transportation Provider (STP) to ensure the provision of your NET services. The Agency for Health Care Administration (AHCA) will now be working in partnership with the CTD to more fully utilize our coordinated transportation system to improve NET services to you and all other *qualified* Medicaid beneficiaries in our county.

In our coordinated transportation system, it is the role of each NET transportation provider to perform the following services for you:

- Receive your requests for NET services
- Verify your Medicaid eligibility on a monthly basis
- Authorize transportation to meet your needs for eligible Medicaid services
- Assess and select the appropriate mode of transportation to meet your needs
- Schedule the most cost effective carrier to meet your needs

NOTE! It is important to note that even though you may be eligible to receive Medicaid, *you must still qualify for Medicaid transportation services.* It is AHCA's policy that NET services can be provided only as a last resort when you have no other means of transportation (*i.e. vehicle ownership, family, friends or other community services*) available to you.

Therefore, to see if you qualify to receive NET services, you must complete the enclosed Medicaid Non-Emergency Transportation (NET) Eligibility Form and return it to your local CTC. The CTC can then verify your Medicaid eligibility and determine if you qualify for NET services. If so, they can then authorize the most appropriate and cost effective means of transportation to meet your needs. To expedite this process, the eligibility form must be filled out completely and accurately. Any intentional deception or misrepresentation will be considered fraud and may result in the suspension of your benefits.

Should you have any concerns or experience difficulty in completing the form, please contact your local CTC at the address or number below. Additional assistance is available during normal business hours through the CTD Toll-Free HELPLINE at 1-800-983-2435.

Thank you for your cooperation,

A & A Transport, Inc.
55 N. Lake Avenue
Lake Butler, Fla. 32054-1733
386-496-2056



FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED (CTD)
CTD MEDICAID NON-EMERGENCY TRANSPORTATION (NET) PROGRAM

BENEFICIARY INTAKE FORM

SECTION 1 - DETERMINATION OF ELIGIBILITY

LAST NAME FIRST NAME MI DATE OF BIRTH

ADDRESS CITY Lake Butler STATE FL ZIP 32054 COUNTY Union

DOB X SSN TELEPHONE TDD #

EMERGENCY CONTACT RELATIONSHIP Mother TELEPHONE

OTHER HOUSEHOLD MEMBERS (Please list each member)

NAME	RELATIONSHIP	AGE	DRIV. LIC (Y/N)	TYPE OF VEHICLE

SECTION 2 - AVAILABILITY OF SUITABLE MODE OR TRANSPORTATION TO OTHER COMMUNITY LOCATIONS

YES/NO

1. NO Do you own a car? Year Model

2. NO Do you have a valid Florida Driver's License? DL#

3. NO Could you drive your car to medical appointments? If not, why?

4. NO Do any members of your household have a car? Name

5. NO Could they transport you to medical appointments? If not, why?

6. NO Do you have family members in the county who can transport you? Name

7. NO Could they transport you to medical appointments? If not, why?

8. NO Do you have friends in the county who can transport you? Name

9. NO Could they transport you to medical appointments? If not, why?

10. NO Do you live in a facility that provides transportation? If not, why?

11. NO Could this facility transport you to medical appointments?

6. Please list all Hospitals, Doctors and Medical Facilities that you visit on a regular basis:

NAME OF HOSPITAL/DOCTOR/FACILITY	TYPE OF TREATMENT	NUMBER OF MONTHLY VISITS	DESCRIBE HOW YOU PREVIOUSLY GOT THERE
<u>Methadone Clinic</u>	<u>OTD</u>	<u>daily</u>	<u>Mother</u>
<u>Medicaid Behavioral Health</u>	<u>Behavioral Health</u>	<u>Monthly</u>	
<u>Medicaid Behavioral Health</u>	<u>Behavioral Health</u>	<u>Weekly</u>	

SECTION 3 - AVAILABILITY OF FEDERALLY FUNDED OR PUBLIC TRANSPORTATION

YES/NO

1. NO Do you live on a bus route? What is the distance to the nearest bus stop?

2. YES Have you used the bus system for transportation in the past? If Yes, please describe them below.

2. YES Do you have any limitations that would prevent you from using the bus system now?

3. NO Are you enrolled in any other programs that will pay for or provide transportation? If Yes, please describe them below.

Parish

SECTION 4 – SPECIAL NEEDS

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

☒ Powered Wheelchair ☐ Stretcher ☐ Manual Wheelchair ☐ Walker
☒ Cane ☐ Respirator ☒ Service Animal ☒ Personal Care Attendant (PCA)
☒ Cultural Considerations (Please explain)

Other: _____

SECTION 5 – Income Status (for CTD applicants applying based on income)

I certify that I am at or below 200% of the Federal Poverty Guidelines as outlined below:

Yes ☒ No ☐**Your Federal Poverty Level (FPL)**

Family Size (Household)	Annual 200% of Poverty Guidelines	Monthly 200% of Poverty Guidelines
1	\$1,600.00	\$133.33
2	\$2,000.00	\$166.67
3	\$2,400.00	\$200.00
4	\$2,800.00	\$233.33

SECTION 5 – CERTIFICATION AND ACKNOWLEDGEMENT

I understand and affirm that the information provided in this application for CTD Transportation Disadvantaged and/or Medicaid Non-Emergency Transportation (NET) services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs and eligibility for transportation to and from TD and Medicaid eligible services and appointments. I understand that providing false or misleading information, or making fraudulent claims, or making false statements on behalf of others constitutes a felony under the laws of the State of Florida.

APPLICANT SIGNATURE: _____

DATE

10-10-13

PLEASE RETURN THIS FORM TO:

A & A TRANSPORT, INC.
55 NORTH LAKE AVENUE
LAKE BUTLER, FL 32054-1733

Phone: (386) 496-2056 Fax: (386) 496-1956 TDD: Call the Florida Relay System @ 711

SECTION 6 – RESULTS OF INTERVIEW**DO NOT WRITE IN THIS SPACE – OFFICIAL OFFICE USE ONLY**

NEW ELIGIBILITY APPLICATION: _____ (Y/N) REDETERMINATION: _____ (Y/N) DATE RECEIVED: ____/____/____ REVIEWED BY: _____
 APPROVED DATE: ____/____/____ DENIED DATE: ____/____/____ REASON FOR DENIAL: _____ LETTER: _____ (Y/N)
 MODE: _____ PCA NEEDED: _____ (Y/N) DATE OR DATES OF SERVICE: _____

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
☒ Yes ☐ No A & A Transport provided staff with one coordination agreement with the Industrial Complex of Raiford. A & A Transport provided Florida Commission for the Transportation Disadvantaged staff with a coordination agreement with the ARC of Bradford County.
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
☒ Yes (attached) ☐ No
3. Do the contracts include performance standards for the transportation operators and coordination contractors?
☒ Yes ☐ No
4. Do the contracts include the proper language concerning payment to subcontractors?
☒ Yes ☐ No
5. Were the following items submitted on time?

Annual Operating Report
☐ Yes ☒ No

Memorandum of Agreement
☒ Yes ☐ No

Transportation Disadvantaged Service Plan
☒ Yes ☐ No (A & A Transport did not provide a Fiscal Year 2014/15 Rate Model to the Florida Commission for the Transportation Disadvantaged by July 1, 2014.)

Transportation Disadvantaged Trust Fund Grant Application
☒ Yes ☐ No

Other grant applications
☐ Yes ☒ No The Florida Department of Transportation U.S.C. Section 5311 Grant application due prior to July 1, 2014 remains incomplete.
6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
☐ Yes ☐ No ☒ Unknown
7. Is a written report issued to the operator?
☐ Yes ☐ No ☒ Unknown
8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
Unknown A & A Transport should provide the Board with a monitoring report of the Industrial Complex of Raiford.

A & A TRANSPORT, INC.
255 SOUTHWEST 9TH AVENUE
LAKE BUTLER, FLORIDA 32054
Telephone 386-496-2056 - Fax 386-496-2961

Curtis E. Allen
President

Subcontractors/Coordination Contractors

Industrial Complex of Raiford P.O. Box 368 Raiford, FL 32083
Ms. Michelle Thornton Asst. Executive Director (386) 431-1898

Purchasing Agencies

Commission for the Transportation Disadvantaged Medicaid and TD Grant
(850) 410-5700

Medical Transportation Management Lake St. Louis, Mo.

LogistiCare 8600 N.W. 36th St. Ste. 600 Doral, FL 33166 1-866-431-4635

Access2Care 1-855-584-3530

Suwannee River Economic Council, Inc. P.O. Box 70 Live Oak, FL 32064
(386) 362-1164

Union County School Board 55 S.W. 6th Street Lake Butler, FL 32054
(386) 496-2045

EXHIBIT D

CURRENT COORDINATION AGREEMENT

between

INDUSTRIAL COMPLEX of RAIFORD

and

A & A TRANSPORT (CTC, Union County, FL)

Ver - 6310 / EXH-D - 2014 - K2

STATE OF FLORIDA

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

STANDARD COORDINATION/OPERATOR CONTRACT

THIS CONTRACT is entered into between the **COMMUNITY TRANSPORTATION COORDINATOR, A & A TRANSPORT, INC.**, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of UNION county, and hereinafter referred to as the "Coordinator" and **THE INDUSTRIAL COMPLEX OF RAIFORD**, hereinafter referred to as the "Agency/Operator". The terms and conditions of this Contract are effective 01/02/14 and will continue through 01/02/15.

WHEREAS, the Coordinator is required, under Rule 41-2, F.A.C., Contractual Arrangements, to provide and/or enter into where cost effective and efficient, to enter into subcontract(s) or to broker transportation services to transportation operators, and

WHEREAS, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged, and

WHEREAS, the Coordinator desires to contract with the Agency/Operator for the provision of transportation services for the transportation disadvantaged; and

WHEREAS, the Coordinator believes it to be in the public interest to provided such transportation services through the Agency/Operator for the residents of the service area who are clients of the Agency/Operator; and

WHEREAS, the Agency/Operator will provide the Coordinator the opportunity to develop a proposal for any new transportation services needed; and

WHEREAS, the Agency/Operator, in an effort to coordinate available resources, will make available transportation services to the Coordinator.

WHEREAS, this Contract allows for the provisions of transportation services be provided by the Agency/Operator, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current Community Transportation Coordinator policies.

NOW, THEREFORE, in consideration of the mutual covenants, promises and representation herein, the parties agree as follows:

THE AGENCY/OPERATOR SHALL:

- A. Provide services and vehicles according to the conditions specified in Attachment I.
- B. Coordinate available resources and make available transportation services to the Coordinator. Such services shall be provided in accordance with Attachment I.

C. Submit to the Coordinator Annual Operating Report data detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission for the Transportation Disadvantaged, hereinafter Commission, and according to the instructions for the forms.

D. Comply with audit and record keeping requirements by:

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

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

3. By reserving to the Coordinator the right to conduct finance and compliance audits at any time. Such audits conducted by the Coordinator will be at the expense of the Coordinator.

E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Contract for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The Agency/Operator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Coordinator or Commission or this Contract. The Commission and the Coordinator shall have full access to and the right to examine any of the records and documents during the retention period.

F. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board;

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

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

G. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$200,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the Agency/Operator shall add the Coordinator as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Coordinator. The Agency/Operator shall furnish the Coordinator written verification of the existence of such insurance coverage prior to the execution of this Contract. School Board vehicle insurance coverage shall be in accordance with Section 234.03, F.S. and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Coordinator and/or the local Coordinating Board before inclusion in this Contract or in the justification of rates and fare structures, §, 41-2.006(1), F.A.C.

