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July 3, 2017

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Bradford County Transportation Disadvantaged Coordinating Board will meet **Tuesday, July 11, 2017 at 9:30 a.m.** in the **Andrews Center Conference Room in Santa Fe College located at 209 West Call Street in the City of Starke.** This is an important meeting of the Board. The Board needs to approve the Board Bylaws and Grievance Procedures. All Board members are encouraged to attend this 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

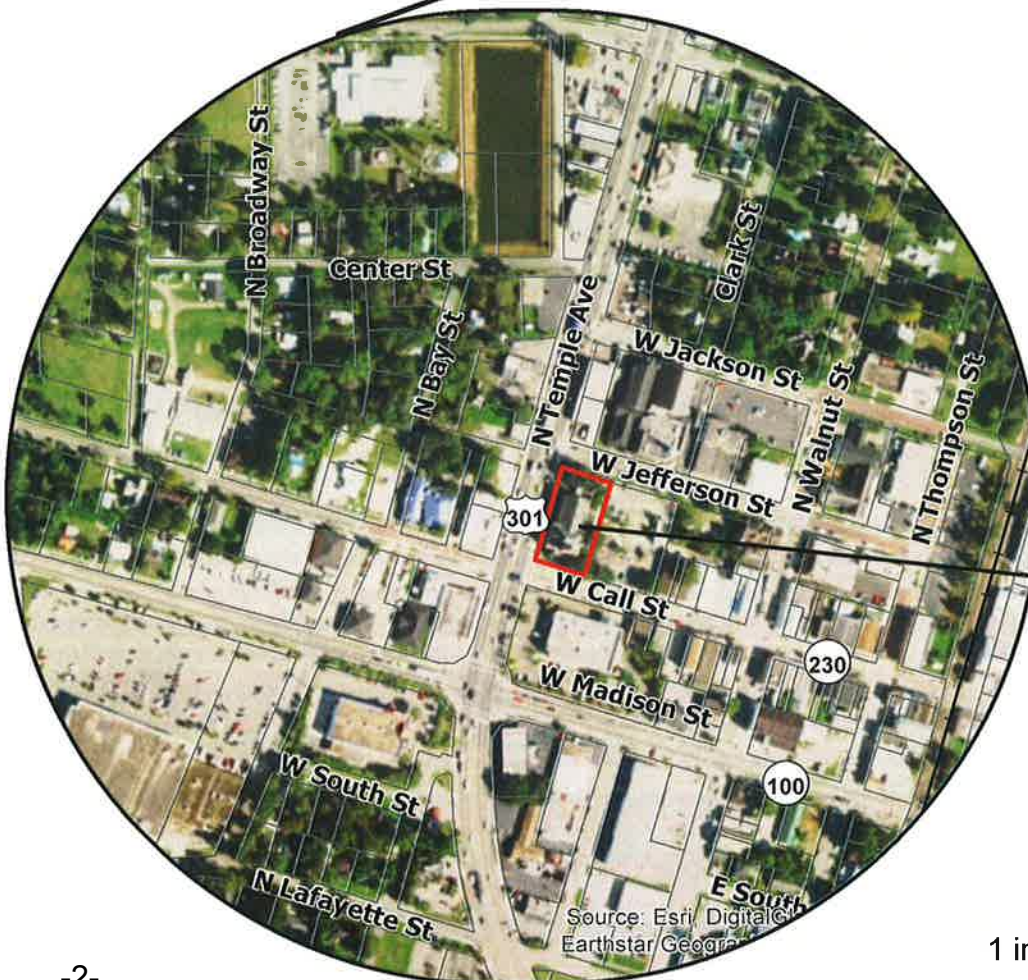
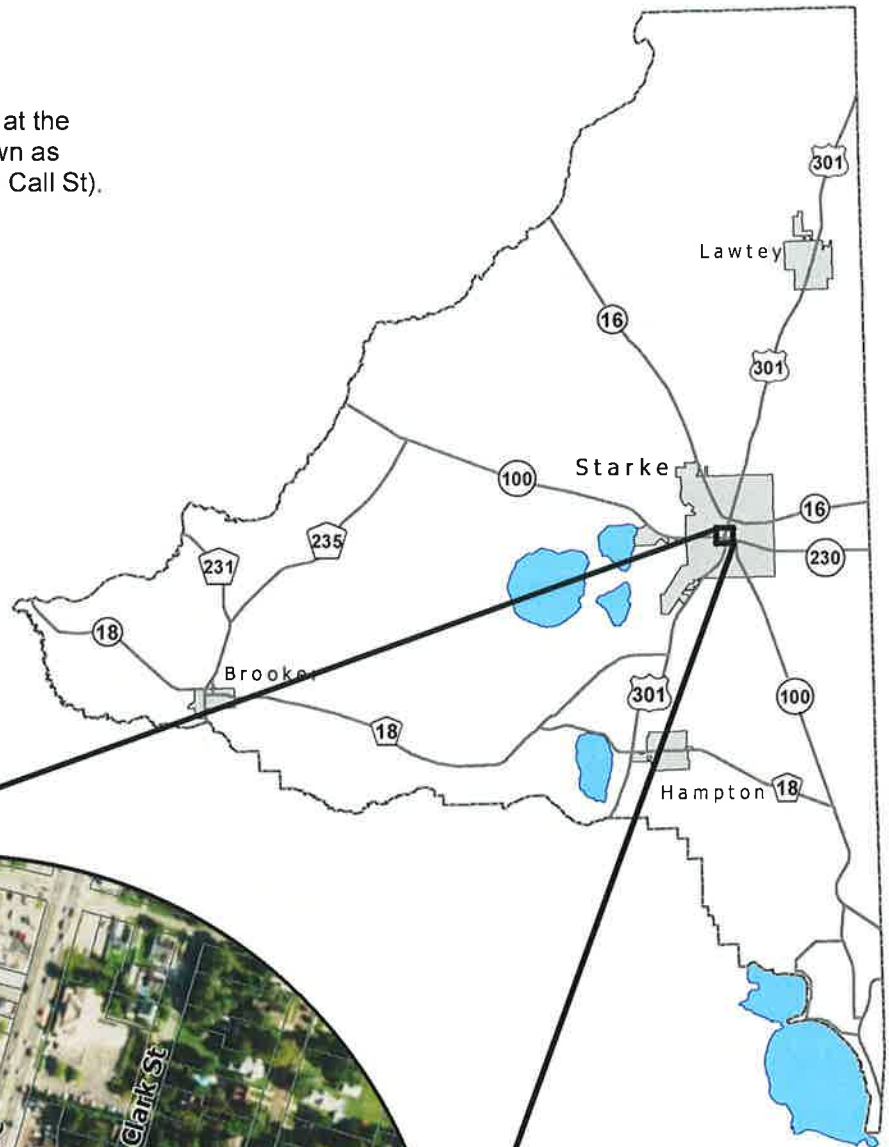
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Santa Fe College Andrews Center

209 West Call Street

Starke, Florida 32091

Directions: Santa Fe College Andrews Center is at the Northeast corner of U.S. Highway 301 (also known as Temple Ave) and State Road 230 (also known as Call St).



Santa Fe College
Andrews Center



1 inch = 417 feet



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**BRADFORD COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

Andrews Center Conference Room
Santa Fe College
209 West Call Street
Starke, Florida

Tuesday
July 11, 2017
9:30 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

**C. Approval of the April 11, 2017
Minutes**

Page 7

ACTION REQUIRED

II. NEW BUSINESS

**A. 2017/18 Bradford County Transportation
Disadvantaged Service Plan Amendments**

Page 11

ACTION REQUIRED

The Board needs to review and approve amendments to the 2017/18 Bradford County
Transportation Disadvantaged Service Plan

B. Bylaws

Page 49

ACTION REQUIRED

The Board needs to review and approve the Bylaws

C. Grievance Procedures

Page 67

ACTION REQUIRED

The Board needs to review and approve the Grievance Procedures

**D. Suwannee River Economic Council
Operations Reports**

Page 85

NO ACTION REQUIRED

**E. 2017 Transportation Disadvantaged
Program Awards**

Page 91 NO ACTION REQUIRED

Attached is information regarding the 2017 Transportation Disadvantaged Program
Awards

III. OTHER BUSINESS

A. Comments

IV. FUTURE MEETING DATES

- A. October 10, 2017 at 9:30 a.m.**
- B. January 9, 2018 at 9:30 a.m.**
- C. April 10, 2018 at 9:30 a.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.

**BRADFORD COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Danny Riddick Local Elected Official/Chair	Commissioner Tommy Chastain Local Elected Official
Sandra Collins Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Rhiannon Griggs Florida Department of Children and Families Grievance Committee Member	Nakiesha Thompson Florida Department of Children and Families
Jeffrey Aboumrad Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Libby Murphy Florida Department of Elder Affairs	James P. Mitzel Florida Department of Elder Affairs
Deweece Ogden Florida Agency for Health Care Administration Grievance Committee Member	Pamela Hagley Florida Agency for Health Care Administration
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2020	Vacant Florida Association for Community Action Term ending June 30, 2020
Louette Smith Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2020	Vacant Veterans Term ending June 30, 2020
Vacant Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Vacant Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Sherry Ruszkowski Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2020	Vacant Elderly Term ending June 30, 2020
Vacant Medical Community Term ending June 30, 2019	Vacant Medical Community Term ending June 30, 2019
Vacant Children at Risk Term ending June 30, 2019	Vacant Children at Risk Term ending June 30, 2019
Steve Futch - Vice -Chair Private Transit Term ending June 30, 2019	Vacant Private Transit Term ending June 30, 2019

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

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

Andrews Center Conference Room
Santa Fe College
209 West Call Street
Starke, Florida

Tuesday
April 11, 2017
9:35 a.m.

