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November 8, 2017

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board will hold a regular business meeting Wednesday, November 15, 2017 at 10:00 a.m. in the **Santa Fe Room in the Florida Department of Transportation Lake City Operations Center located at 710 Northwest Lake Jeffery Road, Lake City, Florida (location map attached)**. 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.

Please contact Suwannee Valley Transit Authority at 386.362.5332 if you need transportation to and from the meeting.

Attachments

t:\lynn\td2017\chs\memos\nov.docx

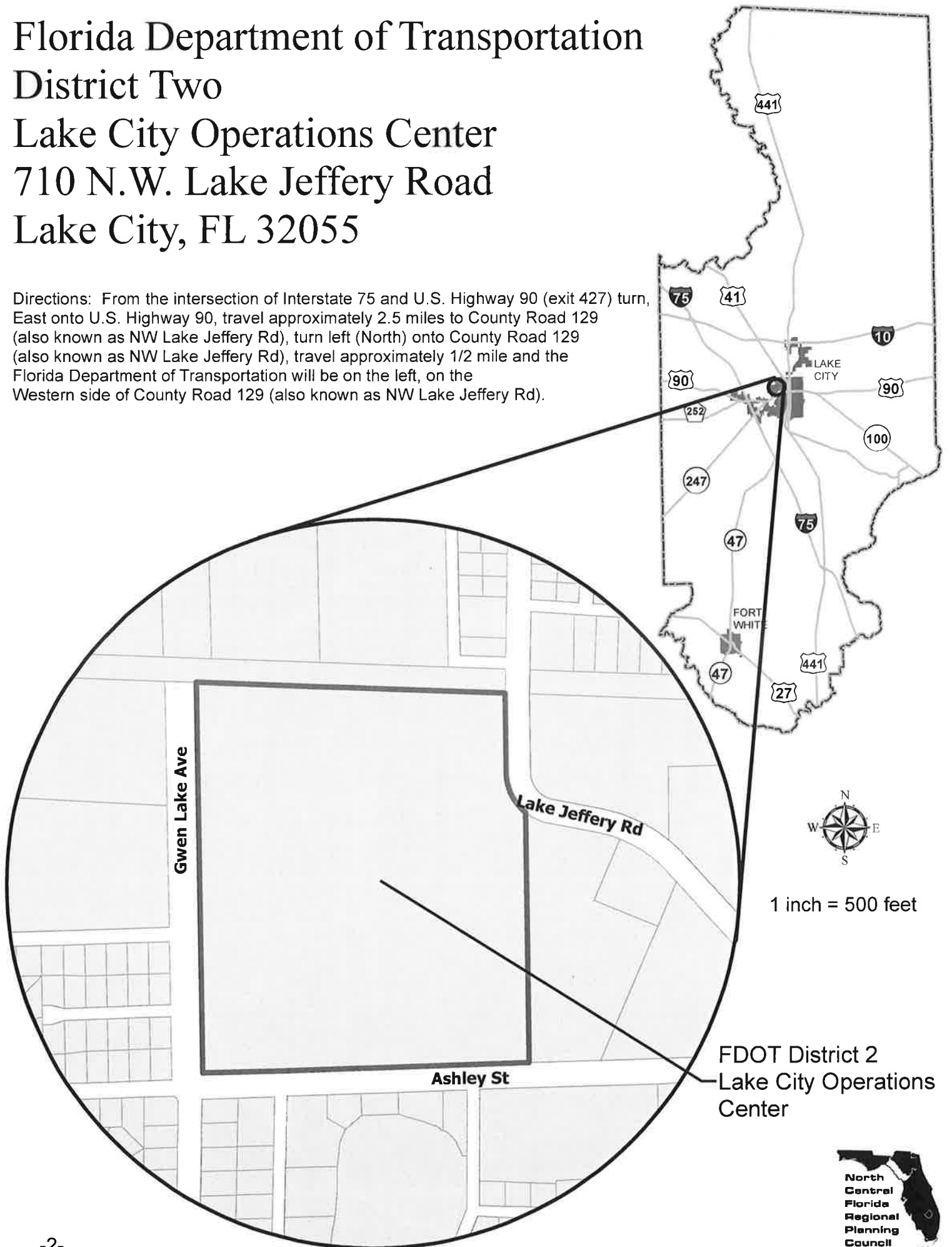
Florida Department of Transportation

District Two

Lake City Operations Center

710 N.W. Lake Jeffery Road
Lake City, FL 32055

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





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

BUSINESS MEETING AND AGENDA

**Santa Fe Room
Florida Department of Transportation
Lake City Operations Center
710 Northwest Lake Jeffery Road
Lake City, Florida**

**Wednesday
November 15, 2017
10:00 a.m.**

I. Business Meeting – Call To Order

- A. Invocation**
- B. Pledge of Allegiance**
- C. Introductions**

II. Consent Agenda

ACTION REQUIRED

- A. Approval of the Meeting Agenda Page 3**
- B. Approval of the August 9, 2017 Minutes Page 7**

III. Comments and Concerns

- A. Board Members**
- B. Citizens**

IV. General Business

A. New Business

- 1. 2016/17 Annual Performance Page 13 ACTION REQUIRED
Evaluation (Lynn Godfrey)**

2. **2017/18 Columbia Hamilton and Suwannee Transportation Disadvantaged Service Plan Amendment (Larry Sessions)** **Page 65** **ACTION REQUIRED**

Suwannee Valley Transit Authority is proposing to increase the Transportation Disadvantaged Program passenger fare from \$1.00 per trip to \$2.00 per trip

3. **2016/17 Annual Operations Reports (Larry Sessions)** **Page 69** **NO ACTION REQUIRED**

4. **2017/18 Rural Area Capital Assistance Program Grant Application (Larry Sessions)** **Page 119** **ACTION REQUIRED**

The Board needs to review and approve Suwannee Valley Transit Authority's application for 2017/18 Rural Area Capital Assistance Program Grant funds

5. **Suwannee Valley Transit Authority Operations Reports (Larry Sessions)** **Page 137** **NO ACTION REQUIRED**

B. Other Business

1. **Board Members**
2. **Citizens**

C. Future Meeting Dates

1. **February 21, 2018 at 10:00 a.m. in Live Oak, Florida**
2. **May 16, 2018 at 10:00 a.m. in Jasper, Florida**
3. **August 15, 2018 at 10:00 a.m. in Lake City, Florida**
4. **November 21, 2018 at 10:00 a.m. in Live Oak, Florida**

If you have any questions concerning the enclosed materials, please do not hesitate to contact Lynn Godfrey, Senior Planner, at 1.800.226.0690, extension 110.

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

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Don Hale, Chair Suwannee County Elected Official	Not Applicable
Commissioner Beth Burnam, Vice-Chair Hamilton County Elected Official	Not Applicable
Commissioner Bucky Nash Columbia County Elected Official Grievance Committee Chair	Not Applicable
Sandra Collins Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Amanda Bryant Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education	Allison Gill Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	Dwight Law Florida Department of Elder Affairs
Deweece Ogden Florida Agency for Health Care Administration Grievance Committee Member	Pamela Hagley Florida Agency for Health Care Administration
Diane Head Regional Workforce Board	Darlene Strimple Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2020 Grievance Committee Member	Vacant Florida Association for Community Action Term ending June 30, 2020
Daniel Taylor Public Education	Vacant Public Education
Bo Beauchemin Veterans Term ending June 30, 2020	Ellis A. Gray, III Veterans Term ending June 30, 2020
Barbara Jeffords Lemley Citizen Advocate Term ending June 30, 2018	Louie Goodin Citizen Advocate Term ending June 30, 2018
Richard Bryant Citizen Advocate - User Term ending June 30, 2018	Jeffrey Bradley Citizen Advocate - User Term ending June 30, 2018
Ralph Kitchens Persons with Disabilities Term ending June 30, 2018 Grievance Committee Member	Denise Morgan Persons with Disabilities Term ending June 30, 2018
LJ Two Spirits Johnson Elderly Term ending June 30, 2020	Vacant Elderly Term ending June 30, 2020
Sandra Buck-Camp Medical Community Term ending June 30, 2019	Vacant Medical Community Term ending June 30, 2019
Colleen Cody Children at Risk Term ending June 30, 2019	Audre J. Washington Children at Risk Term ending June 30, 2019
Vacant 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.

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

BUSINESS MEETING

Tourism and Economic Development Conference Room
Hamilton County Courthouse Annex
Jasper, Florida

Wednesday
August 9, 2017
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner Don Hale, Suwannee County Local Elected Official, Chair
Commissioner Beth Burnam, Hamilton County Local Elected Official
Bo Beauchemin, Veterans Representative
Richard Bryant, Citizen Advocate-User
Sandra Buck-Camp, Medical Community Representative
Colleen Cody, Children at Risk Representative
Sandra Collins, Florida Department of Transportation Representative
Ralph Kitchens, Persons with Disabilities Representative
Dwight Law representing Bruce Evans, Florida Department of Elder Affairs Representative
Barbara Jeffords Lemley, Citizen Advocate
Commissioner Bucky Nash, Columbia County Local Elected Official
Matthew Pearson, Florida Association for Community Action Representative
Diane Head, Workforce Development Board Representative
Kay Tice, Florida Department of Children and Families Representative

ALTERNATE MEMBERS PRESENT

Jeffrey Bradley, Citizen Advocate - User
Darlene Strimple, Workforce Development Board Representative

VOTING MEMBERS ABSENT

Jeff Aboumrad, Florida Department of Education Representative
LJ Two Spirits Johnson, Elderly Representative
Deweece Ogden, Florida Agency for Health Care Administration Representative
Daniel Taylor, Public Education Representative

OTHERS PRESENT

Teresa Fortner, Suwannee Valley Transit Authority
Stew Lilker, Columbia County Observer
Larry Sessions, Suwannee Valley Transit Authority
Chris Vayard, Suwannee Valley Transit Authority

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. Business Meeting Call To Order

Chair Hale called the meeting to order at 10:00 a.m.

A. Invocation

Commissioner Nash gave the invocation.

B. Pledge of Allegiance

Chair Hale led the Board in reciting the Pledge of Allegiance.

II. Consent Agenda

ACTION: Sandra Buck-Camp moved to approve the consent agenda. Commissioner Nash seconded; motion passed unanimously.

III. Comments and Concerns

Members

There were no member comments.

Citizens

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Mr. LJ Two Spirits Johnson asked that she request an update on Suwannee Valley Transit Authority changing scheduling software programs.

Mr. Larry Sessions, Suwannee Valley Transit Authority Administrator, stated that Suwannee Valley Transit Authority has not changed the scheduling software program. He said they may change to the CTS software program when funding is available. Mr. Sessions explained the reasons why Suwannee Valley Transit Authority may change scheduling software programs in the future.

IV. General Business

A. New Business

1. 2017/18 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan Amendments

Ms. Godfrey stated that Suwannee Valley Transit Authority received funding through the Mobility Enhancement Grant Program to continue the Suwannee Valley Transit Authority Express service. She said the Board needs to review and approve amendments to the 2017/18 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan incorporating the services provided under the Mobility Enhancement Grant Program (SVTA Express service).

Mr. Sessions discussed the transportation services provided under the Mobility Enhancement Grant Program.

ACTION: Sandra Buck-Camp moved to approve the amendments to the 2017/18 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan. Kay Tice seconded; motion passed unanimously.

2. Bylaws

Ms. Godfrey stated that the Board needs to review and approve the Bylaws annually. She said staff is not recommending any changes to the Bylaws.

ACTION: Sandra Buck-Camp moved to approve the Board's Bylaws. Barbara Lemley seconded; motion passed unanimously.

3. Grievance Procedures

Ms. Godfrey stated that the Board is required to review and approve the Grievance Procedures annually. She said staff is not recommending any changes to the Grievance Procedures.

Ralph Kitchens asked if complainants are informed about the Board's grievance process when they submit their complaints.

Mr. Sessions stated that their staff will notify individuals of the Board's Grievance Process if the service complaint involves service sponsored by the Transportation Disadvantaged Program.