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

I. Protect Civil Rights by:

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

- a. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000(d) *et seq.*, which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
- b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.
- c. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 *et seq.*, which prohibits discrimination on the basis of sex in education programs and activities receiving or benefiting from federal financial assistance.

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

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

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

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

2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from Federal financial assistance, and that it is binding upon the Agency/Operator, its successors, subcontractors, transferees, and assignees for the period during which such assistance is provided. Assuming that operators, subcontractors, sub-grantees, or others with whom the Coordinator arrange to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Agency/Operator agrees that the Coordinator may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

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

K. Comply with all standards and performance requirements of:

1. The Compendium for the Transportation Disadvantaged (Attachment II)

2. The local Coordinating Board approved Transportation Disadvantaged Service Plan; and

3. Any services that purchase service.

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

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

M. All contracts, subcontracts, and coordination contracts will be reviewed annually by the Coordinator and Local Coordinating Board for conformance with the requirements of this Contract.

N. Return to the Coordinator any overpayments due to unexpended funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Agency/Operator by the Coordinator. The Agency/Operator shall return any overpayment within thirty (30) calendar days after either discovery by the Agency/Operator, or notification of the Agency/Operator by the Coordinator or entity purchasing transportation, whichever is earlier. In the event that the Coordinator first discovers an overpayment has been made, the Coordinator will notify the Agency/Operator by letter of such a finding. Should repayment not be made in a timely manner, the Coordinator or purchasing entity will charge interest thirty (30) calendar days after the date of notification or discovery, or the Coordinator will deduct said amount from future invoices.

O. In performing this Contract, the Agency/Operator shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Agency/Operator shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such contractors to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The Agency/Operator shall post, in conspicuous places available to employees and applicants

for employment for Project work, notices setting forth the provisions of the nondiscrimination clause.

F. By execution of this Contract, the Agency/Operator represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the Agency/Operator under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

THE COORDINATOR SHALL:

A. Recognize the Agency/Operator as described in Chapter 427, F.S., and Rule 41-2, F.A.C.

B. Insure that entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the coordinated system.

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

THE AGENCY/OPERATOR AND COORDINATOR FURTHER AGREE:

A. Nothing in the Contract shall require the Coordinator to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the Coordinator in writing in order that appropriate changes and modification may be made by the Coordinator and the Agency/Operator to the end that the Agency/Operator may proceed as soon as possible with the provision of transportation services.

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

C. Termination Conditions:

1. *Termination at Will* - This Contract may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.

2. *Termination Due to Lack of Designation* - In the event that the Coordinator so designated by the Local Coordinating Board and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt

requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

3. *Termination Due to Disapproval of Memorandum of Agreement* - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

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

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

6. Upon receipt of a notice of termination of this Contract for any reason, the Agency/Operator shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the Coordinator within thirty (30) days after the termination of this Contract.

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

E. Agency/Operator shall assign no portion of this Contract without the prior written consent of the Coordinator.

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

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

H. Notice and Contact

The name and address of the contract manager for the Coordinator for this Contract is:

Curtis E. Allen
c/o A & A Transport, Inc.
55 N. Lake Avenue
Lake Butler, FL 32054-1733

The representative/position of the Agency/Operator responsible for administration of the program under this contract is:

Michelle Thornton, Asst. Executive Director
c/o The Industrial Complex of Raiford
PO Box 368
Raiford, FL 32083

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

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

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

AGENCY/OPERATOR:

COMMUNITY TRANSPORTATION COORDINATOR

Industrial Complex
of Raiford

A & A Transport, Inc.

Typed name of Authorized Individual

Typed Name of Authorized Individual

Michelle Thornton

Curtis E. Allen

Signature:

Michelle Thornton

Signature:

Curtis E. Allen

Title: Asst. Executive Director Title:

President

ATTACHMENT 1

AGENCY/OPERATOR CONTRACT SERVICE DESCRIPTION

1. The Agency/Operator will be able to provide:

(Type of Service - ambulatory, only)

2. The Agency/Operator will be available to provide transportation

- 5 -

(8:00 A.M. - 4:00 P.M.) (Monday - Friday)

Days Agency/Operator will not be able to provide services: (Saturdays, Sundays, New Year's Day (2 days), Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day (2 days), Christmas Day (2 days) NOTE: All holidays falling on Saturday will be taken on Friday while all holidays falling on Sunday will be taken on the following Monday.

3. Vehicles Agency/Operator will use to transport all passengers

- 1 (one) 2003 E-350 SD 15-passenger Ford Econoline**
- 1 (one) 1999 Ford Club Wagon 15-passenger van**

4. Vehicle/Equipment Standards (if any)

All equipment listed on pre-trip inspection sheet (found in included System Safety Program Plan) which is included as a part of this contract.

5. Driver Requirements are included in the Driver's Manual in the System Safety Program Plan.

6. Training Requirements are included in the Drivers Manual in the System Safety Program Plan.

7. Agency/Operator Fare Structure (on page #13)

Provider will provide ambulatory transportation from home of their employees/trainees to the ICR and back to home, and for trips during work-related hours for work or training purposes.

8. Billing/Invoicing and Reimbursement procedure for Agency/Operator.

Provider shall fax daily client sheets each Friday and on the last day of the month to the coordinator. (386)496-1956.

Coordinator will bill within 7 days of the end of each month.

9. Reporting Requirements.

Pre-trip inspection sheets will be performed by drivers on each van, turned in at end of week and kept on file for inspection.

The provider shall be responsible for completing quarterly operating reports. (No blanks; fill in all applicable information), maintain info required to complete the annual operating report (reporting period of July-June), and turn in to the coordinator by August 1. Any other reporting required by attachments.

Transportation Disadvantaged Service Plan. All bills shall be paid within fifteen (15) 26 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, except in instances where the Community Transportation Coordinator is a non-governmental entity,

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system:

(k) 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;

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

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

(n) All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the Rule;

(o) All vehicles ordered or put into service after the adoption of this section of the Rule, and 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. All vehicles that are not

equipped with an air conditioner and/or heater shall have two years to be in compliance after the adoption date of this section of the Rule;

(f) First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan; and

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

LIST OF OPTIONAL ADDITIONAL ATTACHMENTS

Transportation Disadvantaged Service Plan (Asst. Executive Director already has the most current TDSP)

Coordinator's and Local Coordinating Board's Grievance Procedures (Asst. Executive Director already has a copy of the "Board's Grievance Procedures")

Coordinator's Safety System Plan (Asst. Executive Director already has the most current SSPP)
Annual Operating Report Instructions/Forms (Asst. Executive Director already has the most current AOR Instructions/Forms)

Agreed to this 2 day of January 2014

Curtis E. Allen

[Signature]

Curtis E. Allen, President
Chairman of the Board
A & A Transport, Inc.
55 North Lake Avenue
Lake Butler, Fl. 32054-1733

Industrial Complex of Raiford
P.O. Box 368 Raiford, Fl. 32083

Exhibit A

1. Amount to be retained of the allocation for Area Waiver Transportation Services in Union County to A & A Transport (designated recipient) is based on an administrative fee of 15% or \$1.36 of the \$9.06 per passenger per one-way trip.

2. Industrial Complex of Raiford (ICR) shall provide passenger manifests to A & A Transport on a weekly basis for data entry billing purposes, and A & A Transport shall prepare the billing for transportation services once monthly to the Agency for Persons with Disabilities. Weekly manifest information shall be provided on a form as designed by A & A Transport, Inc. The form shall declare passenger trip information by passenger name alphabetically, how many one-way passenger trips per day, date of travel, and origin and destination.



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 2014

Certification Year: (Previous): 2013

Name and Address of Bus Transit System: A & A Transport, Inc.

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

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

Blue Ink Signature: Curtis E. Allen **Date:** 04-14-2014
(Individual Responsible for Assurance of Compliance)

Name: Curtis E. Allen **Title:** President

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

Name: Springtown Automotive, Inc.

Address: 4237 S.W. State Road 121 Lake Butler, FL 32054

Name of Qualified Mechanic who Performed Annual Inspections: Mac Johns

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

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?
A & A Transport does not have a contract with the Union County School Board to use their vehicles.
2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
There is no fixed route public transportation service operating in Union County.
3. Is there a goal for transferring passengers from paratransit to transit?
☐ Yes ☐ No ☒ Not applicable
4. What are the minimum liability insurance requirements? \$100,00/\$200,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts? \$100,000/\$200,000
6. Does the minimum liability insurance requirements exceed \$1 million per incident?
☐ Yes ☒ No

Standards	Comments
Local toll free phone number must be posted in all vehicles.	A & A Transport posts local toll free phone number in all vehicles.
Vehicle Cleanliness	A & A Transport cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	A & A Transport maintains a passenger/trip database.
Adequate seating	A & A Transport provides adequate seating for all passengers.
Driver Identification	A & A Transport requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	A & A Transport requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted unless medically necessary.
Two-way Communications	All vehicles are equipped with two-way communications.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	A & A Transport complies with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	A & A Transport requires children under the age of 16 to be accompanied by and escort. Escorts must be provided by the passenger and able to provide necessary assistance to the passenger. Escorts are transported at the rates described in the established rate structure.
Use, Responsibility, and cost of child restraint devices	A & A Transport requires all passengers under the age of 4 and or 50 pounds to use a child restrain device. Child restraint devices must be provided by the passenger.

Out-of-Service Area trips	A & A Transport provides out of service area trips based on riders' needs and the availability of service.
CPR/1st Aid	A & A Transport does not require drivers to be trained in CPR. A & A Transport requires that all vehicles be equipped with biohazard kits as required by State and Federal regulations.
Driver Criminal Background Screening	A & A Transport conducts motor vehicle registration checks on drivers every six months.
Passenger Property	A & A Transport allows passengers to have personal property that they can place on their lap or stow under the seat. Passengers must be able to independently carry all items brought on the vehicle.
Advance reservation requirements	A & A Transport requires trips to be scheduled by 5:00 p.m. the day before service is requested.
Pick-up Window	Passengers must be ready at least two hours prior to their appointment time. A & A Transport may request that passengers be ready more than two hours prior to their appointment time depending on the number of passengers on the schedule. A & A Transport will call passengers the night before their appointment to notify them of their estimated pick up time.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Fixed Route Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Unknown
Accidents	No more than 1 accident per 100,000 miles	Yes
Roadcalls	No more than 5 roadcalls per 100,000 miles during the evaluation period.	Yes
Complaints	No more than 2 complaints per 1,000 trips.	Yes
Call-Hold Time	Not applicable	Not applicable