VOTING MEMBERS PRESENT

Jeffrey Aboumrad, Florida Department of Education Representative
Sandra Collins, Florida Department of Transportation Representative
Barbara Fischer, Veterans Representative
Rhannon Griggs, Florida Department of Children and Families Representative
Deweece Ogden, Florida Agency for Health Care Administration Representative
Sherry Ruskowski, Persons with Disabilities Representative

VOTING MEMBERS ABSENT

Commissioner Danny Riddick, Chair
Steve Futch, Private Transit Representative, Vice-Chair
Louette Smith, Public Education Representative
Linda Tatum, Regional Workforce Development Board Representative

OTHERS PRESENT

Matthew Pearson, Suwannee River Economic Council
Carrie Zubillaga

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Acting Chair Collins called the meeting to order at 9:35 a.m.

A. Approval of the Meeting Agenda

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

B. Approval of the January 10, 2017 Minutes

ACTION: Deweece Ogden moved to approve the October 25, 2016 meeting minutes. Barbara Fischer seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2017/18 Bradford County Transportation Disadvantaged Service Plan

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Suwannee River Economic Council prepared the 2017/18 Bradford County Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the Board's approval. She said Service Plan must be approved by the Board and submitted to the Florida Commission for the Transportation Disadvantaged annually.

Ms. Godfrey stated that staff is recommending the addition of language in the Transportation Disadvantaged Program eligibility criteria policy to not require individuals with permanent disabilities to recertify their eligibility annually.

ACTION: Barbara Fischer moved to approve the 2017/18 Bradford County Transportation Disadvantaged Service Plan with the noted addition. Sherry Ruskowski seconded; motion passed unanimously.

B. Suwannee River Economic Council Operations Reports

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, discussed the operations reports.

C. 2017 Florida Legislative Session

Ms. Godfrey stated that the Governor's recommended budget for the Transportation Disadvantaged Program includes additional revenues for the Trip and Equipment Grant Program and to fund a second year of the Mobility Enhancement Grant Program. In addition, she stated that the Senate's Appropriations Subcommittee on Transportation, Tourism and Economic Development budget includes the additional revenues in the Governor's recommended budget. She said the House budget does not include the additional revenues included in the Governor's and Senate's budgets. She encouraged everyone to educate their legislators on the importance of the Transportation Disadvantaged Program.

III. OTHER BUSINESS

A. Comments

1. Members

There were no member comments.

2. Citizens

Mr. Pearson stated that the 2017/18 Mobility Enhancement Grant applications are due April 21, 2017. He said Suwannee River Economic Council plans to apply again this year to continue providing on-demand service within the City of Starke.

IV. FUTURE MEETING DATES

Acting Chair Collins stated that the next meeting of the Board will be held Tuesday, July 11, 2017 at 9:30 a.m.

ADJOURNMENT

The meeting adjourned at 10:30 a.m.

Coordinating Board Chair

Date

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II.A

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July 3, 2017

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2017/18 Bradford County Transportation Disadvantaged Service Plan Amendments

RECOMMENDATION

Approve the 2017/18 Bradford County Transportation Disadvantaged Service Plan amendments.

BACKGROUND

Attached are draft amendments to the 2017/18 Bradford County Transportation Disadvantaged Service Plan incorporating the services provided under the Mobility Enhancement Grant Program.

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

Attachment

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Chapter II: Service Plan

A. Operations

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

1. Types, Hours and Days of Service

Ambulatory	Wheelchair	Stretcher	Advance Reservation	Subscription	On Demand	Door to Door
✓	✓	✓	✓	✓	✓	✓

a. Bariatric Transportation

Suwannee River Economic Council will 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

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

Mobility Enhancement Grant Program On-Demand City of Starke: Mondays, Wednesdays, Fridays 9:00 a.m. to 5:00 p.m. excluding holidays.

Mobility Enhancement Grant Program On-Demand North and West Sides of Bradford County: Tuesdays, 9:00 a.m. to 5:00 p.m. excluding holidays.

Mobility Enhancement Grant Program On-Demand Southside of Bradford County: Thursdays 9:00 a.m. to 5:00 p.m. excluding holidays.

c. Holidays

Transportation Disadvantaged Program **and Mobility Enhancement Grant Program On-Demand** 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. Hours of Operation

Office Hours: Monday through Friday, 8:00 a.m. to 4:30 p.m.

b. Phone Numbers

386.496.0624
1.844.496.0624

c. Advance Notification Time

Transportation Disadvantaged Program: Trips must be scheduled twenty-four hours in advance for service needed Tuesday through Friday. Trips must be scheduled seventy-two hours in advance for service needed on Mondays.

Mobility Enhancement Grant Program On-Demand City of Starke: Trips must be scheduled at least 30 minutes in advance.

Mobility Enhancement Grant Program On-Demand Bradford County: Trips must be requested at least 60 minutes in advance.

d. Trip Cancellation Process

Trip cancellations should be made to Suwannee River Economic Council with 24-hour advance notification. Trips must be canceled a minimum of two hours before the scheduled pick-up time.

e. No-Show Policy

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. However, a no-show will not be credited to a rider if the cancellation is received before the vehicle is dispatched.

If an individual is charged with frequent no-shows, they may be temporarily suspended from service. A no-show will not be credited to a rider if the cancellation is received before the vehicle is dispatched.

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

After hours service is not provided through the Transportation Disadvantaged Program.

g. Passenger Fares

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

h. Transportation Disadvantaged Program and Mobility Enhancement Grant Program Eligibility

Individuals must apply for Transportation Disadvantaged Program eligibility certification for their transportation to be sponsored by Florida's Transportation Disadvantaged Program and Mobility Enhancement Grant Program. Recertification will be conducted annually. Recertification is not required of individuals who have permanent disabilities. The Transportation Disadvantaged Program Eligibility Certification Application is shown as Exhibit A.

Suwannee River Economic Council will use the following criteria to determine eligibility:

1. Determine if the applicant is unable to transport themselves because they do not have an operational vehicle or the ability to operate a vehicle.
2. Determine if the applicant is sponsored by any agency for transportation services; is unable to purchase transportation; is unable to find transportation from other sources.

Individuals who are not travelling to a Medicaid Managed Medical Assistance Program compensable service may be eligible for Transportation Disadvantaged Program sponsored service.

Suwannee River Economic Council will notify Transportation Disadvantaged Program applicants of eligibility approval or denial within 15 working days after receipt of application. Applicants determined to be ineligible for Transportation Disadvantaged Program sponsored services may file appeals with Suwannee River Economic Council.

EXHIBIT A
TRANSPORTATION DISADVANTAGED PROGRAM
ELIGIBILITY CERTIFICATION APPLICATION

Last Name _____ First Name _____

Middle Initial _____

Street Address _____ City _____

State _____

Zip Code _____ County _____

Date of Birth ____/____/____ Male _____ Female _____

Telephone Number (____) _____ - _____

Emergency Contact Name _____

Relationship _____

Telephone Number (____) _____ - _____

1. How many people reside in your household Including parents, caregivers, relatives or others involved in your living functions?

2. Does your household have an operational vehicle(s)?

☐ Yes (a) Are you or another household member able to operate the vehicle(s)? ☐ Yes ☐ No

(b) Can you afford to operate the vehicle(s)? ☐ Yes ☐ No

☐ No

3. Are you enrolled in any assistance programs:

☐ Managed Medical Care Program (Medicaid)

☐ Aging Program

☐ Other _____



4. What other means of transportation are available for you to use?

5. Do you have a physical or mental disability as outlined in the Americans With Disabilities Act of 1990?

☐ Yes

☐ No

6. Is your disability permanent?

☐ Yes

☐ No

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

☐ Powered Wheelchair

☐ Manual Wheelchair

☐ Powered Scooter/Cart

☐ Stretcher

☐ Walker

☐ Leg Braces

☐ Cane

☐ Respirator

☐ Oxygen CO2

☐ Personal Care Attendant/Escort

☐ Service Animal

Other:

CERTIFICATION AND ACKNOWLEDGEMENT

I understand and affirm that the information provided in this application will be used to determine if I am eligible for non-emergency transportation services sponsored by Florida's Transportation Disadvantaged Program. I understand that the information contained in this application is confidential and will be shared only with professionals involved in evaluating and determining eligibility for transportation services provided under Florida's Transportation Disadvantaged Program. I certify that, to the best of my knowledge, the information in this application is true, correct, complete and made in good faith and any material omissions, falsifications, misstatements or misrepresentations in the above information could disqualify me from receiving services under Florida's Transportation Disadvantaged Program.

APPLICANT SIGNATURE _____

DATE _____

Suwannee River Economic Council will notify you whether your application has been approved or denied within 15 business days. If your application is denied, you may file an appeal with Suwannee River Economic Council within 15 working days.



APPLICATION PROCESSED BY: _____

SIGNATURE _____

DATE _____



i. Transportation Disadvantaged Program Trip Priorities

Transportation Disadvantaged Program: Suwannee River Economic Council in cooperation with the local Coordinating Board has established the following Transportation Disadvantaged Program trip priorities:

- Life Sustaining Medical Trips
- General Medical Trips
- Employment Trips
- Essential Business Trips
- Education/Training Trips
- Nutrition/Mealsite Trips
- Recreational/Social Trips

Mobility Enhancement Program City of Starke: This service is provided to Transportation Disadvantaged Program eligible passengers on an availability basis. On-demand service is provided to the following locations within the City of Starke:

- CVS Pharmacy - 209 S. Temple Avenue
- Walgreens Pharmacy - 205 W. Madison Street
- Walmart Supercenter - 14500 US Hwy 301
- Shands Starke Regional Medical Center - 922 E. Call Street
- Bradford Senior Center - 403 Georgia Street
- Starke Multi-Purpose Senior Center - 550 W. Georgia Street

3. Transportation Operators And Coordination Contractors

Suwannee River Economic Council's coordination contract with the Bradford ARC is shown as Appendix C.