**ACTION: Sandra Buck-Camp moved to approve the Grievance Procedures.
Ralph Kitchens seconded; motion passed unanimously.**

3. Cost/Rate Comparison

Ms. Godfrey stated that, at its May 17, 2017 meeting, the Board asked staff to prepare a cost/rate comparison of Community Transportation Coordinators in the Council's region. She discussed the cost/rate comparison staff prepared using Fiscal Year 2017/18 Rate Model Calculation data.

Mr. Sessions discussed Suwannee Valley Transit Authority's costs.

4. Suwannee Valley Transit Authority Operations Reports

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

B. Other Business

1. Board Members

Jeffrey Bradley stated that he was recently appointed to the Board. He said he contacted Suwannee Valley Transit Authority to arrange for transportation to the meeting. He said Suwannee Valley Transit Authority staff asked him to call three times to schedule his trip. He said he was told to call between 8:00 a.m. and 8:30 a.m. the day of the meeting for his ride. He said he was never given an estimated pick-up time.

Mr. Bradley said the Suwannee Valley Transit Authority driver arrived at his home this morning at 8:00 a.m. He said he was not ready to leave because he was not told he would be picked up at 8:00 a.m. He said they waited until 8:30 a.m., and, then left without him.

Mr. Sessions apologized for the confusion. He said the staff member who took Mr. Bradley's trip request is out of the office this week, therefore, he is unable to find out what happened until she returns. He said Mr. Bradley should not have had to call three times and should not have been told to call the morning he needed transportation. He said Mr. Bradley should have also been given an estimated pick-up time when the driver would arrive.

2. Citizens

Mr. Stew Lilker commended Chair Hale for doing an excellent job chairing the meeting.

C. Future Meeting Dates

Chair Hale announced the next meeting will be held November 15, 2017 at 10:00 a.m. in Lake City, Florida.

ADJOURNMENT

The meeting adjourned at 11:00 a.m.

Don Hale, Chair
Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

Date

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November 8, 2017

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2016/17 Annual Performance Evaluation

RECOMMENDATION

Approve the Suwannee Valley Transit Authority's 2016/17 annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate the transportation services provided by Suwannee Valley Transit Authority. Attached is Suwannee Valley Transit Authority's draft 2016/17 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

t:\lynn\td2017\chs\memos\eval.docx

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Suwannee Valley Transit Authority

Counties: Columbia, Hamilton and Suwannee

Address: 1907 Voyles Street, Live Oak, FL 32060

Contact: Larry Sessions, Administrator Phone: 386-362-5332

Review period: July 1, 2016 - June 30, 2017

2016/17 Community Transportation Coordinator Annual Performance Evaluation

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

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

Don Hale, Chair

with Assistance from



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

November 15, 2017

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TABLE OF CONTENTS

Summary of Findings and Recommendations _____	1
General _____	2
Compliance With Chapter 427, Florida Statutes _____	20
Compliance With Rule 41-2, Florida Administrative Code _____	21
On-Site Observation _____	35
Cost _____	40
Competition _____	41
Coordination _____	42

FINDINGS AND RECOMMENDATIONS

A. General

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, Florida Statutes

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

C. Rule 41-2, Florida Administrative Code

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. On Site Observation

Areas of Noncompliance: None.

Recommendations: None.

Timeline for Compliance: None

E. Cost/Competition/Coordination

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL

1. What was the designation date of the Community Transportation Coordinator?
7/01/16
2. What is the complaint process?
Suwannee Valley Transit Authority's complaint process is attached.
3. Does the community transportation coordinator have a complaint form?
☒ Yes (attached) ☐ No
4. Does the form have a section for resolution of the complaint?
☒ Yes ☐ No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
☒ Yes ☐ No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?
If Suwannee Valley Transit Authority staff are unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline.
7. When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
☒ Yes ☐ No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
☒ Yes (attached) ☐ No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
☒ Yes ☐ No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
☒ Yes ☐ No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).
13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
☒ Yes ☐ No
Suwannee Valley Transit Authority notifies the Regional Workforce Board of vacant positions. The Regional Workforce Board posts Suwannee Valley Transit Authority job vacancies and takes job applications.
14. What innovative ideas have you implemented in your coordinated system?
Suwannee Valley Transit Authority was awarded 2016/17 and 2017/18 Mobility Enhancement Grant funding from the Florida Commission for the Transportation Disadvantaged to provide on-demand service within Lake City, Florida.
15. Are there any areas where coordination can be improved?
Streamline the reporting process.

16. What barriers are there to the coordinated system?
Florida's Managed Medical Care Program not providing client transportation through Florida's Coordinated Transportation System is a barrier.
17. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?
The Florida Commission for the Transportation Disadvantaged staff is always helpful and willing to work with Suwannee Valley Transit Authority staff. Simplifying the reporting process and making the Annual Operating Report and Rate Calculation Model easier to understand would be helpful.
18. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?
Florida Department of Transportation
19. How are you marketing the voluntary dollar?
Information about the voluntary dollar is posted on Suwannee Valley Transit Authority's website. Suwannee Valley Transit Authority has attempted to place Voluntary Dollar posters in the Tax Collectors' offices.

Attachment

SUWANNEE VALLEY TRANSIT AUTHORITY (SVTA)

COMPLAINT AND GRIEVANCE PROCEDURE

OFFICIAL SERVICE COMPLAINT

Service complaints are routine incidents that occur on a daily basis, and can be reported to the driver, dispatcher, or other Individuals involved with daily SVTA operations. However, for a service complaint to be "Official", it MUST be reported to the SVTA Director of Operations and it must be in writing within 15 calendar days following the date of occurrence. Forms for this purpose are contained in this procedure, and may be obtained by contacting SVTA administrative offices. Official Complaint forms may be received via email, fax, or picked up in person. Official written complaints are typically addressed and resolved within a reasonable time period suitable to the complainant. The complaint and grievance process for Medicaid related services provided by SVTA is different, and covered under SVTA's Medicaid Beneficiary Handbook for Columbia, Hamilton and Suwannee Counties, OR by the procedure by any one of the four (4) future Medicaid managed medical care providers.

The SVTA Director of Operations will maintain a log documenting each complaint. SVTA will conduct a review of each complaint, and based on evidence collected, note for the record if the complaint is found by SVTA to be valid or if the complaint is unfounded or not valid. At the LCB's quarterly meeting, SVTA will provide the LCB a summary of all complaints received and actions taken.

Service Complaints may include but are not limited to:

- Late trips (late pickup, drop-off or missed appointment)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., lack of Transportation Disadvantaged funds, etc. The CTC desires to have the opportunity to address these complaints, but recognizes the rider's right to complain directly to the state ombudsman. The CTC must make every effort to quickly and completely address every complaint, and include the complete details of resolution on the report.

FILING A COMPLAINT WITH THE SVTA

A rider of the Suwannee Valley Transit Authority (SVTA) may file an official written complaint in writing within 15 calendar days about their experience with SVTA.

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

Larry Sessions, Administrator
1907 Voyles St, SW
Live Oak Florida, 32064
(386) 362-5332 PH
(386) 219-0157 FAX
Larry.

by mail, FAX, or emailed to the SVTA Administrator. Although oral complaints or compliments may be called into SVTA at (386) 362-5332 during normal business hours, the ONLY complaints that will be logged, researched and reported are the official written complaints to the SVTA Director of Operations.

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

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

Upon receiving the official written complaint, the SVTA Director of Operations will make reasonable efforts to contact the Complainant no later than the end of the next business day. The Director of Operations will make three documented attempts to contact the complainant. After the third attempt, if no contact is made, the complainant will need to call back if they wish to pursue the official complaint. SVTA has a time limit of fifteen (15) calendar days upon which to accept an official written complaint, but the sooner the official written complaint is filed after the incident, the better SVTA can respond with appropriate resolutions.

Upon receiving the official written complaint, the Director of Operations will:

- 1) Contact all parties involved to obtain statements; and
- 2) Research the complaint and gather all relevant evidence that may be available; and
- 3) Review and evaluate the evidence; and
- 4) Based on the evidence collected, formulate a decision and a recommendation
- 5) Issue a report.

The Director will forward the report to the Administrator of SVTA for a ruling and/or determination.

Suwannee Valley Transit Authority will respond to the complainant within thirty (30) calendar days after the filing of the official complaint.

Suwannee Valley Transit Authority will render the findings in writing and notify the complainant, giving to the complainant an explanation of the facts that lead to Suwannee Valley Transit Authority's decision and, if applicable, information as to what actions were taken to bring about a resolution.

Based on the findings, if appropriate, SVTA will review its policies and procedures to see if adjustments are justified.

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

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

SUSPENSION RECONSIDERATION HEARING (For Non-Sponsored Program Only)

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

Requests for reconsideration must be in writing and delivered to:

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

And

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

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

Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 15 calendar days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Local Coordinating Board Grievance Subcommittee will make a recommendation to the LCB on whether or not to uphold the suspension. The Grievance Subcommittee's recommendation will be reviewed, adjusted as needed, and re-issued by the Local Coordinating Board to the SVTA Administration. The SVTA Administration will make a decision whether or not to uphold the LCB's recommendation. A written statement of the recommendation and a written statement of the SVTA decision whether or not to uphold the suspension shall be forwarded to the person requesting the hearing within seven (7) calendar days after the recommendation by the LCB to SVTA.

FILING A GRIEVANCE WITH THE SVTA BOARD OF DIRECTORS

Additionally, where appropriate, an interested party may also file a grievance with Suwannee Valley Transit Authority's Board of Directors. The only matters subject to consideration as a grievance are those which have unsatisfactorily been processed as an official written complaint. Such grievance shall be an issue within the purview of the Suwannee Valley Transit Authority and the Chairman of the Board's approval to hear the matter. The SVTA administration shall report, in a format of its choosing, any and all official written complaints filed by riders of the SVTA or of subcontractors to the LCB. The report shall provide complete details and include all action to resolve the complaint.

Complaint/Grievance FLOW CHART



SVTA Official Complaint/Grievance Form

Page 1 of _____

Date Received _____

by: _____

Section I: Complainant/Grievant

Name: _____

Physical Address: _____

Mailing Address (if different): _____

Contact Phone #: _____

Email: _____

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

Organization: _____

Person(s): _____

Telephone number (if known): _____

Section III: Complaint/Grievance

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

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

My complaint/grievance is:

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

Signature _____

Date _____

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

SVTA, Administrator

1907 Voyles St, SW

Live Oak, Florida, 32064

SVTA TDSP Operational Element – 2/12/2014

Page 4 of 4

SUWANNEE VALLEY TRANSIT AUTHORITY RIDER'S GUIDE



TELEPHONE NUMBER REFERENCE

SVTA OFFICE: (386) 362-5332
(800) 258-7267
M-F 8am-5pm

Closed weekends and all federal holidays.

TO MAKE A TRIP RESERVATION
M-F 8am to 5pm
(386) 362-5332 OPTION 1.

LISTEN TO and FOLLOW DIRECTIONS

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

SVTA RIDER'S

QUICK REFERENCE GUIDE

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

STATE'S DESIGNATED CTC

SVTA is the state's designated "Community Transportation Coordinator" (CTC), meaning that SVTA is the transportation agency for non-emergency medical transportation for the state's Transportation Disadvantaged Trust Fund (TDTF). For Medicaid sponsored, non-emergency medical transportation you must contact your HMO to set up your transportation for medical appointments. To schedule transportation under the Transportation Disadvantaged Trust Fund, call the numbers located on the front of this brochure. All non-emergency transportation is done by way of public and shared ride transportation. SVTA is fully ADA compliant, serving ambulatory, wheelchair and stretcher riders.

COMMUNITY DISASTER EMERGENCY PROCEDURES

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



WHO IS ELIGIBLE

TDTF RIDERS

(Transportation Disadvantaged Trust Fund): This Trust Fund is a state grant for those in need of transportation to medical and other life-sustaining appointments, but who have no means of transportation and who do not qualify for other programs. In order to qualify to ride under TDTF, you must have a complete and current, approved TDTF Eligibility form on file. This form can be mailed to you or you may pick one up at our office. Basic qualifications include, but are not limited to: no operating vehicle or other means of transportation. The \$1 co-pay MUST be paid to the Bus Operator prior to boarding.