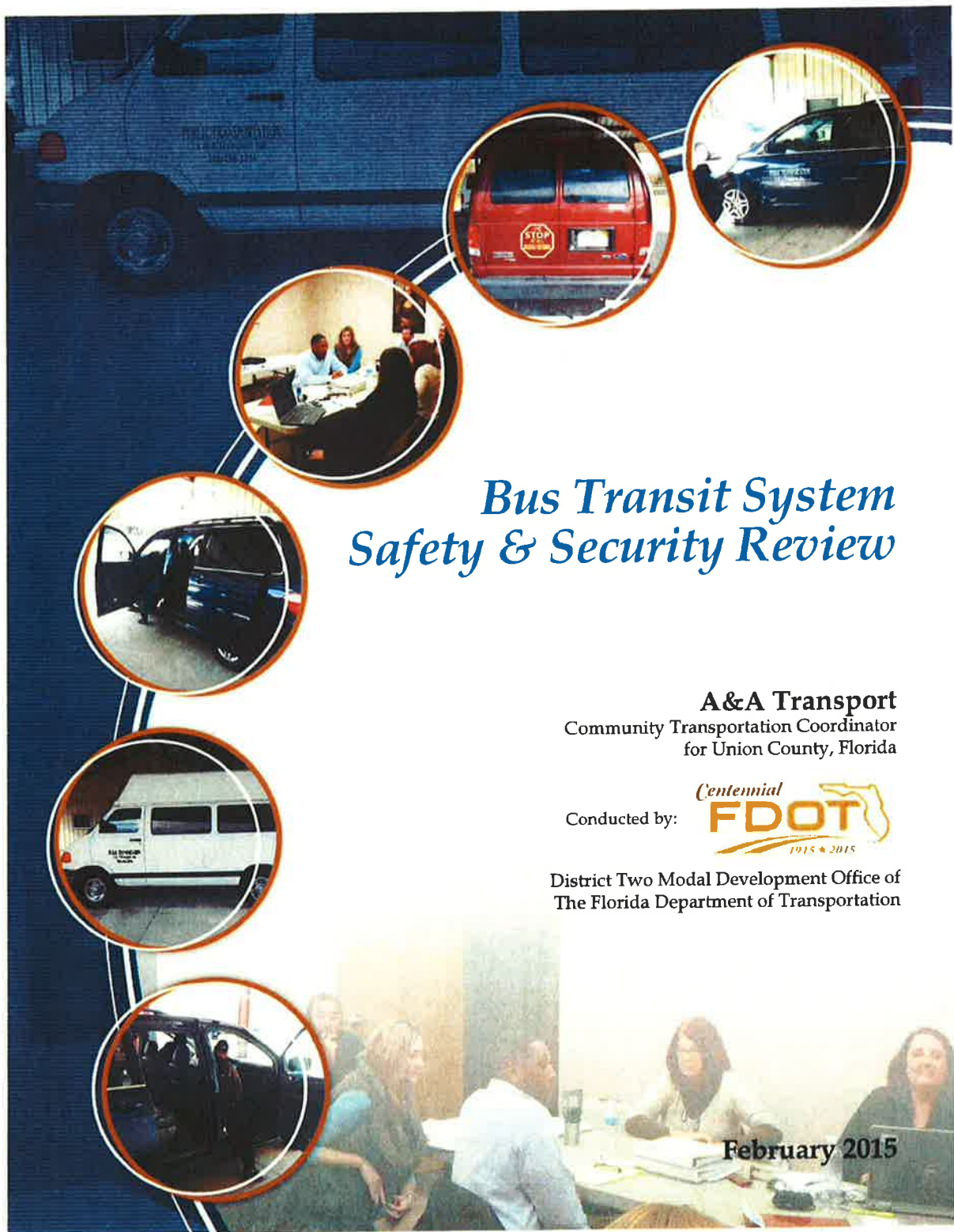
The Florida Department of Transportation identified deficiencies in the February 2015 Bus Transit System Safety and Security Compliance Audit.

The Florida Department of Transportation identified findings during the February 2015 annual site visit.

**PERFORMANCE TRENDS
UNION COUNTY, 2012-2014**

PERFORMANCE STANDARD	MEASURE	2012 July 1, 2011 - June 30, 2012	2013 July 1, 2012 - June 30, 2013	2014 July 1, 2013 - June 30, 2014	Percent of Change (2013 - 2014)
TOTAL SERVICE	Total Passenger Trips	26,858	26,153	10,336	-153%
	Ambulatory Trips	21,877	25,250	9,465	-167%
	Non-Ambulatory Trips	920	891	870	-2%
	Stretcher Trips	6	12	1	-1100%
	Total Revenue Vehicle Miles	209,767	114,715	112,683	-2%
	Total Vehicle Miles	263,436	143,394	129,784	-10%
	Total Driver Hours	5,850	6,750	2,102	-221%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.13	0.23	0.09	-149%
	Passenger Trips/Vehicle Mile	0.10	0.18	0.08	-129%
	Passenger Trips/Driver Hour	4.59	3.87	4.92	21%
COST EFFECTIVENESS & EFFICIENCY	Total Revenue	\$488,731	\$400,571	\$369,231	-8%
	Total Expenses	\$449,967	\$400,571	\$369,231	-8%
	Cost/Passenger Trip	\$16.75	\$15.32	\$35.72	57%
	Cost/Vehicle Mile	\$1.71	\$2.79	\$2.84	2%
	Cost/Revenue Vehicle Mile	\$2.15	\$3.49	\$3.28	-7%
	Cost/Vehicle	\$40,906	\$50,071	\$46,154	-8%
	Cost/Driver Hour	\$76.92	\$59.34	\$175.86	66%
VEHICLE UTILIZATION	Total Vehicles	11	8	8	0%
	Passenger Trips/Vehicle	2,442	3,269	1,292	-153%
	Total Vehicle Miles/Vehicle	23,949	17,924	16,223	-10%
	Total Revenue Vehicle Miles/Vehicle	19,070	14,339	14,085	-2%
	Revenue Vehicle Miles/Driver Hour	36	17	54	68%
	Driver Hours/Vehicle	532	844	263	-221%
	Total Number of Accidents	0	1	0	#DIV/0!
SAFETY	Accidents/100,000 Miles	0.00	0.70	0.00	#DIV/0!
	Average Vehicle Miles Between Roadcalls	131,718	71,697	43,261	-66%
SERVICE AVAILABILITY	Roadcalls	2	2	3	33%
	No Shows	243	166	80	-108%
	Number of Unmet Trip Requests	1,350	1,200	70	-1614%

Source: Annual Operations Reports





Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730

JIM BOXOLD
SECRETARY

Date: March 2, 2015

Curtis E. Allen
President
A&A Transport, Inc.
255 SW 9th Avenue,
Lake Butler, FL 32054

Re: A&A Transport, Inc. Bus Transit System Safety and Security Compliance Audit

Dear Mr. Allen,

A copy of the Bus Transit System Safety and Security Review report is attached with this correspondence. This report represents the findings of the Florida Department of Transportation (Department) with respect to your Agency's compliance with the provisions of Rule Chapter 14-90, Florida Administrative Code. The review, as conducted by the Department and our consultants, HDR, summarizes our findings derived from inspection of each of the 14 areas specified within Rule Chapter 14-90. These same 14 compliance areas are identified within the report provided, along with an explanation of any findings by the Department.

In the performance of our review, we observed the Agency to be well run and compliment the effective efforts of your management and staff for delivering vital transportation services to your constituents. The Department also notes significant improvement in the system safety program since the last audit conducted in July 2012. While acknowledging your exceptional efforts to deliver quality transportation within your community, the Department's compliance audit has revealed a few deficiencies and areas of concern that the Agency must address in response to the findings of this report. Please carefully review the attached report to better understand the areas that need attention. Based upon the Department's findings, the Agency must respond to the identified deficiencies and areas of concern by the due date specified in the report. Upon receipt of a satisfactory corrective action plan (CAP), schedule for implementation, and subsequent communication related to the completion of the CAP items, the Department will issue a letter of compliance with Rule Chapter 14-90.



District Two Modal Development Office of
The Florida Department of Transportation



The Department appreciates the level of support and cooperation received from the Agency's staff during the compliance audit and we look forward to assisting you in addressing any outstanding compliance issues. If you have any questions or would like to discuss any concerns please contact either Sandra Collins at (386) 961-7870 or me at (904) 360-5650.

Sincerely,



Doreen Joyner-Howard, AICP
District Modal Development Manager
Florida Department of Transportation
Jacksonville Urban Office
2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730
Phone: (904) 360-5650
Email: doreen.joynerhoward@dot.state.fl.us



District Two Modal Development Office of
The Florida Department of Transportation



BUS TRANSIT SYSTEM SAFETY & SECURITY REVIEW

A&A Transport, Inc.

Union County, Florida

Conducted by

**District Two Modal Development Office
of
The Florida Department of Transportation**



Review Dates: February 3, 2015

Report Provided to Bus Transit System: March 2, 2015

CAP Due to FDOT: April 2, 2015

FDOT District Two Modal Development Manager: Doreen Joyner-Howard

FDOT District Two Transportation Specialist: Sandra Collins

Consultant Project Manager: Santanu Roy, HDR Inc.

Jacksonville Urban Office
2198 Edison Avenue, Jacksonville, Florida 32204
Phone No: (904) 360-5650



District Two Modal Development Office of
The Florida Department of Transportation



EXECUTIVE SUMMARY & FINDINGS

The A&A Transport, Inc. (Agency) serves as the designated Community Transportation Coordinator (CTC) for Union County, Florida and provides demand response services to their patrons. The subject Bus Transit System Safety and Security Review of the Agency was conducted by the Florida Department of Transportation District Two Modal Development Office (Department) on February 3, 2015 at 255 SW 9th Avenue, Lake Butler, Florida 32054. A copy of the official notification letter issued to the Agency per Department's Bus Transit System Safety Program Procedure No. 725-030-009-J is included in Appendix A. The purpose of the review is to determine compliance with the provisions of Rule Chapter 14-90, Florida Administrative Code (F.A.C.) effective September 16, 2010. The provisions include the development of and compliance with a System Safety Program Plan (SSPP) and Security Program Plan (SPP)/Hazard and Security Plan (HSP), performance of safety inspections of all operational buses, documentation of compliance with equipment and operational safety standards, and safety monitoring of covered contractors.

This report summarizes the findings derived from the review of each of the 14 areas specified by the Rule Chapter 14-90, F.A.C.; the table on the following page provides a synopsis of the results. The findings are based on the analysis of factual information obtained during the review and are identified as a "Deficiency", "Area of Concern", or "Observation", as applicable.

The Department finds that the Agency is well run by seasoned management and staff, very knowledgeable with supporting transit services in compliance with Florida Statutes in general and Rule Chapter 14-90, F.A.C. in particular. The Department also notes significant improvement in the system safety program since the last audit conducted in July 2012. While acknowledging the safety performance of the Agency, the Department finds three (3) deficiencies that the Agency must address in response to this report within the due date specified by the Department in this report. The key improvement opportunities for the Agency identified in this report relate to completion of DVIs and Preventative Maintenance (refer to Section VI of this document for the complete list of items). Upon receipt of a satisfactory corrective action plan (CAP), schedule for implementation, and subsequent communication related to the completion of the CAP items, the Department will issue a letter of compliance with Rule Chapter 14-90.

The Department appreciates the cooperation of A&A Transport, Inc. management and staff in the review process and notes their efforts in addressing safety system compliance with the subject Rule. The Department looks forward to working with A&A Transport, Inc. in their continuing efforts to serve the safe transportation needs of their clients.



District Two Modal Development Office of
The Florida Department of Transportation



Summary of Number of Findings by Review Item and Category

No	Equipment and Operational Standards	Deficiencies	Areas of Concern	Observations
1	System Safety Program Plan (SSPP)	0	0	0
2	Security Program Plan (SPP)	0	0	0
3	Wireless Communications Plan (WCP)	0	0	0
4	Qualification, Selection, and Training of Drivers	0	0	0
5	Operational and Safety Procedures	1	0	0
6	Records Retention and Distribution	0	0	0
7	Drug Free Workplace & Substance Abuse Management	0	0	0
8	Bus Maintenance	1	0	0
9	Event Investigation	0	0	1
10	Medical Examinations for Bus Drivers	0	0	0
11	Operational and Driving Requirements	0	0	0
12	Vehicle Equipment Standards and Procurement Criteria	0	0	0
13	Bus Safety Inspections	1	0	0
14	Certification	0	0	0
Total		3	0	1

End of Summary

District Two Modal Development Office of
The Florida Department of Transportation



Annual Sub-Recipient Site Visit Review

A&A Transport
Community Transportation Coordinator
for Union County, Florida

Conducted by: 

District Two Modal Development Office of
The Florida Department of Transportation

February 2015



Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730

JIM BOXOLD
SECRETARY

Date: March 2, 2015

Mr. Curtis Allen
President
A&A Transport
255 SW 9th Avenue
Lake Butler, Florida 32054

Re: A&A Transport Annual Site Visit

Dear Mr. Allen,

A copy of the Annual Site Visit Review report is attached with this correspondence. This report represents the findings of the Florida Department of Transportation (Department) with respect to your agency's compliance with the Federal and State requirements. The review was conducted on February 3, 2015 by the Department and our consultants, HDR, according to Department's Procedures.