4. Public Transit Utilization

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

5. School Bus Utilization

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

6. Vehicle Inventory

Suwannee River Economic Council's vehicle inventory is shown as Appendix D.

7. System Safety Program Plan Certification

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

8. Inter-County Services

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

9. Natural Disaster/Emergency Preparedness

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

10. Marketing

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

11. Acceptable Alternatives

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

12. Service Standards

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

a. Drug and Alcohol Policy

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

Suwannee River Economic Council shall comply with this standard.

b. Transport of Escorts and Dependent Children

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

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

c. Use, Responsibility and Cost of Child Restraint Devices

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

Local Policy: All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device will be provided by the passenger.

d. Passenger Property

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

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

e. Vehicle Transfer Points

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

The Community Transportation Coordinator shall comply with this standard.

f. Local Toll Free Phone Number

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

The Community Transportation Coordinator shall comply with this standard.

g. Out-Of-Service Area Trips

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

Local Policy: The Community Transportation Coordinator may require medical provider certification for any out of county trip.

h. Vehicle Cleanliness

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

Local Policy: All vehicles shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

i. Billing Requirements

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

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

j. Passenger/Trip Database

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

The Community Transportation Coordinator shall comply with this standard.

k. Adequate Seating

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

The Community Transportation Coordinator shall comply with this standard.

I. Driver Identification

Rule 41-2.006 (4) (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: Eating and drinking on board the vehicle will not be allowed. Stops may be made to accommodate the needs of the passengers at the discretion of the driver.

o. Passenger No-Shows

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

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

p. Two-Way Communications

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

The Community Transportation Coordinator shall comply with this standard.

q. Air Conditioning/Heating

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

The Community Transportation Coordinator shall comply with this standard.

r. First Aid

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

Local Policy: All vehicles will be equipped with first aid kits and bio-hazard kits as required by state and federal regulations.

s. Cardiopulmonary Resuscitation

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

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

t. Driver Criminal Background Screening

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

Local Policy: All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. All drivers must also have a driving records check.

u. Fixed Route Transit Utilization

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

Local Policy: Not applicable.

v. Pick-Up Window

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

Local Policy:

Transportation Disadvantaged Program: Thirty (30) minute pickup window based on the pick-up time given to the passenger at the time of scheduling their ride.

Mobility Enhancement Program On-Demand Service City of Starke: Passengers will be picked-up within 30 minutes from the time they schedule their trip.

Mobility Enhancement Program On-Demand Bradford County: Passengers will be picked up within 60 minutes from the time they schedule their trip.

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 a 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:

Transportation Disadvantaged Program: Trips must be scheduled twenty-four hours in advance for service needed Tuesday through Friday. Trips must be scheduled seventy-two hours in advance for service needed on Mondays.

Mobility Enhancement Grant Program On-Demand City of Starke: Trips must be scheduled at least 30 minutes in advance.

Mobility Enhancement Grant Program On-Demand Bradford County: Trips must be requested at least 60 minutes in advance.

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: Collect and publicly post passenger satisfaction survey ratings. There shall be no more than one complaint per 1,000 trips during the evaluation period.

cc. Safety Belt Usage

Chapter 316.614 (4), Florida Statutes: It is unlawful for any person: (a) To operate a motor vehicle in this state unless each passenger and the operator of the vehicle under the age of 18 years are restrained by a safety belt or by a child restraint device pursuant to s. 316.613, if applicable; or (b) To operate a motor vehicle in this state unless the person is restrained by a safety belt. (5) It is unlawful for any person 18 years of age or older to be a passenger in the front seat of a motor vehicle unless such person is restrained by a safety belt when the vehicle is in motion. (6)(a) Neither a person who is certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous nor an employee of a newspaper home delivery service while in the course of his or her employment delivering newspapers on home delivery routes is required to be restrained by a safety belt.

Local Policy: Passengers whose transportation is sponsored by Florida's Transportation Disadvantaged Program shall wear a safety belt while being transported unless they are certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous.

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 Suwannee River Economic Council.

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

a. Verbal Abuse

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

b. Physical Abuse

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

c. Substance Abuse

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

d. Penalties

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

Verbal Abuse

First offense – written warning

Second offense – one week suspension of services

Third offense – 30 day suspension of services

Fourth offense – 90 day suspension of services

Fifth offense – permanently removed from service

Physical Abuse

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

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. Appeals

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

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

and

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

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

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

15. Evaluation Process

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

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

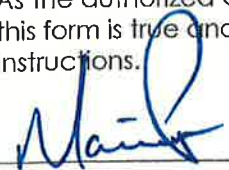


Transportation Disadvantaged Mobility Enhancement Grant Application

Legal Name of Applicant	Suwannee River Economic Council, Inc.		
Federal Employer Identification Number	59-1101989		
Registered Address	P.O. Box 70		
City and State	Live Oak, FL	Zip Code	32064
Contact Person for this Grant	Matt Pearson	Phone Number	3863624115
E-Mail Address [Required]	mattpearson@suwanneec.net		
Project Location [County(ies)]	Bradford	Proposed Project Start Date	7/1/2017

Fiscal Year Budget Allocation	
Grant Amount – State Allocation [90%]	\$53,866
Grant Amount – Local Match [10%]	\$5,985
Total Project Amount	\$ 59,851.00

As the authorized Grant Recipient Representative, I hereby certify that the information contained in this form is true and accurate and is submitted in accordance with the grant application instructions.



 Signature of Grant Recipient Representative

4/20/17

 Date

Total Project Amount. Once each line item is complete above, right click on the "0" and select the "update field" option from the drop down box. This will automatically calculate the Total Project Amount.



MOBILITY ENHANCEMENT GRANT PROJECT SCOPE

Project Description: Describe current transportation services that are available. Identify need and provide details on how services will be expanded or enhanced to meet the need and improve transportation access. Include any capital equipment that may need to be purchased to accomplish this project. Such capital equipment should be above and beyond what is normally acquired utilizing the Commission's Shirley Conroy Rural Area Program Grant or the Trip & Equipment Grant.

Project Description:

Improve access to health care and shopping for older adults, persons with disabilities and persons with low income within Bradford County. Continue the on-demand service provided within the City of Starke. Expand the provision of on-demand transportation services to the north, south and west sides of Bradford County (location map attached).

The land use for approximately 86 percent of the acreage within the unincorporated area of Bradford County has been designated as agricultural and approximately 4 percent is residential. The Bureau of Economic and Business Research estimated Bradford County's 2016 total population as 27,440. The Bureau of Economic Research also estimated the population of the City of Starke as 5,515, the Town of Brooker as 324, the City of Hampton as 485, the City of Lawtey as 718 and the unincorporated area as 20,398. Seventy four percent of the County's population is located within the unincorporated areas. With approximately 294 square miles of land area, the county population density in 2010 was approximately 97 persons per square mile.

Current Service Description:

- Suwannee River Economic Council, Inc. is the designated Community Transportation Coordinator for Bradford County, Florida. Suwannee River Economic Council provides door to door pre-scheduled trip reservation service through Florida's Transportation Disadvantaged Program. Trips are limited for non-emergency medical purposes due to funding limitations and the demand for out of county non-emergency medical transportation needs. Primary trip destinations include the Cities of Gainesville and Jacksonville, Florida. Multi-loading of passengers is required due to the average trip length.

- Suwannee River Economic Council, Inc. also provides on-demand transportation service within the City of Starke. This service is funded through the 2016/17 Mobility Enhancement Grant Program.
- The Communities in Schools Program (CISTO) provides van pooled transportation services to WIA, TANF, and Welfare recipients within Bradford County. CISO transportation service is available to individuals who need transportation to:employment, job readiness training, vocational training and educational training
- The ARC of Bradford County provides transportation services to their clients.
- Florida's Managed Medical Care Program provides non-emergency medical transportation to Managed Medical Care Program recipients residing in Bradford County.

Proposed Project Description:

Continue and expand the on-demand service provided through the 2016/17 Mobility Enhancement Grant Program project. Suwannee River Economic Council received Mobility Enhancement Grant Program funds in Fiscal Year 2016/17 to supplement the existing transportation services provided in Bradford County. On-demand services are provided for local medical, pharmacy and shopping purposes. Suwannee River Economic Council, Inc. began operating this service in July 2016 as a 12 month pilot project. Attached is information about the existing project.

Same day trips are provided under this program. Trip origins and destinations must be within the City of Starke, Florida. Individuals will only be picked up and dropped off at the following locations:

- CVS Pharmacy - 209 S. Temple Avenue
- Walgreens Pharmacy - 205 W. Madison Street
- Walmart Supercenter - 14500 US Hwy 301
- Shands Starke Regional Medical Center - 922 E. Call Street
- Bradford Senior Center - 403 Georgia Street
- Starke Multi-Purpose Senior Center - 550 W. Georgia Street
- Bradford County Courthouse - 945 N. Temple Avenue

Service Area:

Starke City Limits: On demand service will continue to be available within the Starke City limits. Services will be provided to the following locations within the City of Starke (service area map attached):

- CVS Pharmacy - 209 S. Temple Avenue
- Walgreens Pharmacy - 205 W. Madison Street
- Walmart Supercenter - 14500 US Hwy 301

- Shands Starke Regional Medical Center - 922 E. Call Street
- Bradford Senior Center - 403 Georgia Street
- Starke Multi-Purpose Senior Center - 550 W. Georgia Street
- Bradford County Courthouse - 945 N. Temple Avenue

Days/Hours of Service: Mondays, Wednesdays and Fridays, 9:00 a.m. to 5:00 p.m.

Accessing Service: Passengers must call Suwannee River Economic Council at least 30 minutes in advance to request a trip. Trips will be provided on an availability basis.

Advertising/Marketing: Suwannee River Economic Council with the assistance of the North Central Florida Regional Planning Council and the Bradford County Transportation Disadvantaged Coordinating Board, will market/advertise service (flyer and newspaper article attached).