OTHER PAYMENT PROVISIONS:

SVTA can also transport the public under standard fare. This means the rider pays a flat rate for certain trips, whether it is in or out of your county. To learn the rates for a specific trip, please call the SVTA main office at (386) 362-5332 OPTION 2.

MEDICAID: State and Federal funding source - for non-emergency medical transportation. Must have a valid Medicaid number reflecting eligibility for transportation. You must contact your HMO to set up Medicaid medical transportation.

ESCORTS and SERVICE ANIMALS

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

CERTIFICATION

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

TO MAKE A RESERVATION

Trip reservations must be made at least 3 business days in advance of the day you need transportation. Trip reservations are taken weekdays from 8am to 5pm. Call (386) 362-5332 OPTION 2 to make a reservation. You must have all required information ready, such as the doctor or treatment facility's name, address, phone, date and time of appointment. The Reservationist cannot look up this information for you. When your reservation is logged, you will be given a confirmation number. This number is proof that you made an appointment. SVTA is not responsible for missed appointments because you did not call in on time or did not provide correct information. Call for your reservation as soon as you become aware of your appointments.

SVTA RIDER CODE OF CONDUCT:

Rider is required to follow these rules of conduct to insure everyone's safety:

1. Use of tobacco, alcohol or illegal drugs are not permitted while on vehicles.
2. Eating & drinking are not permitted on vehicle unless medically necessary.
3. Riders who appear to be under the influence of alcohol or drugs will not be permitted to board.
4. Abusive, threatening, obscene language or discourtesy of any kind will not be tolerated. Riders may not create a hostile scene.
5. Riders are responsible for \$1 co-pay and must have exact change, each time you board.
6. Rider must not engage the driver in conversation or distract the driver in any way.
7. Rider must use earphones when using personal listening devices.
8. Rider may not ask driver to make special stops during transport.

9. Rider is responsible for all personal items. SVTA is not responsible for missing or lost items or misplaced property.

10. Riders must use seat belts if available. Wheelchairs or any other mobility device must be properly secured and fastened before SVTA vehicle can move.

11. Wheelchairs and walking devices must be in good repair.

12. Riders who need special assistance must have an escort. The escort must age 18+ & must be available to aid rider as needed.

13. When transporting children, the following Florida Child Car Seat Laws must be followed: If the vehicle that you are being transported in is equipped with seat belts:

Minors under 18 years old must be in a seatbelt.

Florida law requires children age 5 and under to be secured properly in a crash-tested, federally approved child restraint device.

- Children ages 0-3 must be in child restraint devices of a separate carrier or a vehicle manufacturer's integrated child seat
- Children age 4 and 5 must be in a separate carrier, integrated child seat or booster seat

Car seats may not be left on the vehicle.

SUBSCRIPTION TRIPS

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

TO CANCEL A RESERVATION

Please notify SVTA if you must cancel your scheduled trip. Call (386) 362-5332 OPTION 1. If you do not cancel within 8 hours prior to your scheduled pick up time, you will be considered a NO SHOW. A NO SHOW occurs when the driver arrives to pick you up and you are not ready to board the vehicle. If you are a NO SHOW or if you cancel when the SVTA vehicle arrives, all your trips for that day



will be cancelled as well.

THE DAY OF YOUR TRIP

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

AFTER APPOINTMENT PICK UP

If you were not given an "after appointment pick up time", you will be considered a "will

call". This means that when you are finished with your appointment, call (386) 362-5332 OPTION 1 and tell us that you are ready for pick up. SVTA will send the nearest available transport for your return home.

PUBLIC TRANSPORTATION & SHARE RIDE

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

COMPLIMENTS

COMPLAINTS & GRIEVANCES

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

PRIVACY

SVTA complies with all federal and state privacy laws, including HIPPA. SVTA will never share your information with anyone who is not authorized by law to have it. You MUST keep SVTA updated with your address, telephone number and emergency contact information. You must have a current SVTA registration form on file and it must be updated every

January. SVTA is not responsible for missed appointments because you have not updated your contact information with us. Always refer to your SVTA Rider's Handbook for detailed information.



SUWANNEE VALLEY TRANSIT AUTHORITY

[HOME](#) [ABOUT](#) [RIDING WITH SVTA](#) [CODE OF CONDUCT](#) [FORMS](#) [GALLERY](#) [CONTACT](#)

MISSION STATEMENT

Serve the people of Columbia, Hamilton, and Suwannee counties by providing a reliable, safe, efficient, accessible and convenient transportation system that meets the needs of our citizens and enhances the quality of living today and into the future.

OUR TEAM



ADMINISTRATIVE



DRIVERS



MAINTENANCE

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[CALENDAR](#) to Suwannee Valley Transit Authority.



2017 Rider Survey

Please take this brief survey to assist us in better meeting the needs of our community.

Name

Phone

Email

Which county do you reside in? *

- ☐ Columbia County
☐ Hamilton County
☐ Suwannee County

Have you ever used SVTA's services? *

- ☐ Yes
☐ No

What transportation needs do you have? (Check all that apply) *

- ☐ Medical Appointments
☐ Education
☐ Employment
☐ Grocery Shopping
☐ Other (Let us know in the comment box at the bottom of this survey.)

On a scale of 1-10 (10 being the best), how would you rate our services? *

Any suggestions, concerns, or comments?

Submit



NEED A RIDE?

\$8 for pickup within 30 minutes inside Lake City city limits.

Call (386) 219-0500 for more information.

SVTA is pleased to offer services for special events. Examples of events we have provided transportation for include the Battle of Olustee and the Wannee Festival.

If you are planning a special event and would like to know if we can meet your transportation needs, please contact us today.

Did you know you could help an elderly or disabled person get a ride to a life-sustaining appointment?

You can make a voluntary contribution of \$1.00 or more by marking the box on your vehicle registration form to indicate that your donation is to go to the Transportation Disadvantaged Trust Fund. The dollars you donate will provide additional trips to persons in your county.

DBE AFFIRMATIVE ACTION PLAN

It is the policy of Suwannee Valley Transit Authority (SVTA) that disadvantaged businesses, as defined by 49 CFR Part 26 and implemented under Chapter 14-78, F.A.C., shall have the opportunity to participate as subcontractors and suppliers on all contracts awarded by the Department of Transportation.

SUWANNEE VALLEY TRANSIT AUTHORITY

[HOME](#)[ABOUT](#)[RIDING WITH SVTA](#)[CODE OF CONDUCT](#)[FORMS](#)[GALLERY](#)[CONTACT](#)

HISTORY

The Suwannee Valley Transit Authority (SVTA) was originally formed in late 1972 under a Federal Grant by the Office of Economic Opportunity as a "seed" project, and was operated by the Suwannee River Economic Council. Operations began in the four Florida counties of Columbia, Suwannee, Hamilton and Lafayette, with four 10 passenger vans and three school buses. Columbia County covers about 783 square miles, with a population at that time of about 29,375. Hamilton County covers about 514 square miles, Lafayette County has about 548 square miles and Suwannee County has about 685 square miles.

In 1974, SVTA was transferred by mutual agreement to Suwannee County for public ownership in order to be eligible for a Florida Department of Transportation demonstration grant project. The demonstration project was in operation from November 1974 until September 1976.

In June of 1975, a \$1 million proposal was submitted to the Federal Highway Administration for a rural transportation demonstration project under Section 147 of the Federal-Aid Highway Act of 1973. The proposal was revisited in June 1976 due to a cut in Federal funding. This reduced the proposed budget to \$245,000 for three years but allowed for route expansions of the existing system. Tentative approval from the Federal Highways Administration was received in July 1976 with a stipulation that final approval would be given when a transportation authority of local elected officials was formed.

On August 9, 1976, a tri-county transit authority officially named the Suwannee Valley Transit Authority was created by the Columbia, Hamilton and Suwannee County Board of County Commissioners for the operation of the transit system. The Suwannee Valley Transit Authority Board consists of two county commissioner from each of the counties represented, and one FDOT representative.

SUWANNEE VALLEY TRANSIT AUTHORITY

[HOME](#)[ABOUT](#)[RIDING WITH SVTA](#)[CODE OF CONDUCT](#)[FORMS](#)[GALLERY](#)[CONTACT](#)[HISTORY](#)[REVENUE SOURCE](#)

SVTA's primary source of funding comes from governmental assistance programs. The Florida Transportation Disadvantaged program fund allows riders who qualify to receive transportation at a minimal cost. Other funding sources include grants from both Federal and State Department of Transportation transit programs. A small portion of revenue comes from fare box collections. Lastly, in accordance with the Inter-local Agreement that forms the SVTA, each county provides a modest revenue package in an amount as dictated on the agreement that was signed back in 1974.

SUWANNEE VALLEY TRANSIT AUTHORITY

[HOME](#)[ABOUT](#)[RIDING WITH SVTA](#)[CODE OF CONDUCT](#)[FORMS](#)[GALLERY](#)[CONTACT](#)[SERVICES](#)[HISTORY](#)[REVENUE SOURCE](#)

To schedule transportation with us, you can call (386) 362-5332 or (386) 362-7433 and follow the prompts.
For calls outside of Suwannee County and from a landline, you can call our toll free number at 1-800-258-7267.

You must call three business days in advance (excluding weekends and holidays).

If you are signed up under an HMO for your health care, you must call your HMO to schedule your Medicaid transportation and request to ride with SVTA.

If you do not qualify for Medicaid, you may qualify for trips under the Trust Fund. Call the office for more information.

CODE OF CONDUCT

- Patrons are required to follow these rules of conduct to insure the safety, welfare and comfort of other riders, drivers, SVTA employees, the SVTA organization, and the public at large:
- Use of tobacco, alcohol, or illegal drugs is not permitted on vehicles or SVTA facilities, including covered transit sheltered areas. Riders who appear to be overly under the influence of alcohol or drugs will not be permitted to board vehicles or participate in SVTA sponsored events.
- Eating & drinking are not permitted on vehicles unless medically necessary and in an approved properly working drink holder.
- Abusive, threatening, vulgar, obscene, harassing, degrading, bullying or racially charged language, actions or discourtesy of any kind is not allowed, and will not be tolerated. Patrons may not create a hostile scene.
- Rider is responsible for applicable co-payment or fare and must have exact change.
- Rider must not engage the driver in conversation or distract the driver in any way.
- Rider must use earphones when using personal listening devices. Volume on the ear phones shall be kept at a level which does not disturb other passengers or the driver.
- Rider may not ask driver to make special stops during transport.
- Rider is responsible for all personal items. SVTA is not responsible for missing or lost items or misplaced property.
- Riders must use seat belts if available and wheelchairs must be properly secured and fastened before SVTA vehicle can move. It is the rider's responsibility to buckle up.
- Wheelchairs and walking devices must be in good repair.
- Riders who need special assistance must have an escort. The escort must be over 18 and must be available at all times during the trip to aid the rider as needed.
- Appropriate clothing (including shirt and shoes) is required.
- No throwing of items.
- No vandalism or graffiti of SVTA vehicles or property.
- Congregating or loitering on a SVTA vehicle, transit shelter or other passenger facility in any way that causes an inconvenience to other passengers is prohibited.
- No rider shall interfere with the safe operation of any SVTA vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.
- Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.
- Conversations between riders or on cell phones shall be kept at a reasonable volume on SVTA vehicles or at transit shelters or other passenger facilities.
- Possession of weapons or flammable materials is prohibited on a SVTA vehicle or at a SVTA transit shelter or event location.
- Animals are not allowed unless it is a trained service animal for a disabled rider.
- Passengers are prohibited from lying down or otherwise occupying more than one seat on board a vehicle, or on bus benches, or seats located at any bus stops, facilities, transit areas, buildings or any other SVTA properties.
- Passengers may not bring objects on board a vehicle which blocks an aisle, or occupies a seat, if doing so causes a danger or displaces other passengers.
- Passengers are prohibited from extending an object or portions of one's body through a window of a SVTA vehicle.
- Panhandling, sales, or soliciting activities are prohibited on board a SVTA vehicle or at a SVTA shelter or other facility.
- Infant strollers and similar articles must be folded prior to boarding a SVTA vehicle.
- Children under 14 years of age must be accompanied by an adult or guardian 18 years of age or older. Exceptions are allowed if pregnant.