In the performance of our review, we observed the agency to be well run and compliment the effective efforts of your management and staff for delivering vital transportation services to your constituents. While acknowledging your exceptional efforts to deliver quality transportation within your community, the Department's compliance audit has revealed the following findings that the Agency must address.

1. The Written Preventative Maintenance Plan does not have an updated fleet summary.
2. FDOT vehicle #90264 did not have a DHSMV letter.
3. The recipient does not have a non-prioritization plan.
4. The agency does not have a facility maintenance plan.
5. The recipient does not submit accurate invoices in a timely manner and on many occasions the Department Project Manager has to prompt the recipient to submit invoices.
6. The recipient is performing charter service without following proper procedures.

Please provide responses to the findings by April 2, 2015.



District Two Modal Development Office of
The Florida Department of Transportation



The Department appreciates the level of support and cooperation received from the Agency's staff during the compliance audit. If you have any questions or would like to discuss any concerns please contact me at (386) 961-7870.

Sincerely,

Sandra Collins
Transportation Specialist
Florida Department of Transportation, District Two
1109 South Marion Avenue
Lake City, Florida 32025-5874
Phone: (386) 961-7870
Email: sandra.collins@dot.state.fl.us



District Two Modal Development Office of
The Florida Department of Transportation




ON-SITE OBSERVATION OF THE SYSTEM

1. Date of Observation:
2/3/15
2. Please list any special guests that were present:
Sandra Collins, Florida Department of Transportation Representative
3. Location:
Suwannee River Economic Council mealsite
4. Number of Passengers picked up/dropped off
5

Ambulatory:
5

Non-Ambulatory
0
5. Was the driver on time?
☒ Yes
☐ No If no, how many minutes late/early?
6. Did the driver provide any passenger assistance?
☒ Yes
☐ No
7. Was the driver wearing any identification?
☒ Yes
☐ No
8. Did the driver render an appropriate greeting?
☒ Yes
☐ No
9. Did the driver ensure the passengers were properly belted?
☒ Yes Note: Drivers should ensure passengers are properly belted/secured prior to departure.
☐ No
10. Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
☒ Yes
☐ No
11. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Helpline for comments/complaints/commendations?
☒ Yes
☐ No
12. Does the vehicle have working heat and air conditioning?
☒ Yes
☐ No

13. Does the vehicle have two-way communications in good working order?
☒ Yes
☐ No
14. If used, was the lift in good working order?
☐ Yes
☐ No
☒ Not Applicable
15. Was there safe and appropriate seating for all passengers?
☒ Yes
☐ No
16. Did the driver properly use the lift and secure the passenger?
☐ Yes
☐ No
☒ Not Applicable
- 

PURCHASING AGENCY SURVEY

Purchasing Agency name: Medicaid Non-Emergency Medical Transportation Program
Representative of Purchasing Agency: Florida Commission for the Transportation Disadvantaged

1) Do you purchase transportation from A & A Transport?

☒ YES

☐ NO

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

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

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

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

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

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

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

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

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

- ☒ Yes
- ☐ No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: Transportation Disadvantaged Program
Representative of Purchasing Agency: Florida Commission for the Transportation Disadvantaged

1) Do you purchase transportation from A & A Transport?

☒ YES

☐ NO

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

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

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

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

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

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

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

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

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

- ☒ Yes
- ☐ No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: Title III B Aging Program

Representative of Purchasing Agency: Janis Owen

1) Do you purchase transportation from A & A Transport?

☒ YES

☐ NO

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

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

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

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

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

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

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

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

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

- ☒ Yes
- ☐ No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: Medicaid Non-Emergency Medical Transportation Program
Representative of Purchasing Agency: [Signature]

1) Do you purchase transportation from A & A Transport?

☒ Yes

☐

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

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

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

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

☐

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

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

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

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

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

- ☒ Yes
☐ No If no, why? _____

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

County: Union		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Complete			
FLCTD Status: Approved			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$172,758.00	\$0.00	\$172,758.00
Fringe Benefits (502):	\$18,026.00	\$0.00	\$18,026.00
Services (503):	\$36,806.00	\$0.00	\$36,806.00
Materials and Supplies Cons. (504):	\$49,867.00	\$0.00	\$49,867.00
Utilities (505):	\$8,742.00	\$0.00	\$8,742.00
Casualty and Liability (506):	\$44,791.00	\$0.00	\$44,791.00
Taxes (507):	\$292.00	\$0.00	\$292.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$17,414.00	\$0.00	\$17,414.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$5,535.00	\$0.00	\$5,535.00
Annual Depreciation (513):	\$15,000.00	\$0.00	\$15,000.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$369,231.00	\$0.00	\$369,231.00

COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	2	2
Private For-Profit	0	0
Government	0	0
Public Transit Agency	0	0
Total	2	2

2. How many of the operators are coordination contractors? 1

3. Does the Community Transportation Coordinator have a competitive procurement process?
☐ Yes
☒ No

4. What methods have been used in selection of the transportation operators? Not Applicable

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties
	Other

COORDINATION

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

All plans for providing transportation disadvantaged services are coordinated.

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

A & A Transport determines Transportation Disadvantaged Program passenger eligibility. Eligibility for other agency transportation services is determined by the sponsoring agency.

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

Individuals call A & A Transport to schedule all trips except Medicaid Managed Medical Assistance Program and Industrial Complex of Raiford trips.

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

A & A Transport handles all trip reservations except Medicaid Managed Medical Assistance Program and Industrial Complex of Raiford trips.

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

A & A Transport handles all trip allocations except Medicaid Managed Medical Assistance Program and Industrial Complex of Raiford trips.

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

A & A Transport schedules all trips except Medicaid Managed Medical Assistance Program and Industrial Complex of Raiford trips.

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

A & A Transport is required to monitor subcontracted transportation providers. Transportation providers contracted under the Medicaid Managed Medical Assistance Program are monitored by the Managed Medical Assistance Plans.



IV.A

Serving

Alachua • Union

Columbia • Union • Union

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

April 7, 2015

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Union County Transportation Disadvantaged Service Plan Update

STAFF RECOMMENDATION

Approve the Union County Transportation Disadvantaged Service Plan update.

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

Attachment

t:\lynn\td2015\union\memos\tdsp.docx

Union County Transportation Disadvantaged Service Plan

July 1, 2015 - June 30, 2016

Union County Transportation Disadvantaged
Coordinating Board



Union County Transportation Disadvantaged Service Plan

Approved by the
Union County
Transportation Disadvantaged Coordinating Board

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

Woody Kitler, Chair

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

and

A & A Transport
255 SW 9th Avenue
Lake Butler, FL 32054
386.496.2056

April 14, 2015



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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 Union 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 Union 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 Union 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. A & A Transport is the designated Community Transportation Coordinator for Union County.

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

- 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

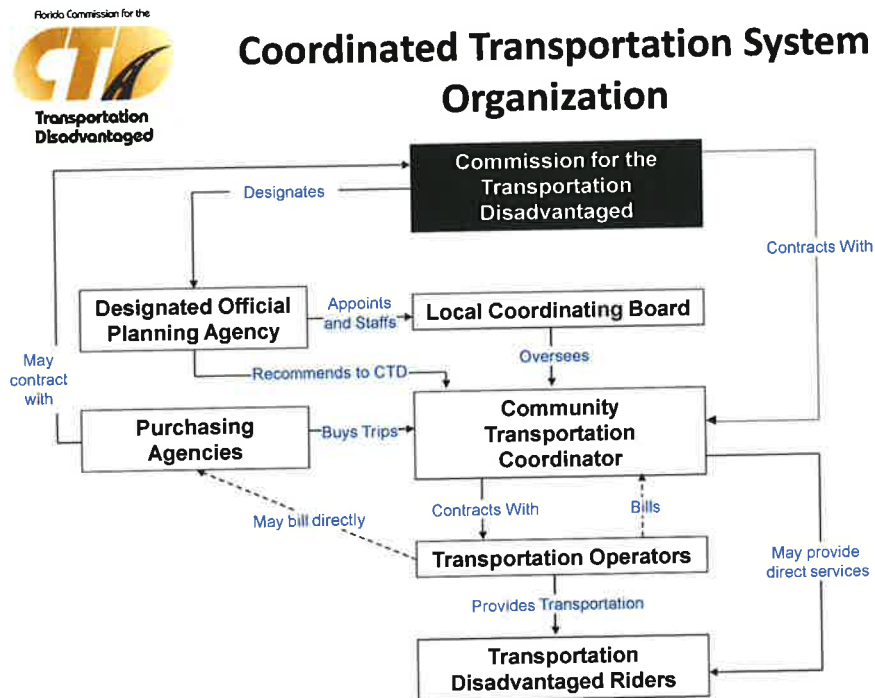
A & A Transport is a private non-profit corporation formed November 7, 1983 to provide transportation assistance to disadvantaged individuals. A & A Transport was appointed as the provider of transportation disadvantaged services in March 1985 by the Union County Board of County Commissioners.

A & A Transport was designated the Union County Community Transportation Coordinator by the Florida Commission for the Transportation Disadvantaged in 1990. In 2013, the Florida Commission for the Transportation Disadvantaged re-designated A & A Transport as the Union County Community Transportation Coordinator through a competitive selection process.

The North Central Florida Regional Planning Council was designated the official planning agency for Union County in April 1990. The North Central Florida Regional Planning 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 Union 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 Union 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 Union County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Union County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

6. Union County Coordinating Board Membership Certification

UNION 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:


Carolyn B. Spooner, Chair

Date:

3/26/15

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Woody Kitler	Vacant	No Term
Elderly	Donald Petit	Vacant	6/30/2017
Disabled	Bill McGill	Vacant	6/30/2015
Citizen Advocate	Doyle Archer	Vacant	6/30/2015
Citizen Advocate/User	Vacant	Vacant	6/30/2015
Children at Risk	Alberta Hampton	Vacant	6/30/2016
Community Action	Matthew Pearson	Vacant	6/30/2017
Public Education	Mike Pittman	Vacant	No Term
Department of Transportation	Sandra Collins	Janell Damato	No Term
Department of Children and Families	Jaime Sanchez-Bianchi	Vacant	No Term
Department of Elder Affairs	Vacant	Vacant	No Term
Department of Education	Jeff Aboumrad	Vacant	No Term
Agency for Health Care Administration	Alana McKay	Andrew Singer	No Term
Regional Workforce Development Board	Vacant	Vacant	No Term
Veteran Services	Barbara Fischer	Vacant	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Transportation Industry	Vacant	Vacant	6/30/2016
Local Medical Community	Vacant	Vacant	6/30/2016

Union County Transportation Coordinating Board Membership

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Woody Kitler Local Elected Official/Chair	
Sandra Collins Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Jaime Sanchez-Bianchi Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education Grievance Committee Member	Jeff Aboumrad Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration Grievance Committee Member	Andrew Singer Florida Agency for Health Care Administration
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Matthew Pearson Florida Association for Community Action Grievance Committee Member Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Mike Pittman Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Doyle Archer Citizen Advocate Term ending June 30, 2015	Vernon Dukes, Vice-Chair 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
Bill McGill Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Donald Pettit Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Vacant Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Alberta Hampton 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

B. Service Area Profile and Demographics

1. Union County Service Area Description

Union County has a land area of approximately 240 square miles or 155,730 acres. The County is located in the north central portion of the State of Florida and is bordered on the north by Baker County, on the east by Bradford County, on the south by Alachua County and on the west by Columbia County.