Service Expansion:

Service Area:

North and West Sides of Bradford County (includes the City of Lawtey): On demand service will be available to residents residing in the north and west sides of Bradford County. Transportation service will be provided to the following locations within the City of Starke:

- CVS Pharmacy - 209 S. Temple Avenue
- Walgreens Pharmacy - 205 W. Madison Street
- Walmart Supercenter - 14500 US Hwy 301
- Shands Starke Regional Medical Center - 922 E. Call Street
- Bradford Senior Center - 403 Georgia Street
- Starke Multi-Purpose Senior Center - 550 W. Georgia Street
- Bradford County Courthouse - 945 N. Temple Avenue

Days/Hours of Service: Tuesdays, 9:00 a.m. to 5:00 p.m.

Accessing Service: Passengers must call Suwannee River Economic Council at least 60 minutes in advance to request a trip. Trips will be provided on an availability basis.

Southside of Bradford County (includes the City of Hampton and the Melrose area): On demand service will be available to residents residing in the south side of Bradford County. Transportation service will be provided to the following locations within the City of Starke:

- CVS Pharmacy - 209 S. Temple Avenue
- Walgreens Pharmacy - 205 W. Madison Street

- Walmart Supercenter - 14500 US Hwy 301
- Shands Starke Regional Medical Center - 922 E. Call Street
- Bradford Senior Center - 403 Georgia Street
- Starke Multi-Purpose Senior Center - 550 W. Georgia Street
- Bradford County Courthouse - 945 N. Temple Avenue

Days/Hours of Service: Thursdays, 9:00 a.m. to 5:00 p.m.

Accessing Service: Passengers must call Suwannee River Economic Council at least 60 minutes in advance to request a trip. Trips will be provided on an availability basis.

Project Timeframe: Provide a schedule for completion of the project, identifying any preparation actions and pertinent milestones, including when transportation services will actually begin.

July 1, 2017 - June 30, 2018. Actual service will begin July 1, 2017.

Project Performance Measures: Provide performance measures that will be used to monitor the impact of the project in meeting the need, as identified. Please refer to the Program Manual and Application for guidance in completing this section.

Suwannee River Economic Council will measure the ridership monthly and on time performance. Attached is ridership data for the 2016/17 Mobility Enhancement Grant project.

Project Funding: Provide the amount of funding requested to complete this project. In addition, identify the source of matching funds to be used for the project. Include the methodology used to determine the amount requested and the units by which services will be invoiced (trips, miles, bus passes, vouchers). **Rates for services may be different than rates generated by the Commission's Rate Calculation Model.**

\$59,851 - operating (\$23.75/trip (current trip rate), 210 trips per month (based on 2016/17 monthly ridership).

Suwannee River Economic Council will approach the following businesses/trip destinations to request contributions to assist with funding this project. Please see attached information for: Walgreens Contribution Guidelines, Walmart Community Grant Guidelines and CVS Health Community Grants.

Estimated Annual MEG Expenses

Driver Cost	\$36,000
Fuel	\$10,500
Communication	\$1,200
Insurance	\$1,850
Advertising	\$3,000
Maintenance	\$1,860
<u>Administrative Cost</u>	<u>\$5,441</u>
Total Annual Cost	\$59,851




Reimbursement for operating expenses will be invoiced to the CTD monthly based on an average trip rate. SREC estimates 10 trips per day (252 working days) for 2520 trips annually. Reimbursement will be \$23.75 per trip.

2017/2018 MEG Service Area Maps

City of Starke



Legend

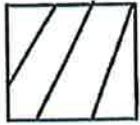
-  City Limits
-  Major Roads
-  Minor Roads



Miles
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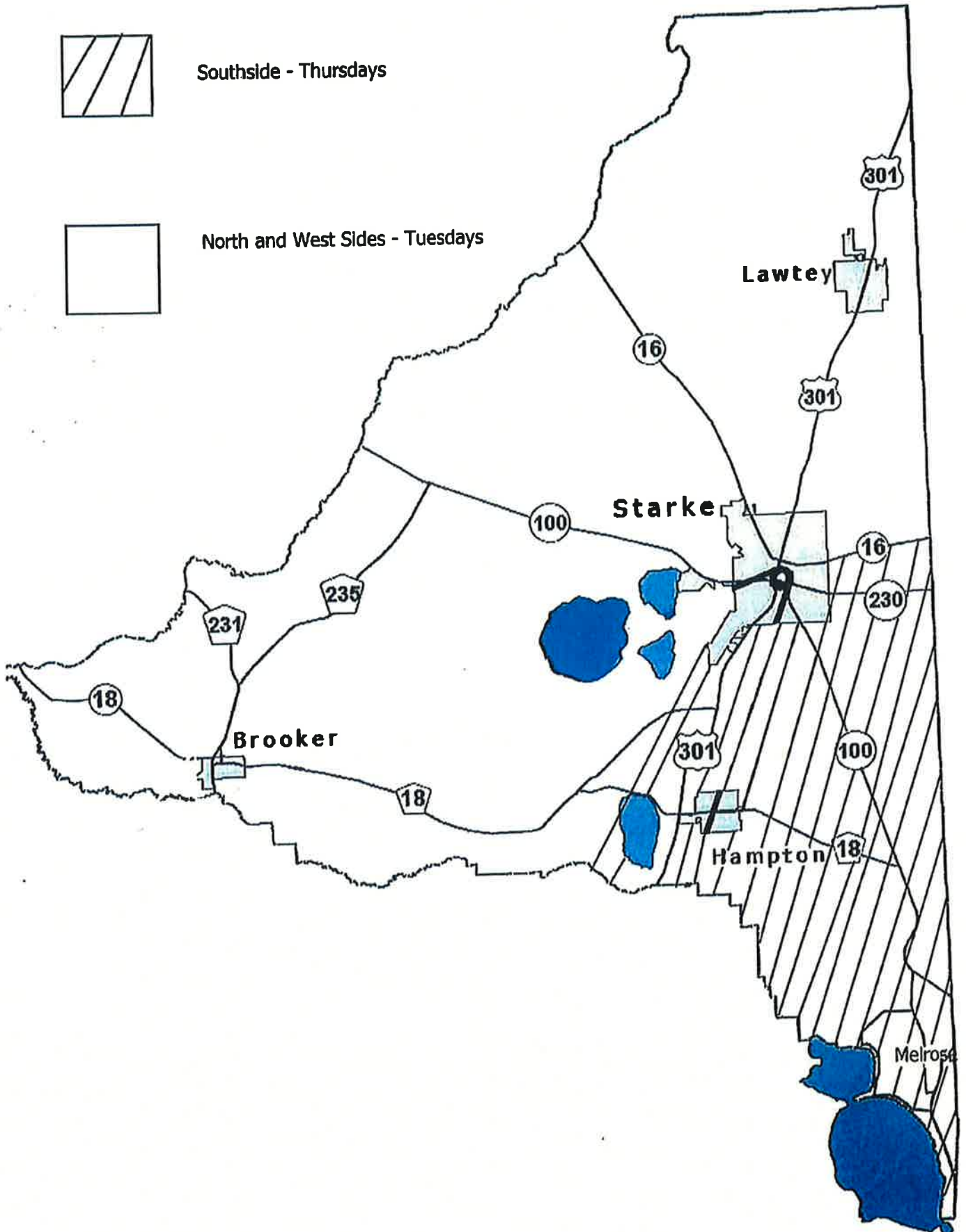
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Southside - Thursdays