PENALTIES

Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of services and restriction of access to services, facilities or meetings. This includes court actions to enforce such restrictions. A range of penalties may be used to address non-compliance with the Code of Conduct. Non-compliance with the Code of Conduct may include one or any combination of the following:

- Verbal warning by transit driver or SVTA supervisor to correct non-compliance.
- The offender may be put off the transit vehicle. If a passenger is put off a transit vehicle, the passenger is suspended from riding privileges on any SVTA vehicle and from use of any SVTA transit shelter or other passenger facility for the remainder of the day. Anytime a passenger is put off a SVTA vehicle, their fare is forfeited.
- The offender may be suspended from all use of the SVTA transit system for a determined period of time. A suspended passenger is suspended from riding privileges on any SVTA vehicle and from use of any SVTA transit shelter or other SVTA facility for the duration of the suspension period. If a suspended passenger seen on another SVTA vehicle or at a SVTA facility during the suspension period, the passenger will be trespassing and law enforcement will be contacted.
- When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If another incident of noncompliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and/or have all SVTA transit privileges permanently terminated.
- A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a threat to the safety and welfare of a SVTA employee, other riders, the public at large, or the SVTA organization.



SVTA EXPRESS

*On demand express ride service
in Lake City, Florida*

**Please Call
386-219-0500**



www.RideSVTA.com

SVTA EXPRESS

8:00 AM TO 5:00 PM

Monday Through Friday

\$8.00 per ride for private pay

\$1.00 per ride for TD qualified

Lake City city limits

SUWANNEE VALLEY TRANSIT AUTHORITY
TRANSPORTATION DISADVANTAGED ASSESSMENT SCREENING FORM: 201 -201

SECTION 1-PERSONAL INFORMATION

LAST NAME: _____ FIRST NAME: _____ MI: _____
PHYSICAL ADDRESS: _____ CITY: _____ ZIP CODE: _____
MAILING ADDRESS: _____ CITY: _____ ZIP CODE: _____
SUBDIVISION NAME: _____ HOME TELEPHONE #: _____
WORK #: _____ CELL PHONE #: _____ EMAIL ADDRESS: _____
MEDICAID# _____ DATE OF BIRTH: _____ GENDER (M/F): _____
SOCIAL SECURITY #: _____ ARE YOU A VETERAN? ___Yes ___ No
EMERGENCY CONTACT: _____ RELATIONSHIP: _____
HOME TELEPHONE #: _____ WORK #: _____ CELL #: _____

HOUSEHOLD MEMBERS

Please list ALL household members, include yourself. You may use the back of the form or attach a separate sheet of paper if additional space is needed.

<u>NAME</u>	<u>AGE</u>	<u>RELATIONSHIP</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

SECTION 2-AVAILABILITY OF OTHER TRANSPORTATION

1. What type of vehicle do you own? Year: _____ Make: _____ Model: _____ N/A: _____
2. Is there a reason why you cannot drive your car? ___Yes ___ No ___ If yes please tell us if the reason is medical or is it because you are having vehicle trouble. _____
3. Does any other member of your household own a vehicle? ___Yes ___ No
4. Could anyone in your household, family or friends transport you to your appointments? YES: _____ NO: _____ If no, please explain why not? _____
5. How are you currently being transported to your appointments? _____
6. Are you aware that you are required to pay a co-payment of \$1 We h each way for this program and that if you do not pay, you cannot ride? YES: _____ NO: _____
7. Are you enrolled in any other programs that will pay for or provide you with transportation services? ___Yes ___ No If yes please provide the name _____

SECTION 3-COMMON DESTINATIONS

Please list all hospitals, doctors, medical facilities, employment, educational or any other locations that you visit on a regular basis. Please use the back of the form if you need additional space or attach a separate sheet of paper.

<u>DESTINATION</u>	<u>ADDRESS</u>	<u># VISITS PER MONTH</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**I understand there is a 3 bag limit when going grocery shopping. If you do not follow this rule we will not transport you to the grocery store. Initial Here _____

SECTION 4-SPECIAL NEEDS

Please check or list any special needs you may require during transportation:

Escort: _____ Powered Wheelchair: _____ Manual Wheelchair: _____ Walker: _____ Cane: _____

Stretcher: _____ Respirator: _____ Service Animal: _____ Other: _____

Do you have any other needs/conditions that we need to be aware of in order to transport you safely? ☐ Yes ☐ No
If yes, please explain _____

SECTION 5-INCOME AND EXPENSES (YOU MUST LIST AND PROVIDE PROOF OF INCOME FOR EVERYONE IN YOUR HOUSEHOLD.)**Monthly Income:**

Job Income \$ _____ SSI \$ _____ Retirement Income \$ _____ Food Stamps \$ _____
TANF (Cash Assistance) \$ _____ Other \$ _____

Total Household Income \$ _____

Monthly Expenses:

Mortgage/Rent \$ _____ Utilities \$ _____ Vehicle Payment \$ _____ Groceries \$ _____ Cable \$ _____
Telephone \$ _____ Cell Phone \$ _____ Medical \$ _____ Pharmacy \$ _____
Home Insurance \$ _____ Car Insurance \$ _____ Fuel \$ _____ Other \$ _____

Total Monthly Household Expenses \$ _____

SECTION 6-CERTIFICATION AND ACKNOWLEDGEMENT

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

APPLICANT SIGNATURE: _____

DATE: _____

PLEASE MAKE SURE THIS FORM IS FILLED OUT COMPLETELY AND SIGNED. AN INCOMPLETE APPLICATION WILL BE REJECTED.

Please mail this form to:
Suwannee Valley Transit Authority
1907 Voyles St, SW
Live Oak, FL 32064
(386) 362-5332

PLEASE ALLOW 7 BUSINESS DAYS TO PROCESS YOUR APPLICATION. PLEASE CALL SUWANNEE VALLEY TRANSIT AUTHORITY AT 386-362-5332 OR 1-800-258-7267 TO SEE IF YOU QUALIFY AND TO SCHEDULE TRANSPORTATION SERVICES.

THIS TRANSPORTATION DISADVANTAGED APPLICATION WILL BE GOOD FOR TWO YEARS FROM THE DATE OF APPROVAL.

OFFICIAL USE ONLY

DO NOT WRITE IN THIS SPACE

New Application: ____ Recertification: ____ TD: ____ Other: ____

Approved Date: ____ Denied Date: ____ Reason for Denial: ____

Worker: ____ Date: ____ Supervisor: ____ Date: ____

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
☐ Yes ☐ No ☒ Not applicable
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
☐ Yes ☐ No ☒ Not applicable
3. Do the contracts include performance standards for the transportation operators and coordination contractors?
☐ Yes ☐ No ☒ Not applicable
4. Do the contracts include the proper language concerning payment to subcontractors?
☐ Yes ☐ No ☒ Not applicable
5. Were the following items submitted on time?

Annual Operating Report

☒ Yes ☐ No

Memorandum of Agreement

☒ Yes ☐ No

Transportation Disadvantaged Service Plan

☒ Yes ☐ No

Transportation Disadvantaged Trust Fund Grant Application

☒ Yes ☐ No

Other grant applications

☒ Yes ☐ No
6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
☐ Yes ☐ No ☒ Not applicable
7. Is a written report issued to the operator?
☐ Yes ☐ No ☒ Not applicable
8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
No coordination contractors

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

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

Standards	Comments
Local toll free phone number must be posted in all vehicles.	Suwannee Valley Transit Authority posts local toll free phone number in all vehicles.
Vehicle Cleanliness	Suwannee Valley Transit Authority cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	Suwannee Valley Transit Authority maintains a passenger/trip database.
Adequate seating	Suwannee Valley Transit Authority provides adequate seating for all passengers.
Driver Identification	Suwannee Valley Transit Authority's drivers wear uniforms, with name tags and a Suwannee Valley Transit Authority identification badge.
Passenger Assistance	Suwannee Valley Transit Authority requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Eating and drinking on board vehicles is prohibited unless medically necessary or for trips that have extended wait or travel times.
Two-way Communications	Suwannee Valley Transit Authority and subcontracted operators are required to have an effective two-way communication system.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	Suwannee Valley Transit Authority subcontracts do not include a requirement that all bills be paid within 7 working days to subcontractors after receipt of said payment by Suwannee Valley Transit Authority in accordance with Section 287.0585, Florida Statutes.

Transport of Escorts and dependent children policy	Children 14 and under will be required to be accompanied by an escort who is over 18 years of age. Any passenger that is not able to be self-sufficient (maneuver about on their own; maintain control of bodily functions; provide hygiene care for oneself) must have an escort present at all times while riding on Suwannee Valley Transit Authority vehicles. Escorts must be able to provide the necessary assistance to the passenger in the event of any need. Escorts must remain with the passenger while on a Suwannee Valley Transit Authority vehicle and aid the passenger as required. Escorts will be transported at the regular co-pay rate.
Use, Responsibility, and cost of child restraint devices	All passengers under the age of 4 and/or under 50 pounds will be required to use an approved child restraint device, or otherwise be in compliance with state regulations at the time. This device shall be provided by the child's escort, and it must be clean and sanitized.
Out-of-Service Area trips	Suwannee Valley Transit Authority requires medical provider certification for any out of county trip and will make efforts to assist the rider and/or his physician in securing appointments within the region.
CPR/1st Aid	<p>All vehicles operating in the coordinated system shall be equipped with first aid kits and bio-hazard ("spill") kits as required by State and Federal regulations. It is Suwannee Valley Transit Authority's goal for all drivers to be certified in First Aid by a recognized first aid training program within 6 months of employment.</p> <p>Drivers are required to be trained in cardiopulmonary resuscitation. All Suwannee Valley Transit Authority drivers shall maintain a current Cardiopulmonary Resuscitation/First Aid certificate.</p>
Driver Criminal Background Screening	Suwannee Valley Transit Authority requires all drivers in the coordinated system to have a criminal background check with local law enforcement and the Florida Department of Law Enforcement prior to hire. Suwannee Valley Transit Authority will check the Motor Vehicle Report of each driver prior to hire, and on a routine and systematic basis.
Passenger Property	Passengers are allowed to have personal property which they can place in their lap or stow under the seat. The size of personal property is restricted to what can be held by the passenger or stowed in an area not to interfere with other passengers or becomes a safety hazard. No animals, with the exception of service animals, will be transported. All oxygen must be portable, self-administered and secured. Drivers cannot assist with oxygen needs.
Advance reservation requirements	Trips must be scheduled three (3) weekdays in advance of the day of appointment. Hospital discharges or other urgent trips must be arranged by calling the afterhours phone number.