2. Demographics

a. Land Use

The purpose of this section is to provide information concerning Union County's existing land use. This information was obtained from Union County's Comprehensive Plan. The land use for approximately 77 percent of the acreage within the unincorporated area of the County has been designated as agricultural and approximately 2 percent is residential. Union County has four urban development areas surrounding the incorporated municipalities of Lake Butler, Raiford and Worthington Springs, as well as the unincorporated community of Providence.

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

b. Population/Composition

The Bureau of Economic and Business Research estimated Union County's total population in 2013 as 15,483. The Bureau of Economic and Business Research also estimated the population of the City of Lake Butler as 1,872, the Town of Raiford as 244, the Town of Worthington Springs as 391 and the unincorporated area as 12,976.

As Table 1 shows, 82 percent of the County's population is located within the unincorporated areas. Table 2 indicates that Union County's population is not evenly distributed. In 2010-, approximately 57 percent of the population lived in the Lake Butler census division which covers 46 percent of the County's land area. Population/land area percentages for the Raiford census division and the Worthington census division are 21.4/26.3 and 22.1/27.2 respectively.

TABLE 1
POPULATION COUNTS AND ESTIMATES
UNION COUNTY

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2013
Union County	15,535	15,483
City of Lake Butler	1,897	1,872
Town of Raiford	255	244
Town of Worthington Springs	181	391
Unincorporated Area	13,202	12,976

Source: 2010 U.S. Census/Bureau of Economic and Business Research

It is important to note that, according to the Bureau of Economic and Business Research, 4,809 individuals in Union County 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

Table 2 shows the Union County population distribution.

TABLE 2
POPULATION DISTRIBUTION
UNION COUNTY

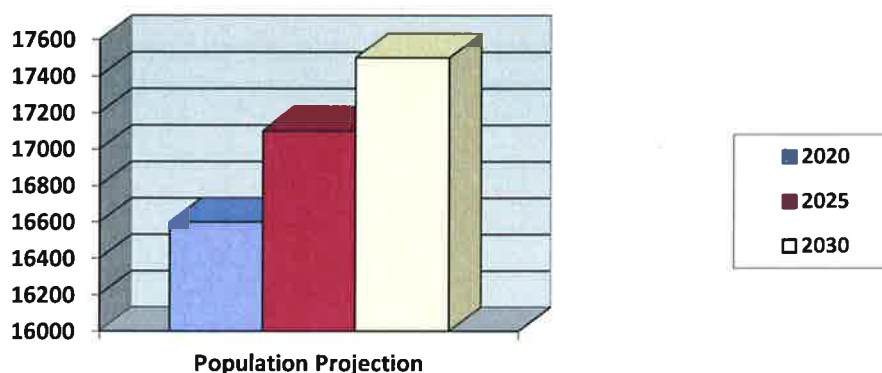
2010 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
15,535	243	64

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

d. Population Projections

According to the Bureau of Economic and Business Research, by the year 2020, Union County will have a total population of 16,600 and by the year 2025, the total County population will be 17,100. Illustration I shows population projections for 2020, 2025 and 2030.

ILLUSTRATION I



Source: Bureau of Economic and Business Research, University of Florida

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 the County's population by age group.

TABLE 3
Population Estimates By Age Group
Union County
April 2013

Age Group	Population
0-4	810
5-17	2,125
18-24	1,450
25-54	7,010
55-64	2,409
65-79	1,390
80+	289

Source: Bureau of Economic and Business Research, University of Florida

f. Disability and Self Care Limitations

The 2010 Census Community Survey 2009-2013 reported 1,474 civilian residents of Union County have disabilities.

g. Employment

The Bureau of Economic and Business Research reports that Union County's monthly labor force (individuals who are able to work but may not be employed) in 2015 was 4,552 with 261 unemployed. The monthly unemployment rate for Union County in 2015 was 5.7 percent.

h. Income

The 2010 U.S. Census Bureau estimates the median household income for Union County 2009-2013 was \$42,660. Table 4 characterizes the levels of household income in Union County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4
HOUSEHOLD INCOME
UNION COUNTY, 2009

HOUSEHOLDS	MEDIAN HOUSEHOLD INCOME	PERCENT OF PERSONS BELOW POVERTY LEVEL
3,807	\$42,660	19.6%

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

TABLE 5
2015 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

PERSONS IN FAMILY / HOUSEHOLD	POVERTY GUIDELINE
1	\$11,770
2	\$15,930
3	\$20,090
4	\$24,250
5	\$28,410
6	\$32,570
7	\$36,730
8	\$40,890

* For families/households with more than 8 persons, add \$4,160 for each additional person.

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

Table 6 shows income and poverty status data for cities and designated census places.

TABLE 6
INCOME AND POVERTY STATUS DATA
UNION COUNTY

PER CAPITA INCOME 2013	MEDIAN HOUSEHOLD INCOME 2013	PERCENT OF PERSONS BELOW POVERTY LEVEL 2013
\$13,590	\$42,660	19.6%

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

Low-income households often have no mobility choice other than public transportation and thus generally have high potential to use public transportation. According to the Bureau of Economic and Business Research the total number of Union County Medicaid Program recipients in 2013 was 3,089. Table 7 shows individuals who received Supplemental Security Income.

TABLE 7

**PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYPE OF ASSISTANCE
UNION COUNTY, 2013**

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	75
Aid to the Blind and Disabled	369
Total	386

Source: Bureau of Economic and Business Research, University of Florida

i. Housing

The U.S. Census Bureau estimates that in 2013, the total number of households in Union County was 3,807 and that the average household size was 2.79. Table 8 presents data on Union County housing units.

TABLE 8

**HOUSING OCCUPANCY
UNION COUNTY, 2013**

HOUSING UNITS	HOME OWNERSHIP RATE
4,419	67%

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

j. Health

One hospital is located in Union County. According to the Bureau of Economic and Business Research, there are 7 licensed doctors of medicine and 222 nurses.

k. Transportation

According to the 2010 Census 2009-2013 American Community Survey, 269 households had no vehicle available.

l. Major Trip Generators/Attractors

Major trip generators/attractors include the North Florida Reception Center, local government offices, Lake Butler Hospital, Suwannee River Economic Council's meal site and the Industrial Complex of Raiford.

Travel to Gainesville continues to be necessary for many County residents, particularly for medical and employment 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."

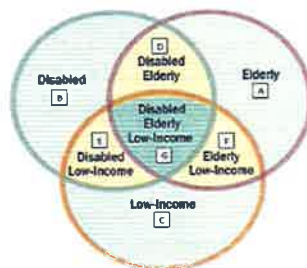
The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities,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

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

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Union County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	431	434	437	439	442	445	448	450	453	456	459
B - Estimate non-elderly/ disabled/not low income	1,420	1,429	1,438	1,447	1,456	1,465	1,474	1,483	1,492	1,501	1,511
G - Estimate elderly/disabled/low income	112	113	113	114	115	115	116	117	118	118	119
D - Estimate elderly/ disabled/not low income	839	843	847	851	855	859	863	867	871	875	879
F - Estimate elderly/non-disabled/low income	90	91	91	92	92	93	94	94	95	95	96
A - Estimate elderly/non-disabled/not low income	713	718	722	727	731	736	740	745	750	754	759
C - Estimate low income/not elderly/not disabled	1,446	1,455	1,464	1,473	1,482	1,491	1,500	1,510	1,519	1,529	1,538
TOTAL GENERAL TD POPULATION	4,851	4,881	4,911	4,942	4,973	5,003	5,035	5,066	5,097	5,129	5,161
TOTAL POPULATION	15,535	15,631	15,729	15,826	15,925	16,023	16,123	16,223	16,324	16,425	16,527



Union County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	543	547	550	553	557	560	564	567	571	574	578
Low Income Not Disabled No Auto/Transit	418	420	423	426	428	431	434	436	439	442	444
Total Critical Need TD Population	961	967	973	979	985	991	997	1,003	1,010	1,016	1,022
Daily Trips - Critical Need TD Population											
Severely Disabled	27	27	27	27	27	27	28	28	28	28	28
Low Income - Not Disabled - No Access	793	798	803	808	813	818	823	828	834	839	844
Total Daily Trips Critical Need TD Population	820	825	830	835	840	845	851	856	862	867	872
Annual Trips	299,270	304,328	309,471	314,701	320,020	325,684	331,449	337,315	343,286	349,362	354,847

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 0.62%

2. Paratransit Service Demand Estimation

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

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Union County

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	184	6.10%	69	2.30%
18-64	1,668	15.20%	362	3.30%
Total Non Elderly	1,851	13.24%	431	3.08%
65+	751	48.30%	112	7.20%
Total Elderly	751	48.30%	112	7.20%
Total	2,602	16.75%	543	3.50%

Census Data from: 2013

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	123
11.70%	13
	136

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	308	123	431
Elderly	99	13	112
TOTAL	407	136	543

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

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION			
Low Income & Not Disabled = C + F			
Assumes 27.2%	1,536		
xx % without auto access	418		
100%	418		
xx % without transit access	418		
Calculation of Daily Trips			
Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	543	0.049	27
Low Income ND	418	1.899	793
Totals	961		820

3. Barriers to Coordination

Medicaid non-emergency transportation services are no longer coordinated through Florida's Coordinated Transportation System in Bradford County. In May 2014, the Florida Agency for Health Care Administration implemented Florida's Managed Medical Care Program. The Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available.

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. According Chapter 2 of the Florida Agency for Health Care Administration Transportation Coverage, Limitations and Reimbursement Handbook, July 1997, "Medicaid is required by Chapter 427, Florida Statutes to purchase transportation services through the designated Community Transportation Coordinator, unless those services are not cost effective or the Community Transportation Coordinator does not coordinate Medicaid transportation services."

4. Needs Assessment

U.S.C. Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
<u>Operating assistance.</u>	<u>2015/16</u>	<u>Union County</u>	<u>\$180,500 Federal</u>	<u>U.S.C. Section 5311 Program</u>
			<u>\$180,500 Local</u>	<u>A & A Transport</u>

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2014/15	Union County	\$94,303	Transportation Disadvantaged Trust Fund
			\$10,478	A & A Transport

5. Goals, Objectives and Strategies

GOAL I: Coordinate 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 Union 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 Union 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 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 V:** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**

OBJECTIVE: The local Coordinating Board shall annually 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 VI: **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 VII: **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 VIII: **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 IX: **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: The System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule 14-90, Florida Administrative Code*.

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Union 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) 2015 (4) 2015
(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.	2015
(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Ongoing (2) Annually (3) Quarterly
(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.	(1) Ongoing (2) Ongoing
(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually

(1) Maintain a data base with pertinent information relative to clients needs and limitations.	(1) Ongoing
The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.	Annually

Chapter II: Service Plan

A. Operations

The operations element is a profile of the Union County coordinated transportation system. This element is intended to provide basic information about the daily operations of A & A Transport and its contracted transportation operators.