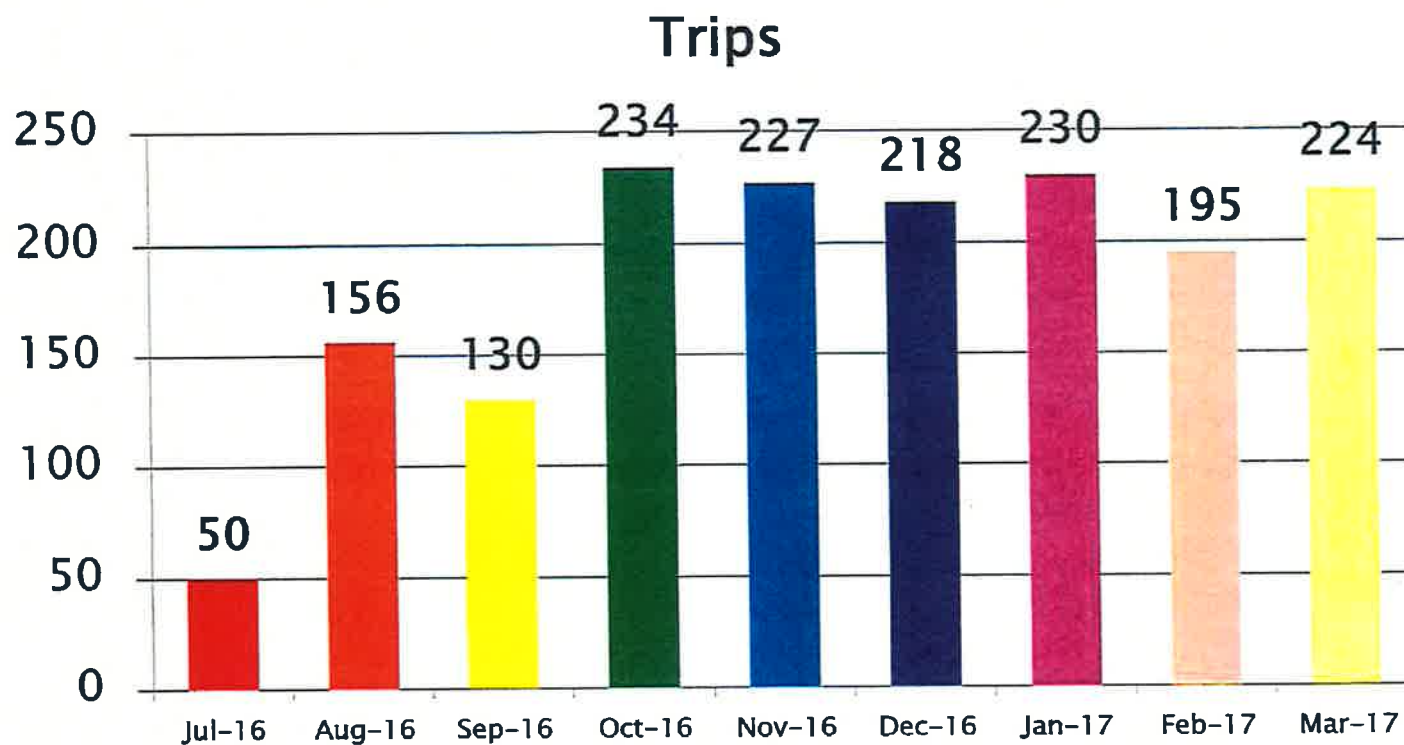


North and West Sides - Tuesdays



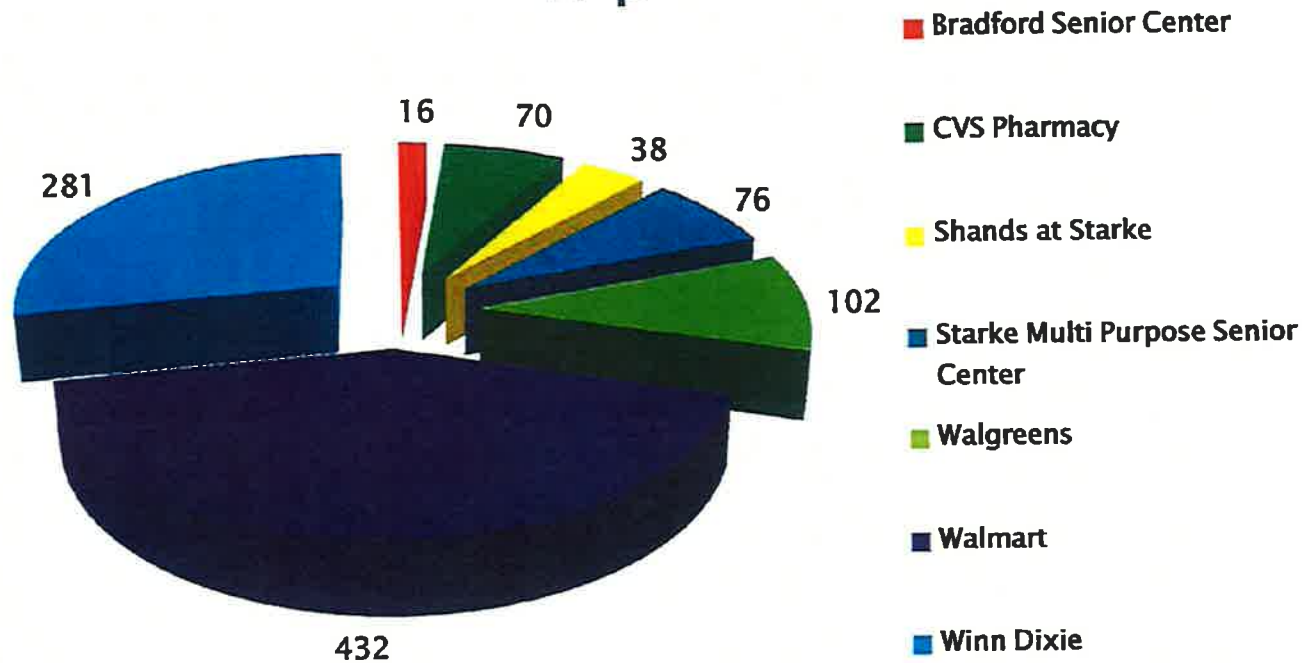
2016/2017 MEG Service Performance Data and Information

Bradford County Mobility Enhancement Grant Project



Bradford County Mobility Enhancement Grant Project

Trips



Bradford County Mobility Enhancement Grant Project

SREC van can help residents in need run errands

BY MARK J. CRAWFORD
Telegraph Editor

A grant-funded pilot project is allowing Suwannee River Economic Council to help the transportation disadvantaged get where they need to go.

According to SREC's executive director, Matt Pearson, existing programs run by the council or other agencies have helped the disabled, elderly or poor get to medical appointments, work or job training,

This project is designed to fill a service gap, helping those groups get to the grocery store, pharmacies or Walmart to run errands. The service will also transport seniors to and from the county or SREC senior centers.

"This is sort of a niche," Pearson said. "There's an unmet need of people needing to get back and forth to grocery shopping, pharmacies, senior centers — things like that. It's more for daily needs."

The service is restricted to transportation disadvantaged individuals living inside the city limits

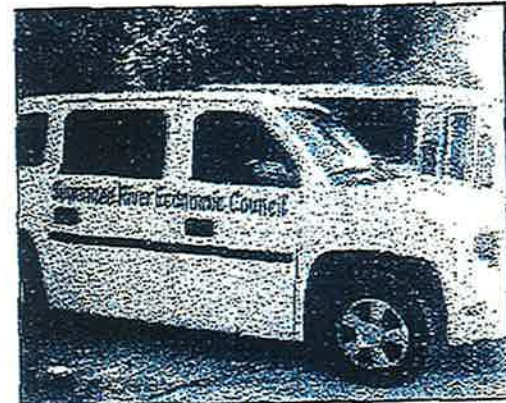
of Starke. That means they have a disability and/or have income restrictions that prohibit having other forms of transportation.

One thing that makes the service unique is that there is not a fixed route, so riders won't be waiting long periods at stops as if they were waiting for a bus. Instead, they would call to be picked up, similar to using a taxi or ride sharing service.

Pearson said the grant would support the project through June of next year, by which time they hope to have proven there is a high enough demand to justify future funding.

Hours of operation are 9 a.m. to 5 p.m. Monday through Friday. Available drop-off sites include CVS Pharmacy, Walgreens Pharmacy, Walmart, Shands Starke Regional Medical Center, Bradford County Senior Center, Starke Multipurpose Senior Center and Winn Dixie.

In order to arrange a pickup, call 1-844-496-0624.



Suwannee River Economic Council, as part of a pilot project, will now take those who need transportation shopping.

Bradford County Mobility Enhancement Grant Project

Matthew Pearson, Suwannee River Economic Council Executive Director

Voice: 386.362.4115

mattpearson@suwanneec.net

www.suwanneec.net

February 6 ,2017



Bradford County Mobility Enhancement Grant Project

- Enhance existing transportation services
- Improve access to healthcare and shopping



Bradford County Mobility Enhancement Grant Project

Existing Transportation Services:

- Door to Door prescheduled trip reservation service
- Trip purpose limited to non-emergency medical
- Primary trip destinations: Cities of Gainesville and Jacksonville
- Communities In Schools Program client transportation for employment and training purposes
- ARC of Bradford County client transportation



Bradford County Mobility Enhancement Grant Project

Purpose:

- Supplement the existing transportation services by providing on-demand service within the City of Starke.
- Trips provided for local medical, pharmacy and shopping purposes.



Bradford County Mobility Enhancement Grant Project

- CVS Pharmacy
- Walgreens Pharmacy
- Walmart Supercenter
- Shands Starke Regional Medical Center
- Bradford Senior Center
- Starke Multi-Purpose Senior Center
- Winn Dixie
- Bradford County Courthouse



Bradford County Mobility Enhancement Project

New Service!

San Juan River Economic Council

- Available to residents who live inside the Starke city limits
- FREE! There is no charge to the passenger
- Must be Transportation Disadvantaged qualified
- Hours of operation 8:00 am – 5:00 pm Monday-Friday
- Saturday service – no appointments needed
- Begins July 1, 2016
- Available drop-off sites in Starke are:
 - o CVS Pharmacy
 - o Walgreens Pharmacy
 - o Walmart
 - o Shands Starke Regional Medical Center
 - o Bradford Senior Center
 - o Starke Multi-Purpose Senior Center
 - o Winn Dixie

1-844-496-0624

Bradford County Mobility Enhancement Grant Project

SREC van can help residents in need run errands

BY MARK J. CHAWFORD
Triumph Editor

A grant-funded pilot project is allowing Suwannee River Economic Council to help the transportation disadvantaged get where they need to go.

According to SREC's executive director, Mark Horton, existing programs run by the council or other agencies have helped the disabled, elderly or poor get to work or school, but not to the grocery store, pharmacy or other errands.

The project is designed to fill a service gap by helping those people get to the grocery store, pharmacy or other errands.

The service will also transport people in and from the county or SREC's service area.

"This is one of a kind," Horton said. "There is no other kind of people needing to get back and forth to grocery shopping, pharmacy, senior centers — things like that. It's more for daily needs."

The service is reserved for transportation disadvantaged individuals living inside the city limits

of Bradford. That means they have a Thursday voter and have income restrictions that prohibit having other forms of transportation.

One thing that makes the service unique is that there is not a fixed route, so riders won't be waiting long periods of time as they are waiting for a bus. Instead, they would call to be picked up, similar to making a call for ride-sharing service.

Horton said the grant would support the project through the end of next year, by which time they hope to have proven there is a high enough demand to justify future funding.

Hours of operation are 9 a.m. to 5 p.m. Monday through Friday. Available drop-off sites include CVS Pharmacy, Walgreens Pharmacy, Wal-Mart, Suwannee Shores Medical Center, Bradford County Senior Center, Suwannee County Senior Center and Wawa Drive.

To order to arrange a pickup, call 1-844-676-0454.