Pick-up Window	<p>Passengers shall be picked up two hours before or one hour after their scheduled pick-up time. Passengers will be given pick-up times when they make their trip reservations.</p> <p>Return Trips: Passengers will be picked up 0-60 minutes after their scheduled return pick-up time. For example: 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 6:00 p.m. Passengers who do not schedule return trip pickup times, will be given a return pick-up time of 90 minutes after the scheduled drop off time.</p> <p>Will Call Return Pick-Up: A "will-call" return pick-up will be offered when a passenger is not ready at their requested return trip pick-up time. As a courtesy, Suwannee Valley Transit Authority will dispatch a vehicle back to their return trip pick-up location within two hours of the time the "will-call" request was made.</p>
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Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Fixed Route Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Yes
Accidents	No more than 1/100,000 miles	Yes
Roadcalls	No more than 7 roadcalls/100,000 miles	Yes
Complaints	No more than 1/1,000 trips.	Yes
Call-Hold Time	No established standard for call hold time.	Not applicable



**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY
COLUMBIA, COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Fiscal Year 2016/2017	Percent Change 2015/2016 - 2016/2017
TOTAL SERVICE	Passenger Trips	20,426	22,083	36,159	39%
	Revenue Vehicle Miles	234,724	236,484	53,907	-339%
	Vehicle Miles	281,014	294,606	61,259	-381%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.09	0.09	0.67	86%
	Average Miles Per Trip	14	13	2	-687%
	Passenger Trips/Vehicle Mile	0.07	0.07	0.59	87%
	Revenue Vehicle Miles/Vehicle Miles	0.84	0.80	0.88	9%
COST EFFECTIVENESS & EFFICIENCY	Revenue	\$867,294	\$884,078	\$1,012,489	13%
	Expenses	\$633,182	\$1,036,619	\$1,131,157	8%
	Cost/Passenger Trip	\$31.00	\$46.94	\$31.28	-50%
	Cost/Vehicle Mile	\$2.25	\$3.52	\$18.47	81%
	Cost/Vehicle	\$26,383	\$54,559	\$56,558	4%
VEHICLE UTILIZATION	Vehicles	24	19	20	5%
	Passenger Trips/Vehicle	851	1,162	1,808	36%
	Vehicle Miles/Vehicle	11,709	15,506	3,063	-406%
	Revenue Vehicle Miles/Total Vehicles	9,780	12,447	2,695	-362%
SAFETY	Accidents	2	2	1	-100%
	Accidents/100,000 Miles	0.71	0.68	1.63	58%
SERVICE AVAILABILITY	Average Vehicle Miles Between Roadcalls	140,507	147,303	15,315	-862%
	Passenger No Shows	343	343	243	-41%
	Roadcalls	2	2	4	50%
	Trip Denials	17	17	38	55%

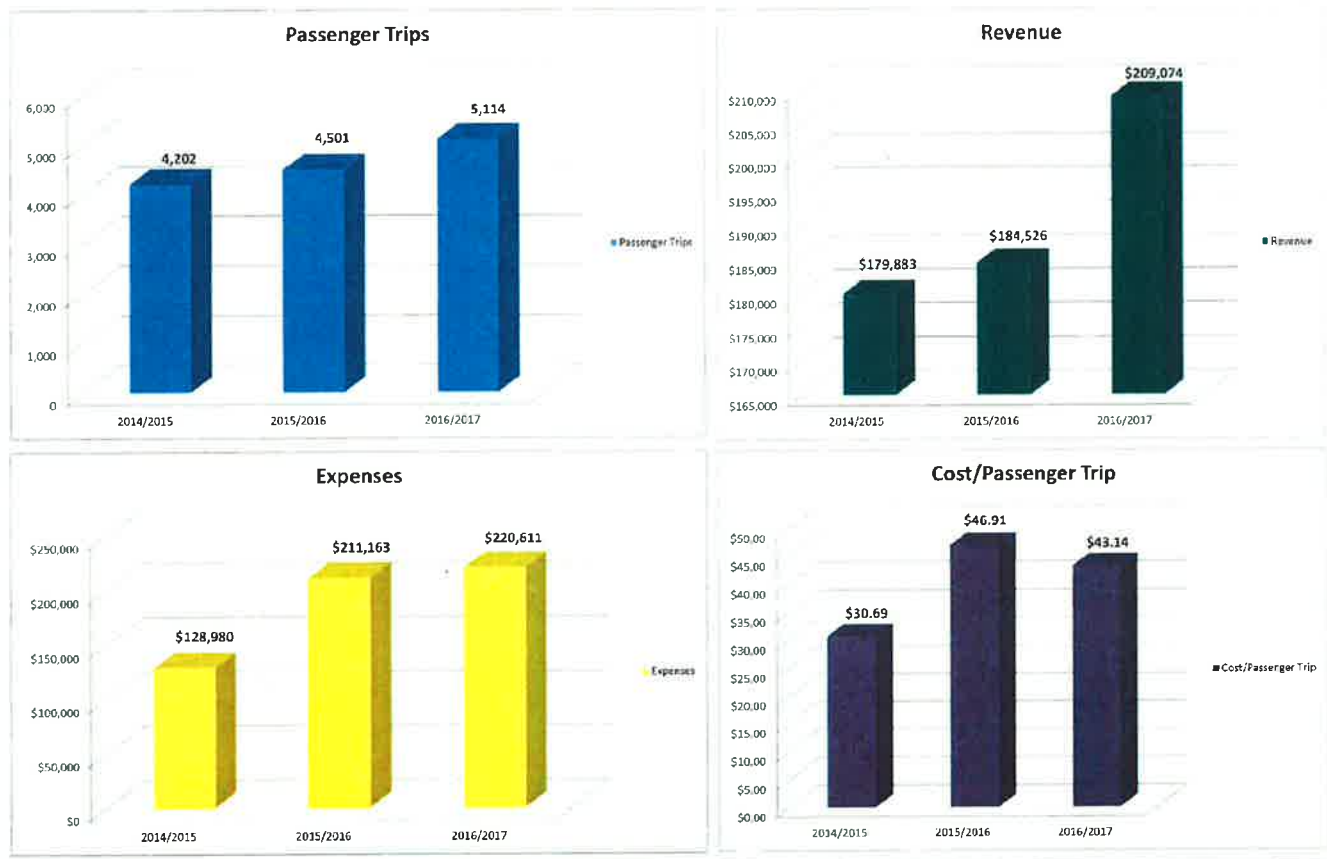
Source: Suwannee Valley Transit Authority Annual Operations Reports



**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY
HAMILTON, COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Fiscal Year 2016/2017	Percent Change (2015/2016 - 2016/2017)
TOTAL SERVICE	Passenger Trips	4,202	4,501	5,114	12%
	Revenue Vehicle Miles	47,814	36,969	36,670	-1%
	Vehicle Miles	57,243	47,257	46,941	-1%
	Driver Hours	3,136	3,293	3,093	-6%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Miles	0.09	0.12	0.14	13%
	Passenger Trips/Vehicle Miles	0.07	0.10	0.11	13%
	Passenger Trips/Driver Hours	1.34	1.37	1.65	17%
	Revenue Vehicle Miles/Vehicle Miles	0.84	0.78	0.78	0%
COST EFFECTIVENESS & EFFICIENCY	Revenue	\$179,883	\$184,526	\$209,074	12%
	Expenses	\$128,980	\$211,163	\$220,611	4%
	Cost/Passenger Trip	\$30.69	\$46.91	\$43.14	-9%
	Cost/Vehicle Mile	\$2.25	\$4.47	\$4.70	5%
	Cost/Vehicle	\$32,245.00	\$70,387.67	\$73,537.00	4%
	Cost/Driver Hour	\$41.13	\$64.12	\$71.33	10%
VEHICLE UTILIZATION	Vehicles	4	3	3	0%
	Passenger Trips/Vehicle	1,051	1,500	1,705	12%
	Total Vehicle Miles/Vehicle	14,311	15,752	15,647	-1%
	Revenue Vehicle Miles/Vehicle	11,954	12,323	12,223	-1%
	Vehicle Miles/Driver Hour	18	14	15	5%
	Revenue Vehicle Miles/Driver Hour	15	11	12	5%
	Vehicle Hours/Vehicle	784	1,098	1,031	-6%
SAFETY	Accidents	0	0	0	#DIV/0!
	Accidents/100,000 Miles	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Miles Between Roadcalls	57,243	57,243	0	#DIV/0!
	Passenger No Shows	70	85	50	-70%
	Roadcalls	0	0	1	100%
	Trip Denials	5	7	7	0%

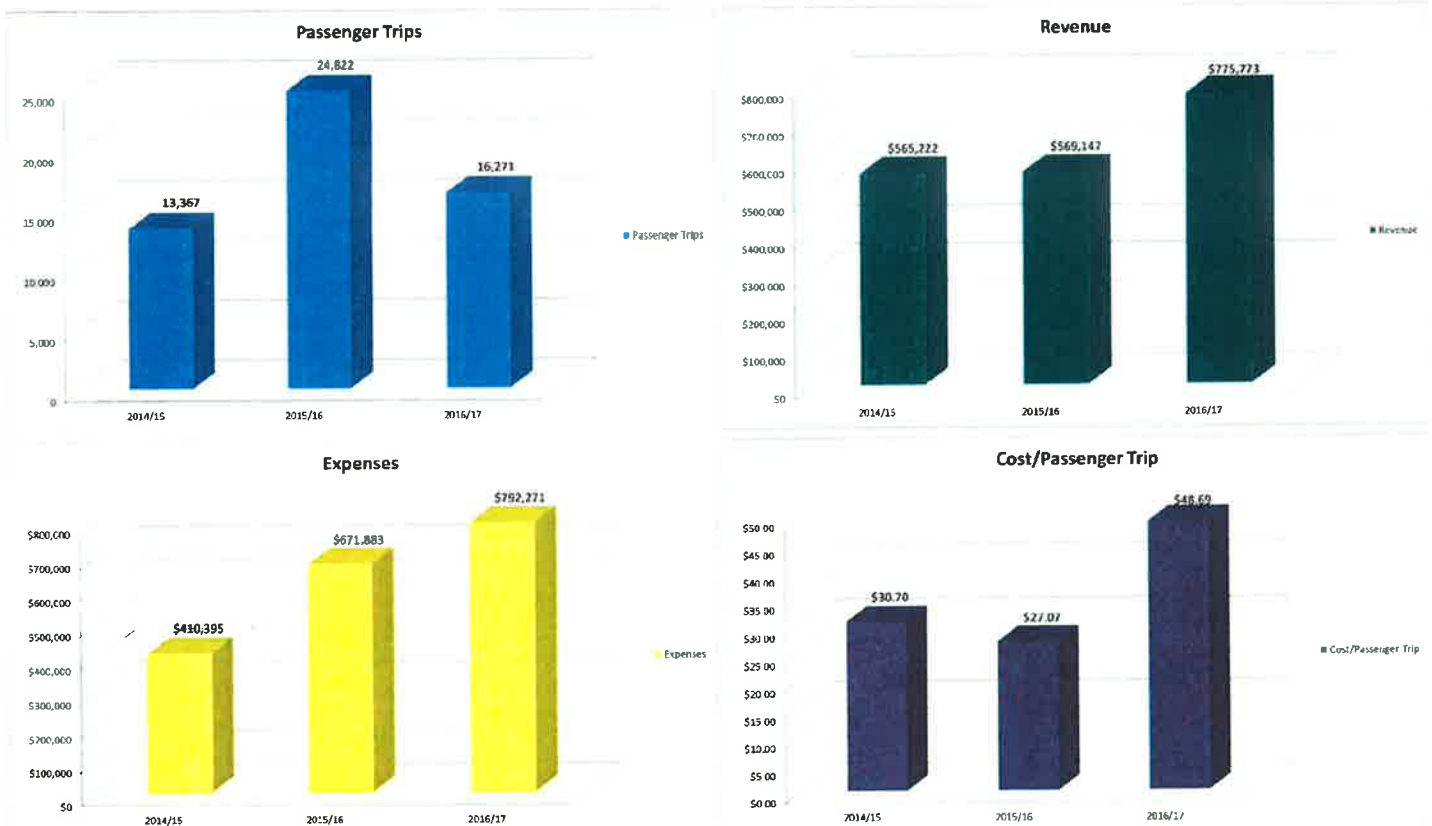
Source: Suwannee Valley Transit Authority Annual Operations Reports