1. Types, Hours and Days of Service

	Ambulatory	Wheelchair	Stretcher	Advance Reservation	Subscription	Door to Door
A & A Transport	✓	✓	✓	✓	✓	✓
Industrial Complex of Raiford	✓				✓	✓

a. Bariatric Transportation

A & A Transport is required to transport all "common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight may not to be transported.

b. Hours and Days of Service

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

c. Holidays

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

Veteran's Day
Thanksgiving Day
Christmas Day
New Year's Day
Martin Luther King, Jr.'s Birthday
Memorial Day
Independence Day
Labor Day

2. Accessing Services

a. Office Hours

Monday through Friday, 8:00 a.m. to 5:00 p.m.

b. Phone Number

386.496.2056

c. Advance Notification Time

Twenty-four hours advance notification must be given for trips provided Tuesday through Friday. Seventy-two hours advance notification must be given for trips provided on Mondays.

d. Trip Cancellation Process

Trip cancellations should be made to A & A Transport with 24-hour advance notification.

e. No-Show Policies

Trips must be canceled a minimum of two hours before the scheduled pick-up time. If trips are not cancelled at least two hours in advance, the passenger will be considered a no-show. Cancellations at the door will be considered no-shows. If an individual is charged with frequent no-shows, they may be temporarily suspended from service.

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.

f. After Hours Service

Not applicable.

g. Passenger Fares

Transportation Disadvantaged Program sponsored passengers must pay \$1.00 per trip.

Individuals requesting private pay transportation will pay the rates established in this Plan.

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.

A & A Transport will use the above criteria when determining Transportation Disadvantaged Program eligibility. A & A Transport determines eligibility by conducting phone interviews at the time assistance is requested. Additional eligibility verification may be required by A & A Transport.

i. Transportation Disadvantaged Program Trip Priorities

When funding availability and/or vehicle capacity necessitates the prioritization of Transportation Disadvantaged Program sponsored services, a 30 day notice will be given prior to the implementation of the following approved trip priorities:

1. Medical and medically related
2. Personal business (intra-county) - includes trips to government agencies, banks, bill payments (i.e. utilities), law offices, health department (WIC), etc. . .
3. Shopping (intra-county)
4. Education/Training (intra-county)
5. Employment (intra-county)
6. Social/Recreational (intra-county)
7. Other
8. Employment (inter-county)

3. Transportation Operators And Coordination Contractors

A & A Transport is the only transportation provider in Union County other than the Industrial Complex of Raiford. The Industrial Complex of Raiford provides transportation services for their clients.

4. Public Transit Utilization

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

5. School Bus Utilization

Currently, there is no need to use school buses at this time. If A & A Transport determines a need to use school buses in the future, the Union County School Board will be contacted for assistance.

6. Vehicle Inventory

A & A Transport's vehicle inventory is shown as Exhibit D.

7. System Safety Program Plan Certification

A & A Transport's System Safety Program Plan Certification is shown as Exhibit E.

8. Inter-County Services

A & A Transport does not have any inter-county agreements with other Community Transportation Coordinators at this time.

9. Natural Disaster/Emergency Preparedness

The Union County Emergency Management Department does not have a formal agreement with A & A Transport 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 Union 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.

A & A Transport 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: Out-of-service area trip requests are reviewed on an individual basis by the Community Transportation Coordinator. The provision of out-of-service area trips is based on riders' needs and the availability of service.

Transportation Disadvantaged Program sponsored out of service area trips for medical purposes will be restricted to appointment times no later than 12:00 p.m. when possible. Dialysis trips will be provided after 12:00 p.m.

h. Vehicle Cleanliness

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

Local Policy: The Community Transportation Coordinator shall comply with this standard.

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.

l. Driver Identification

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

Local Policy: 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: Smoking is prohibited in any vehicle. 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: Drivers are not required to be trained and certified in first aid.

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: Passengers must be ready at least two hours prior to their appointment time. A & A Transport may request that passengers be ready more than two hours prior to their appointment time depending on the number of passengers on the schedule. A & A Transport will call passengers the night before their appointment to notify them of their estimated pick-up time.

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.

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. 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 A & A Transport.

- 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 - A & A Transport will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that A & A Transport 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 Union 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:

A & A Transport
255 SW 9th Avenue
Lake Butler, FL 32054

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 Union 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 A & A Transport to the person requesting the hearing.

15. Evaluation Process

A & A Transport 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.

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: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Union 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 Union 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. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (3) 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.
- (4) 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.
- (5) 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.

- (6) 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.

- (7) Proxy Voting. Proxy voting is not permitted.
- (8) 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:

Union 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. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (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:

Union 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.

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: A & A Transport, Inc.

COUNTY: Union

CONTRACT PERIOD: July 1, 2014 - June 30, 2015

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT
Transportation Disadvantaged Program Ambulatory	\$1.76/passenger mile
Transportation Disadvantaged Program Wheelchair	\$3.02/passenger mile
Transportation Disadvantaged Program Stretcher	\$7.44/passenger mile

Preliminary Information Worksheet

Version 1.4

CTC Name: A & A Transport, Inc.
County (Service Area): Union County
Contact Person: Curtis E Allen, President
Phone # 386-496-2056

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

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

NETWORK TYPE:

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

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

Comprehensive Budget Worksheet

Version 1.4

CTC: A & A Transport, Inc.
County: Union County

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	% Change from Current Year to Upcoming Year	
1	2	3	4	5	6	7
REVENUES - (CTC/Operators ONLY / Do NOT include coordination contractors)						
Local Non-Govt						
Farebox	\$ 880	\$ 2,315	\$ 2,451	163.1%	5.9%	Partial year in last column 2
Medicaid Co-Pay Received	\$ 1,811	\$ 4,290	\$ 4,549	204.6%	5.9%	Same money, broken down in column 4 of "other"
Donational Contributions						Business loan
In-Kind, Contributed Services						WHAT (Borrowed money)? PERSONAL LOAN OR BUSINESS LOAN IS IT REFLECTED BY EXPENSE LIABILITY?
Other	\$15,685	\$ 17,471	\$ 15,000	-6.5%	-14.1%	
Bus Pass Program Revenue						
Local Government						
District School Board	\$ 48,197	\$ 40,237	\$ 24,220	-15.6%	-39.8%	
Compl. ADA Services						IS THIS THE LOCAL MATCH FROM THE COUNTY? SPECIFY PLEASE
County Cash	\$ 11,923	\$ 8,424	\$ 11,223	-29.6%	33.2%	Yes
County In-Kind, Contributed Services						WHY DOES COLUMN 2 REFLECT \$17
City Cash						
City In-Kind, Contributed Services						
Other Cash	\$ 1	\$ -	\$ -	-100.0%		
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
DOT						
Non-Sports Trip Program	\$ 72,562	\$ 75,812	\$ 101,006	4.5%	33.2%	Did not apply for (total) Capital assistance in columns 2 & 4
Non-Sports Capital Equipment		\$ 60,803			-100.0%	YES
Rural Capital Equipment						U DID NOT APPLY FOR SHIRLEY CONROY THIS CURRENT YEAR (COLUMN 3) NO
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307		\$ 33,164	\$ 35,000	6.5%	2.1%	Significant drop in annual allotment of 5311 from column 2 to 3. Applied for 2 vehicles in column 4 of
49 USC 5310						
49 USC 5311 (Operating)	\$ 115,662	\$ 94,972	\$ 97,000	-17.9%	2.1%	THERE IS NO SIGNIFICANT DROP IN 5310 FROM COLUMN 2 TO COLUMN 3. HOWEVER THERE IS A LARGE INCREASE SHOWN IN COLUMN 4. PLEASE CLARIFY
49 USC 5311 (Capital)						YOU STATE OPERATIONAL 5311 BUT NOTHING UNDER 5311 CAPITAL FOR THE VEHICLES YOU MENTION ABOVE???
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AMCA						
Medicaid	\$ 85,014	\$ 84,884	\$ 115,234	1.2%	39.3%	Medicaid awarded more significant increase to annual allotment
Other AMCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis. Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DCH						
Children Medical Services						
County Public Health						
Other DCH (specify in explanation)						
Bus Pass Program Revenue						
DOE (DOD)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Orist Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: A & A Transport, Inc.
County: Union County

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

	Prior Year's ACTUALS from July 1st of 2011 to June 30th of 2012	Current Year's APPROVED Budget, as amended from July 1st of 2012 to June 30th of 2013	Upcoming Year's PROPOSED Budget from July 1st of 2013 to June 30th of 2014	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7
APD:						
Office of Disability Determination						In APD category, significant drop in both eligible and funding beginning in column 3.
Developmental Services						
Other APD (specify in explanation)	\$ 70,431	\$ 49,402	\$ 40,000	-34.0%	-13.0%	
Bus Pass Program Revenue						
DM:						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State:						
S.R.E.C. meal site trips	\$ 4,685	\$ 5,205	\$ 7,000	12.8%	32.5%	For "Meal Site" increased amounts each succeeding year. Amount of \$41 refund error in column 2.
U.S. Treasury 941 refund	\$ 130			-100.0%		WHAT IS THE 941 TREASURY REFUND? I DON'T THINK YOU WERE
XXX						
Bus Pass Program Revenue						
Other Revenues:						
Interest Earnings						
XXXX						
Bus Pass Program Revenue						
Balance Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
Total Revenues =	\$428,529	\$483,205	\$485,685	12.8%	-5.7%	

EXPENDITURES (CTC Operators ONLY / Do NOT include Combination Contractors)						
Operating Expenditures						
Labor	\$ 147,661	\$ 151,079	\$ 135,000	-10.7%	2.3%	FICA included in columns 3 & 4 of Fringe Benefits. Use of different services provider in column 4. From column 2 to 3 an increase in fuel prices is responsible for increase. In column 4 more significant grouping responsible for less fuel purchased. Concerted effort to decrease utilities responsible for 3 to 4. FICA included in column 2 of taxes. Loss miscellaneous items to deal with or purchase after column 2. Moved into different location and had no more leases after column 3. Huge increase in vehicle coverage costs. Utilities higher due to moving into much larger building.
Fringe Benefits	\$ 7,987	\$ 16,635	\$ 13,000	108.3%	-21.8%	YOU CAN'T CLAIM FICA EXPENSE IN BOTH FRINGE BENEFITS AND TAXES
Services	\$ 27,081	\$ 25,201	\$ 20,000	-6.9%	-12.7%	EXPLAIN THE AMOUNTS IN "OTHER" and "MISCELLANEOUS" WHAT IS THIS FOR?
Materials and Supplies	\$ 51,612	\$ 63,000	\$ 50,105	23.6%	-8.6%	LEASE EXPENSE - IS THIS YOUR \$737.50 MONTHLY RENT? IF IT IS, THAT TOTAL WOULD BE \$850
Utilities	\$ 6,841	\$ 7,330	\$ 10,000	8.5%	36.3%	EXPLAIN "CONTRIBUTIONS TO CAPITAL EQUIP REPLACEMENT FUND" ALSO WHAT ARE THE PURCHASES FOR CAPITAL EXPENDITURES WITH GRANT FUNDS?
Casualty and Liability	\$ 16,371	\$ 15,147	\$ 31,350	-7.5%	105.7%	
Taxes	\$ 61,184	\$ 40,828	\$ 35,000	-33.5%	-14.3%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 40,704	\$ 41,443	\$ 40,000	-15.9%	-3.5%	
Other	\$ 40,850	\$ 43,831	\$ 44,500	7.3%	0.4%	
Miscellaneous:						
Operating Debt Service - Principal & Interest	\$ 9,558	\$ 9,558	\$ 8,850	0.0%	-7.4%	
Leases and Rentals	\$ 10,000			-100.0%		
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services						
Allocated Indirect		\$ 22,500	\$ 23,000		4.4%	
Capital Expenditures						
Equip. Purchases with Grant Funds		\$ 80,000	\$ 35,000		-46.2%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$428,529	\$483,205	\$485,685	12.8%	-5.7%	