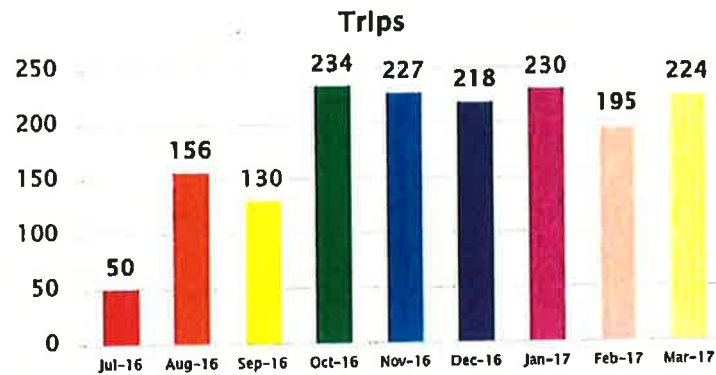
Suwannee River Economic Council, as part of a pilot project, will now take those who need transportation shopping.

Bradford County Mobility Enhancement Project

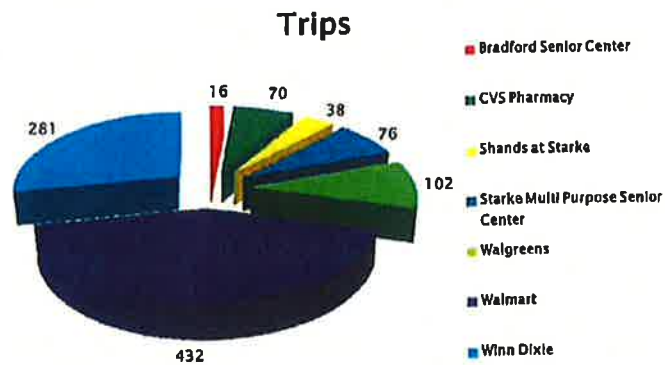
- Passengers must call Suwannee River Economic Council at least 30 minutes in advance to request a trip.
- Trip must be to one of the approved destinations.
- Trips are available Monday through Friday 9:00 a.m. to 5:00 p.m.
- Trips provided on an availability basis with goal of providing 210 trips per month.



Bradford County Mobility Enhancement Grant Project



Bradford County Mobility Enhancement Grant Project



Bradford County Mobility Enhancement Project

- If the service is successful based on ridership, Suwannee River Economic Council will approach the private business locations for financial support to continue the service.
- Suwannee River Economic Council will determine whether it is necessary to request funding from the City of Starke.



Suwannee River Economic Council

P.O. Box 70
Live Oak, FL 32064
386.362.4115
www.suwanneec.net



July 3, 2017

TO: Bradford County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Bradford County Transportation Disadvantaged Coordinating Board Bylaws

RECOMMENDATION

Approve the Board's Bylaws.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Bylaws annually. Attached are the Board's Bylaws for review and approval.

If you have any questions concerning the Bylaws, please contact me at extension 110.

Attachment

t:\lynn\td2017\bradford\memos\bylaws.docx

Bylaws

July 11, 2017

Bradford County Transportation Disadvantaged Coordinating Board



Bylaws

Approved by the
Bradford County
Transportation Disadvantaged Coordinating Board

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

Daniel Riddick, Chair

with Assistance from



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

July 11, 2017

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Chapter I: Bradford County Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

D. Name and Purpose

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

E. Membership

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

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

It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.

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

F. Officers

- (1) **Chair.** The North Central Florida Regional Planning Council shall appoint an official Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). For a multi-county Board, the Chair shall be from one of the counties in the designated service area. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. The Chair shall preside at all meetings.
- (2) **Vice-Chair.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chair (41-2.012(2) Florida Administrative Code). The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the first meeting after their election. For a multi-county Board, an elected official not serving as the Chair shall serve as Vice-Chair. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chair may serve more than one term.

G. Meetings

- (1) **Regular Meetings.** The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. Business meetings of the Board may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order.
- (2) **Emergency Meetings.** The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership.

North Central Florida Regional Planning Council staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

- (3) **Special Meetings.** Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (4) **Public Workshop.** The Board shall hold a public workshop annually. Public workshops may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (5) **Notice of Regular and Special Meetings.** Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Board members and other interested parties at least two weeks prior to each Board 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.

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

- (6) **Quorum.** At all meetings of the Board, the presence in person of 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:
 - a) Cancel and reschedule the meeting; or
 - b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

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

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

- (8) **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."
- (9) **Proxy Voting.** Proxy voting is not permitted.
- (10) **Parliamentary Procedures.** The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (11) **Attendance.** The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The North Central Florida Regional Planning Council must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.

H. Administration

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

I. Duties

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

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

J. Committees

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

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

K. Amendments

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

L. Certification

The undersigned hereby certifies that he/she is the Chair of the Bradford County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Bradford County Transportation Disadvantaged Coordinating Board the 11th day of July 2017.

Daniel Riddick, Chair
Bradford County Transportation Disadvantaged Coordinating Board

Bradford County Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

- * Lynn Franson-Godfrey, AICP, Senior Planner

- * Primary Responsibility



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July 3, 2017

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures

RECOMMENDATION

Approve the Board's Grievance Procedures.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Grievance Procedures annually. Attached are the Board's Grievance Procedures for review and approval.

If you have any questions concerning the Grievance Procedures, please contact me at extension 110.

Attachment

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Transportation Disadvantaged Grievance Procedures

July 11, 2017

Bradford County
Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

Approved by the

Bradford County
Transportation Disadvantaged Coordinating Board

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

Danny Riddick, Chair

with Assistance from



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

July 11, 2017

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Chapter I: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Bradford 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 Bradford 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 Bradford County Transportation Disadvantaged Coordinating Board Chair shall appoint five (5) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the counties in the service area.
- (2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

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

G. Meetings

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

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

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

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

H. Administration

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

I. Duties

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

J. Procedures

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

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

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

- (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:

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

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

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

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

- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension of service 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 suspended rider 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 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 suspended rider requesting the reconsideration.

M. Prohibition Against Retaliation

The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be 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.

N. 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.

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Bradford County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Bradford County Transportation Disadvantaged Coordinating Board the 11th day of July 2017.

Danny Riddick, Chair
Bradford County Transportation Disadvantaged Coordinating Board

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Bradford County Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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July 3, 2017

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Suwannee River Economic Council - Operations Reports

RECOMMENDATION

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

BACKGROUND

Attached are the following reports for the Board's review:

1. January - March 2017 Operations Report;
2. Fiscal Year 2016/17 Transportation Disadvantaged Trust Fund Status Report;
3. January - March 2017 Complaint/Commendation Report; and
4. January - March 2017 Trip Denial Report.

If you have any questions regarding the attached reports, please do not hesitate to contact me.

Attachments

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**QUARTERLY OPERATING REPORT
BRADFORD COUNTY
JANUARY - MARCH 2017**

OPERATING DATA	SREC	ARC of Bradford	TOTAL
NUMBER OF INVOICED TRIPS	3,548	3,295	6,843
Aging Program - Title III-B	194	0	194
Transportation Disadvantaged Program	1,369	0	1,369
Florida Agency for Persons with Disabilities	0	3,295	3,295
Florida Managed Medical Care Program (Medicaid)	1,325	0	1,325
Mobility Enhancement Grant	660	0	660
TOTAL VEHICLE MILES	41,569	21,514	63,083
TOTAL REVENUE VEHICLE MILES	37,333	0	37,333
TOTAL VEHICLE HOURS	2,228	1,231	3,459
TOTAL DOLLARS INVOICED	\$89,488.10	\$39,239.53	\$128,728
Aging Program - Title III-B	\$2,979.84	\$0.00	\$2,980
Transportation Disadvantaged Program	\$39,200.31	\$0.00	\$39,200
Florida Agency for Persons with Disabilities	\$0.00	\$39,239.53	\$39,240
Florida Managed Medical Care Program (Medicaid)	\$31,751.75	\$0.00	\$31,752
Mobility Enhancement Grant	\$15,556.20	\$0.00	\$15,556
AVERAGE COST PER TRIP	\$25.22	\$11.91	\$18.81
Aging Program - Title III-B	\$15.36	#DIV/0!	\$15.36
Transportation Disadvantaged Program	\$28.63	#DIV/0!	\$28.63
Florida Agency for Persons with Disabilities	#DIV/0!	\$11.91	\$11.91
Florida Managed Medical Care Program (Medicaid)	\$23.96	#DIV/0!	\$23.96
Mobility Enhancement Grant	\$23.57	#DIV/0!	\$23.57
AVERAGE COST PER MILE	\$2.15	\$1.82	\$2.04
AVERAGE COST PER REVENUE VEHICLE MILE	\$2.40	#DIV/0!	\$3.45
AVERAGE COST PER HOUR	\$40.17	\$31.88	\$37.22
TRIP PURPOSE*	-	-	-
Medical	2,694	61	2,755
Employment	0	0	0
Education/Training	0	0	0
Fixed	0	2,266	2,266
Inclusion	0	125	125
Shopping	660	0	660
Meal Site	194	0	194
Recreation	0	0	0
Other	0	843	843
NUMBER OF TRIPS DENIED	0	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	98	0	98
PERCENT OF SINGLE PASSENGER TRIPS	3%	0%	1%
NUMBER OF ACCIDENTS	0	0	0
NUMBER OF VEHICLES	8	10	18
AVERAGE TRIPS PER VEHICLE	444	330	380
AVERAGE MILES PER TRIP	12	7	9
NUMBER OF ROADCALLS	0	0	0