**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY
SUWANNEE COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2014/15	Fiscal Year 2015/16	Fiscal Year 2016/17	Percent Change 2015/16-2016/17
TOTAL SERVICE	Passenger Trips	13,367	24,822	16,271	-53%
	Revenue Vehicle Miles	152,136	117,629	64,350	-83%
	Vehicle Miles	181,139	150,361	64,350	-134%
SERVICE EFFECTIVENESS	Average Miles per Trip	14	6	4	-53%
	Passenger Trips/Revenue Vehicle Miles	0.09	0.21	0.25	17%
	Passenger Trips/Vehicle Miles	0.07	0.17	0.25	35%
	Revenue Vehicle Miles/Vehicle Miles	0.84	0.78	1.00	22%
COST EFFECTIVENESS & EFFICIENCY	Revenue	\$565,222	\$569,147	\$775,773	27%
	Expenses	\$410,395	\$671,883	\$792,271	15%
	Cost/Passenger Trip	\$30.70	\$27.07	\$48.69	44%
	Cost/Vehicle Mile	\$2.27	\$4.47	\$12.31	64%
	Cost/Vehicle	\$21,599.74	\$41,992.69	\$46,604.18	10%
VEHICLE UTILIZATION	Vehicles	19	16	17	6%
	Passenger Trips/Vehicle	704	1,551	957	-62%
	Vehicle Miles/Total Vehicle	9,534	9,398	3,785	-148%
	Revenue Vehicle Miles/Vehicle	8,007	7,352	3,785	-94%
SAFETY	Accidents	0	0	0	#DIV/0!
	Accidents/100,000 Miles	0.00	0.00	0.00	#DIV/0!
SERVICE AVAILABILITY	Miles Between Roadcalls	90.570	#DIV/0!	21.450	#DIV/0!
	Passenger No Shows	223	271	157	-73%
	Roadcalls	2	0	3	100%
	Trip Denials	10	22	24	8%

Source: Suwannee Valley Transit Authority Annual Operations Reports





Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 2017

Certification Year: (Previous): 2016

Name and Address of Bus Transit System: Suwannee Valley Transit Authority
1907 Voyles St., SW
Live Oak, Florida, 32064

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

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

Blue Ink Signature:  Date: January 1, 2017
(Individual Responsible for Assurance of Compliance)

Name: Larry Sessions Title: Administrator

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

Name: Suwannee Valley Transit Authority

Address: 1907 Voyles Street, SW Live Oak, FL 32064

Name of Qualified Mechanic who Performed Annual Inspections: Merrill Wayne Blevins

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

**Independent Accountants' Report on
Compliance Consulting Services**

**Suwannee Valley Transit Authority
Columbia, Hamilton, and Suwannee Counties Community Transportation Coordinator**

2015-16 Compliance Monitoring Report



**Suwannee Valley Transit Authority
Columbia, Hamilton, and Suwannee Counties Community Transportation Coordinator
2015-16 Compliance Monitoring Report**

Executive Summary

Organization Environment: Rural
Organization Type: Governmental
Network Type: Partially brokered

Findings

We performed specific compliance consulting services based on the detailed testing tasks identified in the FCTD's 2015-16 monitoring tool. Our procedures were performed using firm and professional standards. A summary of the testing categories used during this engagement and the related monitoring results are provided as follows:

Monitoring Results/Issues	Prior Year Findings - Resolved	Prior Year Findings - Unresolved	Current Year Findings
General Information	-	-	1
Florida Statutes Chapter 427	-	-	-
Florida Administrative Code Rule 41-2	-	-	-
Florida Administrative Code Rule 14-90	-	-	-
Internal Control Survey	-	-	-
Financial Activity Analysis	-	-	-
TD Rate Calculation	-	-	-
Rider, Contractor, and Purchasing Agent Surveys	-	-	-
TOTAL	-	-	1

Detailed information about these findings is provided in the following Schedule of Findings. If the CTC has current year findings, it must submit a Corrective Action Plan response to FCTD within 30 days of receipt of this report. If you have questions about the Corrective Action Plan process, please contact your FCTD Regional Area Program Manager.

Suggestions

Other matters or circumstances may have been noted by us as we completed the indicated monitoring tasks. Detailed information about these observations and our related suggestions is provided in the Suggestions Letter. The suggestions resulting from our site visit are summarized as follows:

Suggestion #1 - AOR and Rate Model Procedures

Suggestion #2 - Eligibility criteria and management approval of applications

This correspondence is intended solely for the information and use of the FCTD, CTC management, and the CTC's governing board and is not intended to be and should not be used by anyone other than these specified parties.

**Suwannee Valley Transit Authority
Columbia, Hamilton, and Suwannee Counties Community Transportation Coordinator
2015-16 Compliance Monitoring Report**

Schedule of Findings

Findings

We performed specific compliance consulting services based on the detailed testing tasks list in FCTD's 2015-16 monitoring tool which is available on the Commission's website. The monitoring procedures performed included sufficient tests of details of transactions, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support the current year findings and recommendations. Detailed information for these items is disclosed in the following section of this report.

Prior Year Findings

The most recent monitoring visit prior to this was completed in 2010. Therefore, with respect to this report, any prior year findings were not included in the summary findings table on page 2.

Current Year Findings – Monitoring Period = July 1, 2015 through June 30, 2016

Finding # Columbia Hamilton Suwannee CTC 2015-16-001
Florida Statutes Chapter 427

Finding: Per Florida Statute, the CTC, in cooperation with the coordinating board and pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged (FCTD), shall establish eligibility guidelines with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies. The CTC represents that they are performing the required assessments, but was unable to provide evidence in the form of completed assessment forms for one of the 30 riders selected for testing from the 2015-2016 manifests. The CTC does have an eligibility section within its Transportation Disadvantaged Service Plan (TDSP), which describes the specific criteria utilized in determining eligibility. However, absent completed assessment forms corroborating the assessment procedures, monitor was unable to review the accuracy of the assessments for the sampled riders.

Criteria: Florida Statutes Chapter 427.0155 (7), the CTC's Transportation Disadvantaged Service Plan (TDSP), and FCTD Contract TD1676 Section II. A. Eligibility and B. Gate Keeping.

Cause: The CTC was asked by a local care center to provide the rider transportation to and from dialysis. The trips were provided over a two month period, but an eligibility application was not completed.

Recommendation(s): We recommend that the CTC utilize and retain completed assessment forms and any appropriate supporting documentation received from participants utilizing TD funds. We also recommend that the CTC perform internal inspections of nonsponsored transportation disadvantaged eligibility files, on a test basis, to monitor compliance with documentation requirements associated with eligibility determination and should maintain all eligibility files onsite.

Suggestions Letter

October 13, 2016

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Suwannee Valley Transit Authority
Columbia, Hamilton, and Suwannee Counties
Community Transportation Coordinator
Live Oak, Florida

In planning and performing the specific compliance consulting services for Suwannee Valley Transit Authority, the Columbia, Hamilton, and Suwannee Counties Community Transportation Coordinator (CTC) for the period July 1, 2015 through June 30, 2016, we considered the CTC's program activities, its operating model, and disclosed internal controls in order to complete the tasks identified in FCTD's monitoring tool and not to provide assurance on the entity's internal control.

However, during this monitoring engagement, we became aware of certain matters that are opportunities for strengthening internal control and/or operating efficiency. In our report dated October 13, 2016, we reported on Suwannee Valley Transit Authority, the Columbia, Hamilton, and Suwannee Counties Community Transportation Coordinator's instances of noncompliance with the types of compliance requirements that could have a significant effect on the state programs monitored by FCTD. This letter does not affect that report.

We recommend FCTD review the status of these comments during the next monitoring cycle. We have discussed these comments and suggestions with Larry Session, Administrator. We would be pleased to discuss these comments, which are described below, in further detail at your convenience, to perform any additional study of these matters, or to assist you with implementation of the recommendations.

Suggestions from 2015-16 Onsite Monitoring Visit

Suggestion #1 - AOR and Rate Model Procedures

Our monitoring procedures included the inspection of the CTC's documentation supporting the passenger trips, passenger miles, and revenue and expense amounts included on the AOR and the Rate Model. For each of the items we selected to trace, the CTC was able to provide documentation supporting data entered on the AOR and the Rate Model. However, written procedures describing the process used to prepare the AOR and Rate Model do not exist. To ensure consistency and accuracy in the preparation of the AOR and Rate Model, we recommend that written procedures be developed and maintained by the CTC. The written procedures should address which position with the CTC will be responsible for preparing the AOR and Rate Model, which position will be responsible for reviewing the completed AOR and Rate Model, what documentation will be maintained to support the amounts reported and how that documentation should be maintained.



Suggestions Letter
Page Two

Suggestions from 2015-16 Onsite Monitoring Visit (continued)

Suggestion #2 Eligibility criteria and management approval of applications

Our monitoring procedures included the inspection of rider eligibility forms and the eligibility criteria established with the TDSP. Although the CTC had established criteria, it was not clear when certifying whether a rider was eligible for TD services. Also, some applications were approved by management and some were not. Through inquiry with the CTC, it was also noted that there is no recertification process to determine whether a rider's eligibility criteria has changed from year to year.

To ensure that the riders are eligible for transportation funded by TD, we recommend that the CTC update their eligibility criteria to require supporting documentation from the riders to support their application and eligibility. We also recommend that the CTC management personnel responsible for reviewing rider applications clearly indicate their approval or denial of eligibility and then sign and date the application. Finally, we recommend the CTC establish a recertification process to ensure that the rider's situation has not changed and they remain eligible for TD funds rides.

Thomas Howell Ferguson P.A.

Thomas Howell Ferguson P.A.
Tallahassee, Florida

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

December 2, 2016

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399

Thomas Howell Furgeson P.A.
Tallahassee, FL

RE: 2015/2016 Compliance Monitoring Report

Please accept this letter as the Corrective Action Plan for Suwannee Valley Transit Authority regarding the 2015/2016 Compliance Monitoring.

Page 3 of the report shows:

Finding #1 – Absent TDTF Eligibility Application

ACTION: SVTA offers one ride to any rider, new, or, current needing to recertify, before the application must be submitted and approved. In the future, SVTA will be sure that all riders have a current eligibility application on file. To ensure this happens, a note will be placed on the rider's file that the application must be received before the second trip will be scheduled.

There were two suggestions made during this audit.

Suggestion #1 - AOR and Rate Model Procedures

We are currently tying these procedures up and we will send separately, as soon as they are complete.

Suggestion #2 – Eligibility Criteria and management approval of applications

- Page 6 of the report states "some applications were approved by management and some were not". Previously, there were several staff members that would look over the applications as they came into the Agency. Sometimes they would be passed to the Supervisor of that Department and sometimes, they would not.

ACTION: Moving forward, all applications are given to Saral King, Communications Manager. She verifies that all data has been completed and contacts the applicant if any information is missing. She then verifies eligibility, and approves the application by signature.



-27-

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

- *"...there is no recertification process to determine whether a rider's eligibility criteria has changed from year to year". SVTA notes in the rider's file when they last completed an eligibility application. They must complete an application on a yearly basis. SVTA uses color coded applications to make it easier to determine the year in which the application was*

completed, and staff mails out a new application form when the time comes for the rider to update their eligibility.

ACTION: No action taken at this time. We feel that we have a recertification process that meets our need.

- *"...we recommend that the CTC update their eligibility criteria to require supporting documentation from the riders...", and "...ensure that the rider's situation has not changed and they remain eligible for TD funds rides".*

ACTION: SVTA has updated our TD Eligibility Application to request that applicants send proof of income with the application.

- *"...management....clearly indicate their approval or denial of eligibility and then sign and date the application".*

ACTION: Communications Manager will review each application, sign and date the form.

We appreciate the guidance and suggestions made by Thomas Howell Ferguson P.A. staff and the continued support of the CTD.

Sincerely,



Larry Sessions,
Administrator

LS/tf



ON-SITE OBSERVATION

1. Date of Observation:
10/31/2017
2. Location:
Florida Gateway College/Columbia County High School
3. Number of Passengers picked up/dropped off:
Ambulatory:
22
Non-Ambulatory
0
4. Was the driver on time?
☒ Yes
☐ No If no, how many minutes late/early?
5. Did the driver provide any passenger assistance?
☐ Yes
☐ No
☒ Not Applicable
6. Was the driver wearing any identification?
☒ Yes
☐ No
7. Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
☒ Yes
☐ No
8. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Helpline for comments/complaints/commendations?
☒ Yes
☐ No
9. Did the vehicle have working heat and air conditioning?
☒ Yes
☐ No
10. If used, was the lift in good working order?
☐ Yes
☐ No
☒ Not Applicable
11. Was there safe and appropriate seating for all passengers?
☒ Yes
☐ No

PASSENGER SURVEYS

How often do you ride?