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

CTC: A & A Transport, Inc.
County: Union County

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 4 and 5

Upcoming Year's BUDGETED Revenues	What amount of the BUDGETED Revenues, in sec. 2 will be generated at the rate per unit determined by this spreadsheet. CPI used as level multiplier for these type revenues?	What amount of the BUDGETED Revenues in a cell comes from lease to the public equipment, OR will be used for the purchase of equipment?
July 1st of 2013 to June 30th of 2014	Dedicated Rate Subsidy Revenues, Excluded from the Public Works	
2	2	

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Fees/fees	\$	2,451
Mailed-in Co-Pay Receipts	\$	4,543
Donations/Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	15,000
Bus Pass Program Revenue	\$	-
Local Government		
Delisted School Board	\$	24,269
Comp. ADA Services	\$	-
County Cash	\$	11,223
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

CTD

Non-Sports Trip Program	\$	101,000
Non-Sports Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Box Pass Program Revenue	\$	-

USDOT & FDOT

48 USC 5007	\$	-
49 USC 5310	\$	35,000
49 USC 5311 (Operational)	\$	87,000
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Computer Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	

A-HCA

Medical	\$	118,234
Other AFCA	\$	-
Dis Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	0.00
Family Safety & Preservation	\$	0.00
Crisis, Care Discharge & Adult Serv.	\$	0.00
Other DCF	\$	0.00
Bus Pass Program Revenue	\$	0.00

DOH

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

DOE (state)

Civil Penalties	3	0
Div of Blind Services	3	0
Vocational Rehabilitation	3	0
Day Care Programs	3	0
Other DOE	3	0
Bus Pass Program Revenue	3	0

AW

WAGE/Workforce Board	3	-
AWA	3	-
Int. Pals Program Review	3	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEAs	\$	-
Rest Pass Program Revenues	\$	-

DCA

Community Services	3	0
Other ECA	3	0
Bus Pass Program Revenue	3	0

1	1	2,411	
2	2	4,549	
3	3	-	
4	4	15,000	
5	5	-	
6	6	24,220	
7	7	-	
8	8	11,223	
9	9	-	
10	10	-	
11	11	-	
12	12	-	
13	13	-	

local match rec

[illegible]

\$	118,234	\$	-	
		\$	-	
\$	-	\$	-	

5	-	5	-	
5	-	5	-	
5	-	5	-	
	-	5	-	
5	-	5	-	

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79																					

5	→	5	→
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3	-	3	=	
3	-	3	=	
3	-	3	=	

5	5	
5	5	
5	5	
5	5	

3	3	
3	3	
3	3	

YELLOW cells
are NEVER Generated by Applying Authorized Rates

Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: A & A Transport, Inc.

County: Union County

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

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated by the rate per unit determined by this spreadsheet, Off used as local match for these type revenues?		What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment. Off will be used as match for the purchase of equipment?	
From July 1st of 2013 to June 30th of 2014		3	4	5	
APD					
Office of Disability Determination	\$ -	\$ -	\$ -		
Developmental Services	\$ -	\$ -	\$ -		
Other APD	\$ 40,000	\$ -	\$ 40,000		
Bus Pass Program Revenues	\$ -	\$ -	\$ -		
DJJ					
DJJ	\$ -	\$ -	\$ -		
Bus Pass Program Revenues	\$ -	\$ -	\$ -		
Other Fed or State					
D.R.E.C. road mile fees	\$ 7,000	\$ -	\$ 7,000		
U.S. Treasury 841 refund	\$ -	\$ -	\$ -		
xxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenues	\$ -	\$ -	\$ -		
Other Revenues					
Interest Earnings	\$ -	\$ -	\$ -		
xxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenues	\$ -	\$ -	\$ -		
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -		
Total Revenues =	\$ 456,688	\$ 219,242	\$ 238,443	\$ 25,000	

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 135,000
Fringe Benefits	\$ 13,000
Services	\$ 22,000
Materials and Supplies	\$ 25,150
Utilities	\$ 10,000
Casualty and Liability	\$ 31,150
Taxes	\$ 20,000
Purchased Transportation	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ 40,000
Maintenance	\$ 44,000
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 8,850
Credits to Capital Equip. Replacement Fund	\$ -
In-kind, Contributed Services	\$ -
Allocated Indirect	\$ 23,000
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 30,000
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
Total Expenditures =	\$ 486,048
minus EXCLUDED Subsidy Revenue =	\$ 230,443
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 219,243
Rate Base Adjustment ²	
Adjusted Expenditures Included in Rate Base =	\$ 219,242

6 201,443

Amount of Budgeted Operating Rate Subsidy Revenue

1 Rate Base Adjustment Cell

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

² The Difference between Expenses and Revenues for Fiscal Year.

2011 - 2012

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

Worksheet for Multiple Service Rates

CTC: A & A Transport Version 1.4
County: Union County

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 I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Skip # 2, 3 & 4 and Go to Section III for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No

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

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

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

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

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

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

Worksheet for Multiple Service Rates

CTC: A & A Transport Version 1.4
County: Union County

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 I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretch	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Skip # 2, 3 & 4 and Go to Section III for Stretch Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretch	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No

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

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

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

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

4. If you answered # 3 & 6 want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) Rate per Passenger Mile for Balance =

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

Worksheet for Multiple Service Rates

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

CTC: A & A Transport Version 1.4
County: Union County

SECTION III: Escort Service

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

☐ Yes
☒ No

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

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

☒ Per Trip
☐ Per Mile

Leave Blank

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

Leave Blank

4. How much will you charge each escort? _____

Leave Blank

SECTION IV: Group Service Loading

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

Do NOT
Complete
Section IV

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

Loading Rate
0.00 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) = 100,000
Rate per Passenger Mile =

RATES FOR FY: 2013 - 2014				
Ambul	Wheel Chair	Stretcher	Group	
92,804	7,178	20	Leave Blank	0
\$2.28	\$3.57	\$7.44	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 13,000
Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
12,060	630	10	Leave Blank	
\$16.01	\$27.45	\$57.20	\$0.00	\$0.00
			per passenger	per group

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

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

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	\$0.00
\$2.08	\$3.57	\$7.44	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Rates If No Revenue From Volunteering to Subsidy Rates				
Ambul	Wheel Chair	Stretcher	Group	
\$4.33	\$7.45	\$13.47	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
\$35.29	\$27.06	\$113.53	\$0.00	\$0.00
			per passenger	per group

Program These Rates into Your Medicaid Encounter Data

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Appendix C: Service Provider Contract

STATE OF FLORIDA

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

STANDARD COORDINATION/OPERATOR CONTRACT

THIS CONTRACT is entered into between the COMMUNITY TRANSPORTATION COORDINATOR, A & A TRANSPORT, INC., designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of UNION county, and hereinafter referred to as the "Coordinator" and THE INDUSTRIAL COMPLEX OF RAIFORD, hereinafter referred to as the "Agency/Operator". The terms and conditions of this Contract are effective February 01, 2011 and will continue through January 31, 2012.

WHEREAS, the Coordinator is required, under Rule 41-2, F.A.C., Contractual Arrangements, to provide and/or enter into where cost effective and efficient, to enter into subcontract(s) or to broker transportation services to transportation operators, and

WHEREAS, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged, and

WHEREAS, the Coordinator desires to contract with the Agency/Operator for the provision of transportation services for the transportation disadvantaged: and

WHEREAS, the Coordinator believes it to be in the public interest to provided such transportation services through the Agency/Operator for the residents of the service area who are clients of the Agency/Operator; and

WHEREAS, the Agency/Operator will provide the Coordinator the opportunity to develop a proposal for any new transportation services needed; and

WHEREAS, the Agency/Operator, in an effort to coordinate available resources, will make available transportation services to the Coordinator.

WHEREAS, this Contract allows for the provisions of transportation services be provided by the Agency/Operator, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current Community Transportation Coordinator policies.

NOW, THEREFORE, in consideration of the mutual covenants, promises and representation herein, the parties agree as follows:

THE AGENCY/OPERATOR SHALL:

A. Provide services and vehicles according to the conditions specified in Attachment I.

B. Coordinate available resources and make available transportation services to the Coordinator. Such services shall be provided in accordance with Attachment I.

C. Submit to the Coordinator Annual Operating Report data detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission for the Transportation Disadvantaged, hereinafter Commission, and according to the instructions for the forms.

D. Comply with audit and record keeping requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Agencies/Operators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.
2. Maintaining and filing with the Coordinator such progress, fiscal, inventory and other reports as the Coordinator may require during the period of this contract.
3. By reserving to the Coordinator the right to conduct finance and compliance audits at any time. Such audits conducted by the Coordinator will be at the expense of the Coordinator.

E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Contract for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The Agency/Operator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Coordinator or Commission or this Contract. The Commission and the Coordinator shall have full access to and the right to examine any of the records and documents during the retention period.

F. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board;
2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing, and;
3. Complying with Coordinator's System Safety Program Plan (SSPP) for designated service area.

G. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$200,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the Agency/Operator shall add the Coordinator as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Coordinator. The Agency/Operator shall furnish the Coordinator written verification of the existence of such insurance coverage prior to the execution of this Contract. School Board vehicle insurance coverage shall be in accordance with Section 234.03, F.S. and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Coordinator and/or the local Coordinating Board before inclusion in this Contract or in the justification of rates and fare structures, 's. 41-2.006(1), F.A.C.

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

I. Protect Civil Rights by:

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

- a. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000(d) *et seq.*, which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
- b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.
- c. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 *et seq.*, which prohibits discrimination on the basis of sex in education programs and activities receiving or benefiting from federal financial assistance.

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

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

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

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

2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Agency/Operator, its successors, subcontractors, transferees, and assignees for the period during which such assistance is provided. Assuring that operators, subcontractors, sub-grantees, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Agency/Operator agrees that the Coordinator may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

J. Agency/Operator's obligation to indemnify, defend, and pay for the defense or at the Coordinator's option, to participate and associate with the Coordinator in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the Coordinator's notice of claim for indemnification to the Agency/Operator.

Agency/Operator's inability to evaluate liability or its evaluation of liability shall not excuse the Agency/Operator's duty to defend and indemnify within seven (7) days after such notice by the Coordinator is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the Coordinator solely negligent shall excuse performance of this provision by the Agency/Operator.

Agency/Operator shall pay all costs and fees related to this obligation and its enforcement by the Coordinator. The Coordinator's failure to notify Agency/Operator of a claim shall not release Agency/Operator of the above duty to defend.

K. Comply with all standards and performance requirements of:

1. The Commission for the Transportation Disadvantaged (Attachment II)

2. The local Coordinating Board approved Transportation Disadvantaged Service Plan; and

3. Any entities that purchase service.

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

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

M. All contracts, subcontracts, and coordination contracts will be reviewed annually by the Coordinator and Local Coordinating Board for conformance with the requirements of this Contract.