**QUARTERLY OPERATING REPORT
BRADFORD COUNTY
JANUARY - MARCH 2016**

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	6,014
Aging Program - Title III-B	370
Transportation Disadvantaged Program	1,183
Florida Agency for Persons with Disabilities	3,419
Florida Managed Medical Care Program (Medicaid)	1,042
Mobility Enhancement Grant	
TOTAL VEHICLE MILES	54,974
TOTAL REVENUE VEHICLE MILES	20,567
TOTAL VEHICLE HOURS	3,391
TOTAL DOLLARS INVOICED	112,047
Aging Program - Title III-B	\$5,683.00
Transportation Disadvantaged Program	\$33,290.00
Florida Agency for Persons with Disabilities	\$42,799.00
Florida Managed Medical Care Program (Medicaid)	\$30,274.00
Mobility Enhancement Grant	
AVERAGE COST PER TRIP	\$18.63
Aging Program - Title III-B	\$15.36
Transportation Disadvantaged Program	\$28.14
Florida Agency for Persons with Disabilities	\$12.52
Florida Managed Medical Care Program (Medicaid)	\$29.05
Mobility Enhancement Grant	
AVERAGE COST PER MILE	\$2.04
AVERAGE COST PER REVENUE VEHICLE MILE	\$5.45
AVERAGE COST PER HOUR	\$33.04
TRIP PURPOSE*	-
Medical	\$2,333.00
Employment	\$0.00
Education/Training	0
Fixed	2,760
Inclusion	132
Shopping	0
Meal Site	370
Recreation	0
Other	419
NUMBER OF TRIPS DENIED	0.00
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	155
PERCENT OF SINGLE PASSENGER TRIPS	0.03
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	18
AVERAGE TRIPS PER VEHICLE	334
AVERAGE MILES PER TRIP	9
NUMBER OF ROADCALLS	0

Suwannee River Economic Council

Rates:

Ambulatory: \$1.81 per passenger mile

Wheelchair: \$3.04 per passenger mile

Stretcher: \$6.45 per passenger mile

**2016-2017 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
BRADFORD COUNTY**

MONTH/YEAR	ALLOCATION	STATE FUNDS SPENT	STATE FUNDS REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-16	\$156,808.00	\$11,764.79	\$145,043.21	451	\$26.09
Aug-16	-	\$11,760.38	\$133,282.83	516	\$22.79
Sep-16	-	\$8,982.44	\$124,300.39	436	\$20.60
Oct-16	-	\$14,538.01	\$109,762.38	466	\$31.20
Nov-16	-	\$11,759.98	\$98,002.40	491	\$23.95
Dec-16	-	\$11,758.90	\$86,243.50	427	\$27.54
Jan-17	-	\$11,760.67	\$74,482.83	468	\$25.13
Feb-17	-	\$11,760.53	\$62,722.30	430	\$27.35
Mar-17	-	\$11,759.08	\$50,963.22	471	\$24.97
Apr-17	-		\$50,963.22		#DIV/0!
May-17	-		\$50,963.22		#DIV/0!
Jun-17	-	-	#VALUE!	-	-
TOTAL	-	\$105,844.78	-	4,156	\$25.47

Source: Suwannee River Economic Council

BRADFORD COUNTY
QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS
JANUARY - MARCH 2017

TYPE OF COMPLAINT	Suwannee River Economic Council	Resolved
Vehicle Condition	0	-
Driver's Behavior	0	-
Client Behavior	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Service Denial	0	-
Other	0	-
TOTALS	0	-
COMMENDATIONS	0	-

Source: Suwannee River Economic Council

**BRADFORD COUNTY
UNMET TRANSPORTATION NEEDS
JANUARY - MARCH 2017**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Out of Service Area Trip	0
Insufficient Advance Notice	0
After Hours Trip Request	0
Weekend Trip Request	0
Other	0
TOTALS	0

Source: Suwannee River Economic Council



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July 3, 2017

TO: Bradford County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2017 Transportation Disadvantaged Program Awards

RECOMMENDATION

For information only. No action is required.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged is seeking nominations for the 2017 Transportation Disadvantaged Program awards. Attached are nomination forms for each award category. Award nominations are due to the Florida Commission for the Transportation Disadvantaged by July 21, 2017.

If you have any questions concerning this agenda item, please do not hesitate to contact me at extension 110.

Attachments

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**Annual Transportation Disadvantaged
Best Practices & Training Workshop
Award Nomination Form**

Dispatcher / Scheduler of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

**Step 2: List who you will be nominating for the above category (individual/
organization).**

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC or supervisor, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Dispatcher / Scheduler of the Year

Purpose: To honor an individual or a team, who is either a scheduler or dispatcher for the CTC or for a transportation operator/coordination contractor under contract with the CTC, who has performed in an outstanding manner and has shown care and concern for TD passenger(s).

Criteria: The individual's/team's dedication should be considered when making a nomination. Please cite specific examples of work with passengers that exhibit the nominee's caring attitude and reasons for nomination. **A letter of support from the employee's supervisor or the CTC, if different, must be submitted with the nomination.** Nominations can include compliments/commendations from consumers. Please do not include training certifications and employee performance evaluations with your nominations. This information should be summarized in the support letter provided by the employee's supervisor or the CTC.

Describe the reliability/dependability of the individual/team.

Describe the positive/caring attitude of the individual/team.

Provide number and summary of complaints/commendations for the period July 1, 2016 through June 30, 2017.

Describe the individual's/team's responsiveness to internal and external customers.

Provide a summary of training completed related to the TD program. Do NOT provide copies of all training certificates.

Summarize performance evaluation history of nominee. Do NOT include actual performance evaluations.

Identify the unique characteristics of the dispatcher/scheduler that you feel should be considered to be selected for this award.

Additional Comments and/or Narrative.



**Annual Transportation Disadvantaged
Best Practices & Training Workshop
Award Nomination Form**

Driver of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List who you will be nominating for the above category.

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Driver of the Year

Purpose: To honor an individual, who is either a driver for the CTC or for a transportation operator/coordination contractor under contract with the CTC, who has performed in an outstanding manner and has shown care and concern for the TD passenger(s).

Criteria: The safety record of the individual and their dedication should be considered when making a nomination. Please cite a specific example of the driver's work with passengers or toward fellow drivers that is exemplary of the characteristics for which the driver is being nominated. **A letter of support from the driver's supervisor and the CTC, if different, must be submitted with the nomination.** Please do not include training certifications and employee performance evaluations with your nominations. This information should be summarized in the support letter provided by the driver's supervisor or the CTC.

Identify how long the driver has been driving in the coordinated system.

Provide information regarding the nominee's driving record.

Identify number of customer complaints or commendations received for that driver during his/her employment.

Identify number of accidents the driver has been involved in during his/her employment with your agency. State whether they were charged with this accident.

Identify efforts the driver takes to ensure the safety of his/her passengers.

Identify the unique characteristics of the driver that you feel should be considered to be selected for this award.

Additional Comments and/or Narrative.

Elected Official of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List who you will be nominating for the above category.

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Elected Official of the Year

Purpose: To recognize an elected official who has demonstrated his/her support to those who are transportation disadvantaged.

Criteria: Consideration will be given to local, state, and/or federal elected officials who have supported their constituents by working to ensure mobility options remain available to those who depend on them. This elected official has demonstrated commitment to assisting individuals maintain their independence and quality of life.

Identify how this individual has demonstrated/supported to those who are transportation disadvantaged.

Additional Comments and/or Narrative.

Innovation Award

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List who you will be nominating for the above category (individual/organization).

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Innovation Award

Purpose: To recognize a CTC, an individual, or a team that has used innovative approaches to coordinate transportation, improve customer service, enhance the safety of the system and/or increase efficiencies.

Criteria: Nominations should include unique processes and/or technology used to meet the needs of customers, enhance system safety and/or efficiencies – something that is not commonly used in the industry. Although many CTCs have invested in newer technology (better scheduling software, mobile data terminals, etc.), that alone is not considered innovative. A process that has been implemented or additional software program that has been developed to address a challenge, improve safety, efficiency or quality of service is considered innovative. Other examples include: creating mobility options, inter-county coordination efforts for long-distance trips, driver training programs, utilizing technology to improve customer experience, techniques used for streamlining operations and/or improve quality of service or customer relations.

Describe your innovative process and/or technology.

Explain how this process or technology improved safety, efficiency and quality of transportation services.

Include any data that supports the improvements listed above (improved customer service, safety, on-time performance, etc.).

Has this innovation addressed an unmet service need?

Identify the unique characteristics of the innovative process and/or technology that you feel should be considered to be selected for this award.

Has this innovation improved the efficiency, effectiveness or quality of your business model?

Identify the unique characteristics of the innovative process and/or technology that you feel should be considered to be selected for this award.

Additional Comments and/or Narrative.

Outstanding Coordinating Board of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List who you will be nominating for the above category.

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Outstanding Coordinating Board of the Year

Purpose: To recognize a coordinating board that has demonstrated dedication and support of the local service delivery system.

Criteria: Efforts to be considered are leadership of the board, oversight of costs, evaluation of the CTC, handling of grievances, or other extraordinary efforts. Consideration will also be given to those boards who consistently have excellent member attendance and participation at LCB meetings, representation at Commission-sponsored training and other community transportation events.

Identify the number of meetings held in the past year (2016-16 grant year) and the number of meetings where a quorum was present.

Identify the number of LCB members who actively participate in the preparation of the CTC evaluation.

Identify the unique characteristics or achievements of the Board that you feel should be considered for this award.

Additional Comments and/or Narrative.

Planning Agency of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List the name of the agency you are nominating for the above category.

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Planning Agency of the Year

Purpose: To recognize a planning agency that went beyond the scope of their work to implement coordinated transportation.

Criteria: This award will be based on the success of an agency in staffing the local coordinating board, developing the Service Plan, preparing needs assessments, assisting in the evaluation of the CTC, and/or other areas. Consideration will be given to timely submission of planning grant deliverables and attendance at Commission-sponsored training. The strength of the local Coordinating Board(s) supported will also be considered in the evaluation of the nominations. In addition, nominations should include information about the agency's efforts to include transportation disadvantaged planning into local plans.

This award is for the agency that has gone beyond their scope to assist transportation disadvantaged citizens in their area. Examples include working closely with their CTC and other local partners to overcome local transportation barriers and to advocate on behalf of the transportation disadvantaged. Additionally, representing the transportation disadvantaged program at local events and meetings.