Daily 7 days/week	1-2 Times/Week	3-5 Times/Week	Other
0	6	2	3

Have you been denied transportation services?

Yes 0

No 11

What is your trip purpose?

Medical	Education/Training	Employment	Other
9	0	0	2

Do you have concerns with your service?

Yes 0

No 11

What types of concerns do you have?

Late Trips	Driver Behavior	Availability	Vehicle Condition	Customer Service	Cost
0	0	0	0	0	0

PURCHASING AGENCY SURVEY

Purchasing Agency name: Suwannee River Economic Council, Inc.

Representative of Purchasing Agency: MATT PEARSON

1) Does your agency purchase transportation services from Suwannee Valley Transit Authority?

☒ YES

☐ NO

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

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

3) On average, how often do your clients use Suwannee Valley Transit Authority's services?

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

4) Have you had any problems with Suwannee Valley Transit Authority?

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

5) If you have had problems with Suwannee Valley Transit Authority, please identify the types of problems:

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

6) Overall, are you satisfied with the transportation you have purchased from Suwannee Valley Transit Authority?

- ☒ Yes
- ☐ No If no, why? _____

LEVEL OF COST

FLCTD Annual Operations Report Section VII: Expense Sources

County: Columbia		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$508,700.00	\$33,526.00	\$542,226.00
Fringe Benefits (502):	\$156,057.00	\$2,386.00	\$158,443.00
Services (503):	\$35,496.00	\$0.00	\$35,496.00
Materials and Supplies Cons. (504):	\$109,779.00	\$0.00	\$109,779.00
Utilities (505):	\$14,985.00	\$0.00	\$14,985.00
Casualty and Liability (506):	\$28,495.00	\$12,242.00	\$40,737.00
Taxes (507):	\$443.00	\$0.00	\$443.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$2,592.00	\$0.00	\$2,592.00
Interest (511):	\$3,043.00	\$0.00	\$3,043.00
Leases and Rentals (512):	\$1,916.00	\$0.00	\$1,916.00
Annual Depreciation (513):	\$221,497.00	\$0.00	\$221,497.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$1,083,003.00	\$48,154.00	\$1,131,157.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Hamilton		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$103,624.00	\$0.00	\$103,624.00
Fringe Benefits (502):	\$31,789.00	\$0.00	\$31,789.00
Services (503):	\$7,231.00	\$0.00	\$7,231.00
Materials and Supplies Cons. (504):	\$22,362.00	\$0.00	\$22,362.00
Utilities (505):	\$3,053.00	\$0.00	\$3,053.00
Casualty and Liability (506):	\$5,804.00	\$0.00	\$5,804.00
Taxes (507):	\$90.00	\$0.00	\$90.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$528.00	\$0.00	\$528.00
Interest (511):	\$620.00	\$0.00	\$620.00
Leases and Rentals (512):	\$390.00	\$0.00	\$390.00
Annual Depreciation (513):	\$45,120.00	\$0.00	\$45,120.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$220,611.00	\$0.00	\$220,611.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Suwannee		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$329,713.00	\$43,572.00	\$373,285.00
Fringe Benefits (502):	\$101,148.00	\$2,307.00	\$103,455.00
Services (503):	\$23,007.00	\$1,422.00	\$24,429.00
Materials and Supplies Cons. (504):	\$71,153.00	\$62.00	\$71,215.00
Utilities (505):	\$9,713.00	\$20,334.00	\$30,047.00
Casualty and Liability (506):	\$18,469.00	\$3,280.00	\$21,749.00
Taxes (507):	\$287.00	\$3,767.00	\$4,054.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$1,680.00	\$0.00	\$1,680.00
Interest (511):	\$1,972.00	\$0.00	\$1,972.00
Leases and Rentals (512):	\$1,241.00	\$0.00	\$1,241.00
Annual Depreciation (513):	\$143,563.00	\$4,609.00	\$148,172.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$10,972.00	\$10,972.00
GRAND TOTAL:	\$701,946.00	\$90,325.00	\$792,271.00

COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	2	0
Private For-Profit	9	0
Government	0	0
Public Transit Agency	1	1
Total	12	1

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

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

☒ Yes

☐ No

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

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

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

COORDINATION

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

All plans for providing transportation disadvantaged services are coordinated.

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

Suwannee Valley Transit Authority determines passenger eligibility with the exception of passengers using Florida's Managed Medical Care Program transportation.

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

Individuals call Suwannee Valley Transit Authority to schedule all trips with the exception of passengers using Florida's Managed Medical Care Program transportation.

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

Suwannee Valley Transit Authority handles all trip reservations with the exception of passengers using Florida's Managed Medical Care Program transportation.

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

Suwannee Valley Transit Authority handles all trip allocations with the exception of passengers using Florida's Managed Medical Care Program transportation.

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

Suwannee Valley Transit Authority schedules all trips with the exception of passengers using Florida's Managed Medical Care Program transportation.

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

Suwannee Valley Transit Authority does not subcontract service.



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Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org/td



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November 8, 2017

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2017/18 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan Amendment

RECOMMENDATION

Approve the 2017/18 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan amendment.

BACKGROUND

Attached is a draft amendment to the 2017/18 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan increasing the Transportation Disadvantaged Program passenger fare from \$1.00 to \$2.00. Also, attached is a letter to the Suwannee Valley Transit Authority Board of Directors requesting approval of the passenger fare increase.

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

Attachments

t:\lynn\td2017\chs\memos\tdspamendpassengerfareincrease.docx

e. After Hours Service

After hours service is not provided under Florida's Transportation Disadvantaged Program nor the Mobility Enhancement Grant Program (SVTA Express).

After hours service is provided if required by contractual agreement. Emergency phone numbers are listed below.

Telephone: (386) 362-5332, normal business hours
(386) 688-1514, after hours emergency
Facsimile: (386) 219-0157, 24 hours/seven days per week

f. Transportation Disadvantaged Program and Mobility Enhancement Grant Program Passenger Fares

Transportation Disadvantaged Program: \$12.00 per one-way trip

Mobility Enhancement Grant Program (SVTA Express): \$12.00 per one-way trip

g. Transportation Disadvantaged Program and Mobility Enhancement Grant Program (SVTA Express) Eligibility

Transportation services provided under Florida's Transportation Disadvantaged Program and Mobility Enhancement Grant Program (SVTA Express) are funded by the Transportation Disadvantaged Trust Fund. The purpose of the Transportation Disadvantaged Program and Mobility Enhancement Grant Program (SVTA Express) is to provide transportation services to individuals 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 as defined in s. 411.202.

Suwannee Valley Transit Authority 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 are required to apply for eligibility certification for their transportation to be sponsored by the Transportation Disadvantaged Program and Mobility Enhancement Grant Program (SVTA Express) Recertification will be conducted annually. Suwannee Valley Transit Authority shall notify individuals 30 days in advance of their eligibility expiration date and need for renewal. Suwannee Valley Transit Authority's Transportation Disadvantaged Program Eligibility Certification Application is shown below.

SUWANNEE VALLEY TRANSIT AUTHORITY
1907 VOYLES ST, SW
LIVE OAK, FL 32064
(386) 362-5332



October 31, 2017

Dear Board Members,

Suwannee Valley Transit Authority continues to see an increase in Transportation Disadvantaged Trust Fund (TDTF) trips. The highest reimbursement that we can receive from the Commission for Transportation Disadvantaged per month is \$60,574.00. In the month of September, even with the decrease due to our closure during Hurricane Irma, we only underbilled by \$959.00. Had we provided full service during this time, we would have overbilled for September. With the growth that we are experiencing, we will continue to overbill TDTF trips for the remainder of the fiscal year.

We have also been told by FDOT that District 2 will receive a decrease in funding. This affects our three counties by a reduction, in 5311 funding, of \$32,923.00, for the FY 17/18.

We are proposing to the Board that we increase our TDTF co-pays to \$2.00 per trip, in lieu of the current \$1.00 per trip. This would subsidize our income by approximately \$29,000.00. This would help us to continue providing the number of trips that we currently are providing. In the event that we cannot subsidize our income, we would have to cut services for shopping, social, education, etc.

The below information gives you, the Board, an over-view of our revenues and expenses.

- FY 2016/17 5311 revenue - \$698,030.00
- FY 2017/18 5311 projected revenue (if available) - \$665,107.00
- FY 2016/17 TDTF revenue - \$755,890.26
- FY 2017/18 budgeted revenue - \$1,842,370.59
- FY 2016/17 expenses - \$1,557,000.73
- FY 2017/18 projected expenses - \$1,842,370.59
- FY 2016/17 TD mileage rates - \$2.00 Ambulatory/\$3.43 Wheelchair
- FY 2017/18 TD mileage rates - \$2.16 Ambulatory/\$3.70 Wheelchair
- 2016/17 TD trips – 27,775
- 2017/18 projected TD trips – 29,164 (estimated 5% increase)
- 2016/17 total trips – 37,425
- 2017/18 projected total trips – 40,045 (estimated overall 7% increase)

Sincerely,

//Larry Sessions

Administrator



IV.A.3.

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November 8, 2017

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2016-2017 Annual Operations Reports

RECOMMENDATION

Review the 2016/2017 Annual Operations Reports.

BACKGROUND

Suwannee Valley Transit Authority is required to submit annual operations reports to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached are the Fiscal Year 2016-2017 Annual Operations Reports for Columbia, Hamilton and Suwannee Counties.

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

Attachments

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FLCTD

Annual Operations Report

Section I: Face Sheet

County: Columbia	Fiscal Year: July 1, 2016 - June 30, 2017
Status: Ready	
Report Date:	08/31/2017
Period Covered:	July 1, 2016 - June 30, 2017
Coordinator's Name:	Suwannee Valley Transit Authority
Address:	1907 Voyles Street, S.W.
City:	Live Oak
Zip Code:	32064
Service Area:	Columbia
Contact Person:	Larry Sessions/Felonzie Raggins
Title:	Administrator/Deputy Finance Manager
Phone:	(386) 362 - 5332
Fax:	(386) 219 - 0157
Email:	larry.sessions@ridesvta.com
Network Type:	Sole Source
Organization Type:	Public Transit Authority
CTC Certification: I, Larry Sessions, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.	
CTC Representative (signature) _____	
LCB Statement: I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.	
LCB Signature _____	

FLCTD

Annual Operations Report

Section II: General Info

County: **Columbia**

Fiscal Year: **July 1, 2016 - June 30, 2017**

Status: **Ready**

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 0

Number of Private For-Profits: 0

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 1

Total: 2

2. How many of the providers listed in 1 are coordination contractors?

1

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Columbia		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	26656	5736	32392
Non-Ambulatory	2519	1248	3767
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	29175	6984	36159
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			11053
2. One-Way Trips by Funding Source			
Agency for Health Care Administration	154		
Agency for Persons with Disabilities	3317		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	15306		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	7		
Department of Elder Affairs	11963		
Department of Health	8		

Department of Juvenile Justice	0
Florida Department of Transportation	132
Local Government	3
Local Non-Government	5269
Other Federal Programs	0
Total:	36159
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	no
Elderly	
Low Income:	0
Disabled:	1172
Low Income and Disabled:	3466
Other:	18693
Children	
Low Income:	1
Disabled:	2755
Low Income and Disabled:	0
Other:	0
Other	
Low Income:	1
Disabled:	1212
Low Income and Disabled:	5339
Other:	3520
Total:	36159
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	3891
Employment Purpose	181
Education/Training/Daycare Purpose	5195
Nutritional Purpose	12675
Life-Sustaining/Other Purpose	14217
Total:	36159
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	512

5b. Fixed Route	0
Total:	512
6. Number of Unmet Trip Requests	38
Unmet Trip Requests by Type of Trip	
Unmet Medical	25
Unmet Employment	1
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	12
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	8
Other:	30
7.) Number of Passenger No-shows	243
Passenger No-Shows by Funding Source (optional)	
CTD:	197
AHCA:	0
AWI:	0
DCF:	0
APD:	24
DOE:	0
DOEA:	0
Other:	22
8. Complaints	
Complaints by Service	1
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	5
Complaint Total:	6
9. Commendations	
Commendations by CTC	6