N. Return to the Coordinator any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Agency/Operator by the Coordinator. The Agency/Operator shall return any overpayment within thirty (30) calendar days after either discovery by the Agency/Operator, or notification of the Agency/Operator by the Coordinator or entity purchasing transportation, whichever is earlier. In the event that the Coordinator first discovers an overpayment has been made, the Coordinator will notify the Agency/Operator by letter of such a finding. Should repayment not be made in a timely manner, the Coordinator or purchasing entity will charge interest thirty (30) calendar days after the date of notification or discovery, or the Coordinator will deduct said amount from future invoices.

O. In performing this Contract, the Agency/Operator shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Agency/Operator shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such contractors to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The Agency/Operator shall post, in conspicuous places available to employees and applicants

for employment for Project work, notices setting forth the provisions of the nondiscrimination clause.

P. By execution of this Contract, the Agency/Operator represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the Agency/Operator under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

THE COORDINATOR SHALL:

A. Recognize the Agency/Operator as described in Chapter 427, F.S., and Rule 41-2, F.A.C.

B. Insure that entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the coordinated system.

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

THE AGENCY/OPERATOR AND COORDINATOR FURTHER AGREE:

A. Nothing in the Contract shall require the Coordinator to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the Coordinator in writing in order that appropriate changes and modification may be made by the Coordinator and the Agency/Operator to the end that the Agency/Operator may proceed as soon as possible with the provision of transportation services.

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

C. Termination Conditions:

1. *Termination at Will* - This Contract may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.

2. *Termination Due to Lack of Designation* - In the event that the Coordinator so designated by the Local Coordinating Board and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt

requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

3. *Termination Due to Disapproval of Memorandum of Agreement* - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

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

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

6. Upon receipt of a notice of termination of this Contract for any reason, the Agency/Operator shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the Coordinator within thirty (30) days after the termination of this Contract.

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

E. Agency/Operator shall assign no portion of this Contract without the prior written consent of the Coordinator.

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

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

H. Notice and Contact:

The name and address of the contract manager for the Coordinator for this Contract is:

Curtis E. Allen
c/o A & A Transport, Inc.
55 N. Lake Avenue
Lake Butler, Fl, 32054-1733

The representative/position of the Agency/Operator responsible for administration of the program under this contract is:

Michelle Thornton, Asst. Executive Director
c/o The Industrial Complex of Raiford
PO Box 368
Raiford, Fl 32083

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

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

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

AGENCY/OPERATOR:

COMMUNITY TRANSPORTATION COORDINATOR

Industrial Complex
of Raiford

A & A Transport, Inc.

Typed name of Authorized Individual

Typed Name of Authorized Individual

Michelle Thornton

Curtis E. Allen

Signature/

Michelle Thornton

Signature:

Curtis E. Allen

Title: Asst. Executive Director

Title:

President

ATTACHMENT I

AGENCY/OPERATOR CONTRACT SERVICE

DESCRIPTION

1. The Agency/Operator will be able to provide:
(Type of Service - ambulatory, only)
2. The Agency/Operator will be available to provide transportation

- 8 -

(8:00 A.M. – 4:00 P.M.) (Monday – Friday)

Days Agency/Operator will not be able to provide services: (Saturdays, Sundays, New Year's Day (2 days), Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day (2 days), Christmas Day (2 days) NOTE: All holidays falling on Saturday will be taken on Friday while all holidays falling on Sunday will be taken on the following Monday.

3. Vehicles Agency/Operator will use to transport all passengers

- 1 (one) 2003 E-350 SD 15-passenger Ford Econoline
- 1 (one) 1999 Ford Club Wagon 15-passenger van

4. Vehicle/Equipment Standards (if any)

All equipment listed on pre-trip inspection sheet (found in included System Safety Program Plan) which is included as a part of this contract.

5. Driver Requirements are included in the Driver's Manual in the System Safety Program Plan.

6. Training Requirements are included in the Drivers Manual in the System Safety Program Plan.

7. Agency/Operator Fare Structure (on page #13)

Provider will provide ambulatory transportation from home of their employees/trainees to the ICR and back to home, and for trips during work-related hours for work or training purposes.

8. Billing/Invoicing and Reimbursement procedure for Agency/Operator.

Provider shall fax daily client sheets each Friday and on the last day of the month to the coordinator. (386)496-1956.

Coordinator will bill within 7 days of the end of each month.

9. Reporting Requirements.

Pre-trip inspection sheets will be performed by drivers on each van, turned in at end of week and kept on file for inspection.

The provider shall be responsible for completing quarterly operating reports. (No blanks; fill in all applicable information), maintain info required to complete the annual operating report (reporting period of July-June), and turn in to the coordinator by August 1. Any other reporting required by attachments.

ATTACHMENT II

The Commission for the Transportation Disadvantaged

Standards and Performance Requirements

Pursuant to Rule 4 1-2.006, Florida Administrative Code, the Community Transportation Coordinator and any Transportation Operator/Agency from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards shall include:

- (a) Drug and alcohol testing for safety sensitive 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;
- (b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;
- (c) Child restraint devices shall be determined locally as to their use, responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;
- (d) 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;
- (e) Vehicle transfer points shall provide shelter, security, and safety of passengers;
- (f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local 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;
- (g) 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;
- (h) Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger;
- (i) 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 fifteen (15) 26 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, except in instances where the Community Transportation Coordinator is a non-governmental entity,

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system:

(k) 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;

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

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

(n) All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the Rule;

(o) All vehicles ordered or put into service after the adoption of this section of the Rule, and 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. All vehicles that are not

equipped with an air conditioner and/or heater shall have two years to be in compliance after the adoption date of this section of the Rule;

(r) First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan; and

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

LIST OF OPTIONAL ADDITIONAL ATTACHMENTS

Transportation Disadvantaged Service Plan (Asst. Executive Director already has the most current TDSP)

Coordinator's and Local Coordinating Board's Grievance Procedures (Asst. Executive Director already has a copy of the "Board's Grievance Procedures")

Coordinator's Safety System Plan (Asst. Executive Director already has the most current SSPP)

Annual Operating Report Instructions/Forms (Asst. Executive Director already has the most current AOR Instructions/Forms)

Agreed to this 1st day of February 2011.



Curtis E. Allen, President
Chairman of the Board
A & A Transport, Inc.
55 North Lake Avenue
Lake Butler, Fl. 32054-1733



Industrial Complex of Raiford
P.O. Box 368 Raiford, Fl. 32083

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Appendix D: Vehicle Inventory

A & A TRANSPORT, INC.

255 S.W. 9th Avenue

Lake Butler, Florida 32054

(Phone) 386-496-2056 - (Fax) 386-496-2961

CURTIS E. ALLEN

President

DECEMBER 2013 VEHICLE INVENTORY

Van ID Letter

- A 2008 Chevrolet Uplander ramp-equipped van (white w/black stripe); 1GBDV13W88D209097
Ramp-equipped; 1 wheelchair & 5 Amb. positions; 170,000 current mileage; replacement
date is 2015; ARRA-funded; Tag Reg. #X2331B
- B 2009 Dodge Caravan (white w/blue stripe); 1D8HN44339B520679; Ramp-equipped; 1
wheelchair & 5 Amb. positions; 136,000 current mileage; replacement date is 2016; FDOT-
funded; Tag Reg. #X4517B
- C 2007 Honda Odyssey minivan (navy blue); 5FNRL38657B110546; 7 ambulatory positions;
198,000 current mileage; replacement date is 2014; C.T.D. – funded; Tag Reg. #219 ICE
- D 2012 Ford E450 Turtle Top 22' (white); 1FDXE4FL5BDA29977; lift-equipped; 2 wheelchair &
10 Amb. positions; 27,000 current mileage; replacement date is 2020; C.T.D. – funded;
Tag Reg. #X8953B
- E 2012 Ford Econoline E250 (white); 1FTNE2EL2CDA32368; 10 Amb. positions; 52,000 current
mileage; replacement date is 2018; FDOT – funded; Tag. Reg. #X0412C
- F 2010 Ford Econoline E150 (burgundy); 1FMNE1BW8ADA00526; 8 Amb. positions; 74,000
current mileage; replacement date is 2018; FDOT – funded; Tag. Reg. X52321
- G 1999 Dodge 3500 van (white); 2B5WB35Z3XK545060; 1 Amb. & 1 wheelchair & 1 stretcher
position; 86,000 current mileage; replacement date 2017; A & A – funded; Tag. Reg. N70 OGL
- I 2009 Chevrolet Express Turtle Top cutaway (white w/brown stripe); 1GBJG31K691107325;
lift-equipped; 3 wheelchair & 4 Amb. positions; 78,000 current mileage; replacement date is
2016; ARRA – funded; Tag. Reg. #X04788

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Appendix E: Safety Compliance Self Certification



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 01-06-2014
Certification Year: (Prior Calendar Year): 2013

Name and address of Bus Transit System:

A & A Transport, Inc.
55 North Lake Avenue
Lake Butler, FL 32054-1733

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

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

Blue Ink Signature: Curtis E. Allen
(Individual Responsible for Assurance of Compliance)

Name: Curtis E. Allen Title: President

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

Name: Springtown Automotive

Address: 4237 S.W. Highway 121 Lake Butler, FL 32054

Name of Qualified Mechanic Authorizing Annual Inspections:

Mac Johns, Sr.

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

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North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

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

- * Primary Responsibility
- ** Secondary Responsibility



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Union County Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org/td

Florida Commission for the



**Transportation
Disadvantaged**



2015 Legislative Priorities:

- Monitor legislation to ensure program integrity is maintained.
- Monitor the Transportation Disadvantaged Trust Fund.

2014 Performance Information:

- Total People Served - 588,845
- Total Trips Provided Statewide- 29.2 million
 - Medical Trips Provided - 7.3 million
 - Employment Trips Provided - 2.9 million
- Cost per trip - \$10.70
- Cost per Paratransit trip - \$24.02
- Unmet trip requests - 169,412

Ensuring Coordination.....Enhancing Access
Phone 850-410-5700 or toll free 1-800-983-2435
www.dot.state.fl.us/ctd



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April 7, 2015

TO: Union 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

Staff did not receive the following reports from A & A Transport:

1. A & A Transport's October - December 2014 Operations Report;
2. Fiscal Year 2014/15 Transportation Disadvantaged Trust Fund Status Report;
3. October - December 2014 Complaint/Commendation Report; and
4. October - December 2014 Unmet Transportation Needs Report.

If you have any questions regarding this matter, please do not hesitate to contact me.

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ATTENDANCE RECORD

UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	04/15/2014	07/15/2014	10/14/2014	01/06/2015
Chair	Commissioner Woody Kitler				P
Florida Department of Transportation	Sandra Collins	P	A	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Jaime Sanchez-Bianchi	P	P	P	P
Alternate Member	(Vacant)				
Florida Agency for Health Care Administration	Alana McKay	P	P	P	P
Alternate Member	Andrew Singer	A	A	A	A
Florida Department of Education	(Vacant)				
Alternate Member	Jeffrey Aboumrad			P	P
Public Education	Mike Pittman	P	A	P	A
Alternate Member	(Vacant)				
Citizen Advocate	Doyle Archer	A	A	A	A
Alternate Member	Vernon C. Dukes	A	A	A	A
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	Donald Pettit	P	P	P	P
Alternate Member	(Vacant)				
Veterans	Barbara Fischer	P	A	P	P
Alternate Member	(Vacant)				
Persons with Disabilities	Bill McGill	P	P	P	P
Alternate Member	(Vacant)				
Florida Association for Community Action	Matthew Pearson	P	P	P	P
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	Alberta Hampton	A	A	A	A
Alternate Member	(Vacant)				
Regional Workforce Board	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	(Vacant)				
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."