Identify LCB membership vacancies (agencies/groups represented) and period of vacancy. Please provide reason if period of vacancy is extensive.

State whether all grant deliverables and quarterly reports were completed and submitted timely. If not all tasks were completed, please explain.

Describe the Planning Agency's/Planner's efforts and process for training LCB Members?

Describe how the Planning Agency/Planner ensures Transportation Disadvantaged is included in other planning efforts.

Does the Planner attend/participate in Commission-sponsored Transportation Disadvantaged trainings?

Describe the Planning Agency's/Planner's involvement in the community with regard to TD.

Please describe the Planning Agency's/Planner's efforts in supporting the CTC.

Describe the qualities of the Planning Agency/Planner and explain why you believe they should be selected for this award.

Additional Comments and/or Narrative.

Rural Community Transportation Coordinator

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

**Step 2: List who you will be nominating for the above category (individual/
organization).**

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. Commission staff will compile information as it relates to the Annual Performance Report. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Rural Community Transportation Coordinator

- Purpose:** To recognize a rural CTC who has performed in an outstanding manner as part of the fully coordinated system for the community and the transportation disadvantaged population. For the purpose of this effort, this designation will include information reported by the CTC in the Annual Operating Report.
- Criteria:** Consideration will be given to each nominee based on documented data presented in the Annual Performance Report, recent Quality Assurance reviews, the CTC evaluation conducted by the LCB, and/or timely submission of deliverables. Specific information from the Annual Performance Report will be reviewed including: increase in trips as a percent of increased expenses, safety records, operating cost per trip, operating cost per mile and operating cost per hour (if available).
-

Identify total number of trips completed for this period as a comparison to previous year.

Identify unduplicated passenger head count for this period as a comparison to previous year.

Identify cost per trip (fixed route cost and paratransit) as a comparison to previous year.

Identify the On-Time Performance goal and whether you met or exceeded the goal.

Describe your efforts in working with the community to understand the needs and resources available (public outreach efforts, mobility management program, travel training, etc.).

Identify the state agencies that participate in your coordinated transportation system.

Identify any community partners that participate in your coordinated transportation system (Boys and Girls Club, American Cancer Society, etc.).

Identify agreement(s) to provide inter-county transportation or connectivity to neighboring counties.

Describe how customer satisfaction is monitored (rider surveys, monitoring complaints, providing regular customer service training).

Identify the number of complaints and commendations received during the period July 1, 2016 through June 30, 2017.

Identify the unique characteristics of your service that you feel your system should be selected for this award.

Additional Comments and/or Narrative

Safety Award of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List who you will be nominating for the above category.

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. Commission staff will compile information as it relates to the Annual Performance Report. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Safety Award of the Year

Purpose: To recognize a system that has demonstrated an outstanding safety record or initiated new or improved safety programs.

Criteria: Consideration will be given to those systems who have few accidents or road calls or who have made significant improvements over the previous period. The Annual Performance Report should be a source utilized for the data supporting these measures. In addition, DOT shall be consulted to confirm the quality of the local safety program. Please cite in the nomination what programs or actions were implemented to contribute to the good safety record and describe any new or improved safety programs implemented, if applicable.

Identify number of road calls and accidents during the period of July 1, 2016 – June 30, 2017 in comparison with the previous year.

Were there any recommendations or findings in the most current FDOT safety review, if applicable?

Include all information on Accident Frequency Rate (AFR), Passenger Accident Frequency Rate (PAFR), and Incident Frequency Rate (IFR) as a comparison to the previous year, if tracked.

Describe any safety improvements that were implemented over the last several years to reduce incidents/accidents and describe the results.

Identify any unique safety measures or training programs that have been implemented by your agency that is above and beyond what is required that you feel should be considered for this award.

Additional Comments and/or Narrative.

Sheila Winitzer Shining Star Award

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List who you will be nominating for the above category.

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Sheila Winitzer Shining Star Award

- Purpose: This award was created to recognize Ms. Sheila Winitzer who spent her career creating programs to improve the transportation disadvantaged program. She was an enthusiastic, passionate partner who tirelessly advocated for the transportation disadvantaged program.
- Criteria: A nominee for this award should have demonstrated a long-term role in **“working within the coordinated system,”** have been successful in implementing programs to assist users of the coordinated system and have coordinated grassroots support for the Transportation Disadvantaged Program.
-

Identify any improvements to the TD program resulting from the efforts of this individual.

Provide a summary of his/her advocacy efforts on behalf of the TD program.

Explain how the TD riders have benefited from these efforts (ex: working through funding or other barriers resulting in additional or improved services).

Include roles, responsibilities and timeline this individual has served in the TD program.

Identify the unique characteristics of this individual that you feel should be considered to be selected for this award.

Additional Comments and/or Narrative.

Urban Community Transportation Coordinator

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

**Step 2: List who you will be nominating for the above category (individual/
organization).**

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. Commission staff will compile information as it relates to the Annual Performance Report. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Urban Community Transportation Coordinator

- Purpose:** To recognize an urban CTC who has performed in an outstanding manner as part of the fully coordinated system for the community and the transportation disadvantaged population. For the purpose of this effort, this designation is based on information reported by the CTC in the Annual Operating Report.
- Criteria:** Consideration will be given to each nominee based on documented data presented in the Annual Performance Report, recent Quality Assurance reviews, the CTC evaluation conducted by the LCB and/or timely submission of deliverables. Specific information from the Annual Performance Report will be reviewed including: increase in trips as a percent of increased expenses, safety records, operating cost per trip, operating cost per mile and operating cost per hour (if available).
-

Identify total number of trips completed for this period as a comparison to previous year.

Identify unduplicated passenger head count for this period as a comparison to previous year.

Identify Cost per trip (fixed route cost and paratransit) as a comparison to previous year.

Identify the On-Time Performance goal and whether you met or exceeded the goal.

Does your system meet the goal identified in the TDSP for transferring riders to public transit? If yes, provide the number of riders transferred and describe the success of your process.

Describe your efforts in working with the community to understand the needs and resources available (public outreach efforts, mobility management program, travel training, etc).

Identify the state agencies that participate in your coordinated transportation system.

Identify any community partners that participate in your coordinated transportation system (Boys and Girls Club, American Cancer Society, etc.).

Identify agreement(s) to provide inter-county transportation or connectivity to neighboring counties?

Describe how customer satisfaction is monitored (rider surveys, monitoring complaints, providing regular customer service training).

Identify the number of complaints and commendations received during the period July 1, 2016 through June 30, 2017.

Identify the unique characteristics of your service that you feel your system should be selected for this award.

Additional Comments and/or Narrative.

Volunteer of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List who you will be nominating for the above category.

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Volunteer of the Year

Purpose: To recognize a volunteer who has provided service to the transportation disadvantaged citizens of their community.

Criteria: This could be a driver, dispatcher, or any other person who has dedicated their time and expertise to help others. This could include a Local Coordinating Board member who is not compensated for being a member of the LCB or is not a member as part of their employment duties. This individual should have gone beyond the call of duty to serve the local transportation disadvantaged citizens in the community.

Identify the total number of volunteer service hours (or days) this individual has provided.

Describe the type of volunteer service the individual has provided (driver, dispatcher, LCB member).

Describe the impact this volunteer service has had on the transportation disadvantaged in the community.

Identify the unique characteristics of this individual that should be considered for this award.

Additional Comments and/or Narrative.

William G. & Budd Bell Lifetime Achievement Award

Step 1: Provide your contact information (Nominator)

Nominator's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 2: List who you will be nominating for the above category.

Nominee's Name: _____ **Phone:** _____
Agency: _____
Address: _____

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **JULY 21, 2017:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

William G. & Budd Bell Lifetime Achievement Award

Purpose: This award was created in honor of Dr. William (Bill) and Budd Bell. Dr. Bell had a vision in the 1970's of coordinated transportation and was instrumental in the early development of the Florida program. His wife, Budd, who shared his vision, continued to advocate and support transportation disadvantaged into the next decade.

Criteria: A nominee for this award should have demonstrated a long-term leadership role in **"advocating transportation issues,"** have been successful in promoting the benefits of coordination of all resources and have exhibited an interest in improving the accessibility of transportation services. Leadership skills could be exhibited in the areas of research, training or advocacy.

Identify the leadership role this individual has demonstrated working in the Transportation Disadvantaged program.

Identify the roles, responsibilities and timeline this individual has served in the Transportation Disadvantaged program.

Summarize the advocacy efforts on behalf of the Transportation Disadvantaged program.

Identify the benefits to the coordinated system this individual has been instrumental in developing which could include increased accessibility and availability of transportation services.

Describe any efforts to the areas of research and/or training which benefited the Transportation Disadvantaged program.

Identify the unique characteristics of this individual that you feel should be considered for this award.

Additional Comments and/or Narrative.

**ATTENDANCE RECORD
BRADFORD COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	7/12/16	10/25/16	1/10/17	4/11/17
Chair	Commissioner Danny Riddick	A	P	P	A
Alternate Chairperson	Commissioner Tommy Chastain	A	A	A	A
Florida Department of Transportation	Sandra Collins	P	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Rhiannon Griggs				P
Alternate Member	Nakiesha Thompson				A
Agency for Health Care Administration	Deweece Ogden	P	P	P	P
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	Jeffrey Aboumrad	P	P	P	P
Alternate Member					
Public Education	Louette Smith	A	A	A	A
Alternate Member	(Vacant)				
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	Barbara Fischer	P	P	P	P
Alternate Member	(Vacant)				
Persons with Disabilities	Sherry Ruskowski	P	P	P	P
Alternate Member	(Vacant)				
Florida Association for Community Action	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Libby Murphy				
Alternate Member	James P. Mitzel				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Private Transit	Steve Futch	A	A	A	A
Alternate Member	(Vacant)				
Regional Workforce Board	(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."