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	6

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Annual Operations Report

Section IV: Vehicle Info

County: Columbia		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Saved with Issues			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	0		0
Transportation Providers:	0		0
Coordination Contractors:	61259		53907
School Bus Utilization Agreement:	0		0
Total:	61259		53907
2. Roadcalls			
	4		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		1
Total Accidents Person & Vehicle:	0		0
Total Accidents:	0		1
Grand Total:	1		
4. Total Number of Vehicles			
	20		
	Count	Percentage	
a. Total vehicles that are wheelchair accessible:	18	90.00%	
b. Total vehicles that are stretcher equipped:	0	0.00%	

FLCTD

Annual Operations Report

Section V: Employee Info

County: Columbia		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	10		12795
Part-Time Drivers	4		2392
Volunteer Drivers	0		0
Total Hours:			15187
Maintenance Employees	3		
Dispatchers	1		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	3		
Management Employees	1		
Total	23		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	2		2080
Part-Time Drivers	3		1950
Volunteer Drivers	0		0
Total Hours:			4030
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	2		
Management Employees	0		
Total	7		
		TOTAL HOURS:	19217

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Columbia		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$4,931.00	\$0.00	\$4,931.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$38,779.00	\$0.00	\$38,779.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$406,055.00	\$0.00	\$406,055.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$55,347.00	\$0.00	\$55,347.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$1,064.00	\$0.00	\$1,064.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$13,500.00	\$43,339.00	\$56,839.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$245.00	\$0.00	\$245.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$336,991.00	\$0.00	\$336,991.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$12,034.00	\$0.00	\$12,034.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$49,348.00	\$4,815.00	\$54,163.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$14,636.00	\$0.00	\$14,636.00
Donations, Contributions	\$6,940.00	\$0.00	\$6,940.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$20,212.00	\$0.00	\$20,212.00
Other Federal or State Programs			

(specify)5339	\$42,873.00	\$0.00	\$42,873.00
(specify)Dept of Revenue	\$9,534.00	\$0.00	\$9,534.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$1,012,489.00	\$48,154.00	\$1,060,643.00

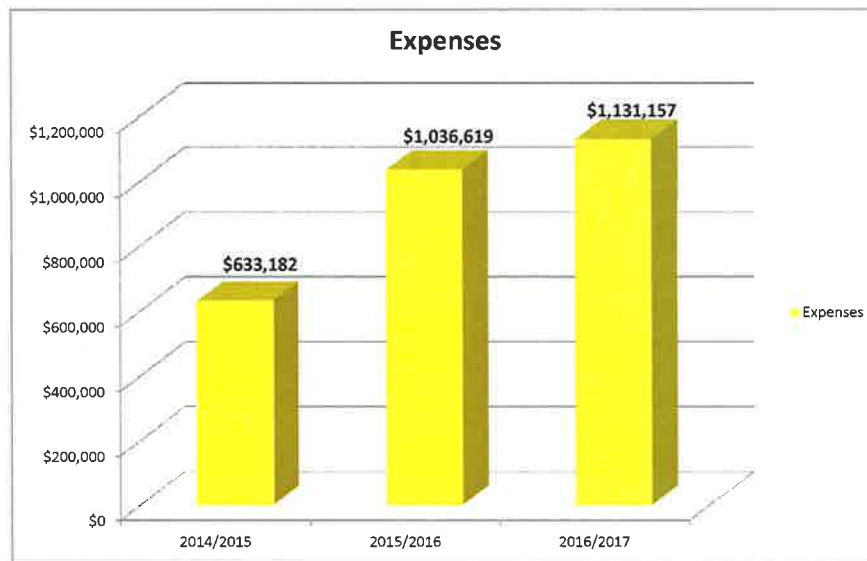
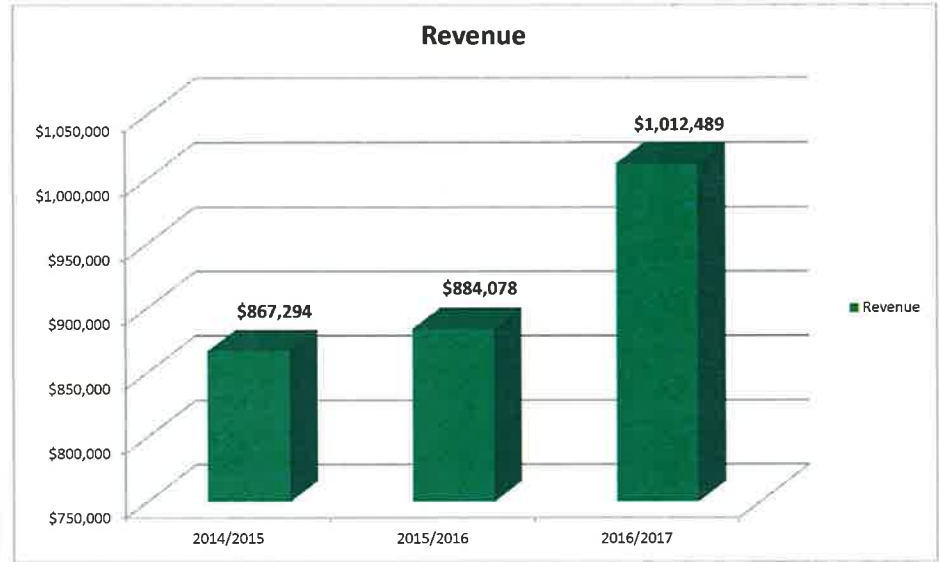
FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Columbia		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$508,700.00	\$33,526.00	\$542,226.00
Fringe Benefits (502):	\$156,057.00	\$2,386.00	\$158,443.00
Services (503):	\$35,496.00	\$0.00	\$35,496.00
Materials and Supplies Cons. (504):	\$109,779.00	\$0.00	\$109,779.00
Utilities (505):	\$14,985.00	\$0.00	\$14,985.00
Casualty and Liability (506):	\$28,495.00	\$12,242.00	\$40,737.00
Taxes (507):	\$443.00	\$0.00	\$443.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$2,592.00	\$0.00	\$2,592.00
Interest (511):	\$3,043.00	\$0.00	\$3,043.00
Leases and Rentals (512):	\$1,916.00	\$0.00	\$1,916.00
Annual Depreciation (513):	\$221,497.00	\$0.00	\$221,497.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$1,083,003.00	\$48,154.00	\$1,131,157.00

**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY
COLUMBIA, COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Fiscal Year 2016/2017	Percent Change 2015/2016 - 2016/2017
TOTAL SERVICE	Passenger Trips	20,426	22,083	36,159	39%
	Revenue Vehicle Miles	234,724	236,484	53,907	-339%
	Vehicle Miles	281,014	294,606	61,259	-381%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.09	0.09	0.67	86%
	Average Miles Per Trip	14	13	2	-687%
	Passenger Trips/Vehicle Mile	0.07	0.07	0.59	87%
	Revenue Vehicle Miles/Vehicle Miles	0.84	0.80	0.88	9%
COST EFFECTIVENESS & EFFICIENCY	Revenue	\$867,294	\$884,078	\$1,012,489	13%
	Expenses	\$633,182	\$1,036,619	\$1,131,157	8%
	Cost/Passenger Trip	\$31.00	\$46.94	\$31.28	-50%
	Cost/Vehicle Mile	\$2.25	\$3.52	\$18.47	81%
	Cost/Vehicle	\$26,383	\$54,559	\$56,558	4%
VEHICLE UTILIZATION	Vehicles	24	19	20	5%
	Passenger Trips/Vehicle	851	1,162	1,808	36%
	Vehicle Miles/Vehicle	11,709	15,506	3,063	-406%
	Revenue Vehicle Miles/Total Vehicles	9,780	12,447	2,695	-362%
SAFETY	Accidents	2	2	1	-100%
	Accidents/100,000 Miles	0.71	0.68	1.63	58%
SERVICE AVAILABILITY	Average Vehicle Miles Between Roadcalls	140,507	147,303	15,315	-862%
	Passenger No Shows	343	343	243	-41%
	Roadcalls	2	2	4	50%
	Trip Denials	17	17	38	55%

Source: Suwannee Valley Transit Authority Annual Operations Reports



FLCTD

Annual Operations Report

Section I: Face Sheet

County: Hamilton	Fiscal Year: July 1, 2016 - June 30, 2017
Status: Ready	
Report Date:	08/31/2017
Period Covered:	July 1, 2016 - June 30, 2017
Coordinator's Name:	Suwannee Valley Transit Authority
Address:	1907 Voyles Street, S. W.
City:	Live Oak
Zip Code:	32064
Service Area:	Hamilton
Contact Person:	Larry Sessions/Felonzie Raggins
Title:	Administrator / Deputy Finance Director
Phone:	(386) 362 - 5332
Fax:	(386) 219 - 0157
Email:	larry.sessions@ridesvta.com
Network Type:	Sole Source
Organization Type:	Public Transit Authority
CTC Certification:	
<p>I, Larry Sessions, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	
<div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	
LCB Statement:	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
LCB Signature	
<div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	

FLCTD
Annual Operations Report
Section II: General Info

County: **Hamilton**

Fiscal Year: **July 1, 2016 - June 30, 2017**

Status: **Ready**

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 0

Number of Private For-Profits: 0

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 0

Total: 1

2. How many of the providers listed in 1 are coordination contractors?

0

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Hamilton	Fiscal Year: July 1, 2016 - June 30, 2017		
Status: Ready			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	3179	1168	4347
Non-Ambulatory	513	254	767
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	3692	1422	5114
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration	31		
Agency for Persons with Disabilities	676		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	3118		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	1		
Department of Elder Affairs	185		
Department of Health	2		

Department of Juvenile Justice	0
Florida Department of Transportation	27
Local Government	1
Local Non-Government	1073
Other Federal Programs	0
Total:	5114
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	no
Elderly	
Low Income:	0
Disabled:	239
Low Income and Disabled:	706
Other:	1556
Children	
Low Income:	0
Disabled:	561
Low Income and Disabled:	0
Other:	0
Other	
Low Income:	0
Disabled:	247
Low Income and Disabled:	717
Other:	1088
Total:	5114
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	766
Employment Purpose	37
Education/Training/Daycare Purpose	1058
Nutritional Purpose	357
Life-Sustaining/Other Purpose	2896
Total:	5114
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	83

5b. Fixed Route	0
Total:	83
6. Number of Unmet Trip Requests	7
Unmet Trip Requests by Type of Trip	
Unmet Medical	5
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	2
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	50
Passenger No-Shows by Funding Source (optional)	
CTD:	40
AHCA:	0
AWI:	0
DCF:	0
APD:	5
DOE:	0
DOEA:	0
Other:	5
8. Complaints	
Complaints by Service	0
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	1
Complaint Total:	1
9. Commendations	
Commendations by CTC	1

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	1

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Hamilton		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	46941		36670
Transportation Providers:	0		0
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	46941		36670
2. Roadcalls	1		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		0
Total Accidents:	0		0
Grand Total:	0		
4. Total Number of Vehicles	3		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		3	100.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Hamilton		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	2		2606
Part-Time Drivers	1		487
Volunteer Drivers	0		0
Total Hours:			3093
Maintenance Employees	1		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	1		
Management Employees	0		
Total	5		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
Total	0	
		TOTAL HOURS: 3093

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Hamilton		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$1,004.00	\$0.00	\$1,004.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$7,899.00	\$0.00	\$7,899.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$82,715.00	\$0.00	\$82,715.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$11,274.00	\$0.00	\$11,274.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$216.00	\$0.00	\$216.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$2,750.00	\$0.00	\$2,750.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$49.00	\$0.00	\$49.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$68,646.00	\$0.00	\$68,646.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$2,451.00	\$0.00	\$2,451.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$12,884.00	\$0.00	\$12,884.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$2,981.00	\$0.00	\$2,981.00
Donations, Contributions	\$1,413.00	\$0.00	\$1,413.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$4,117.00	\$0.00	\$4,117.00
Other Federal or State Programs			

(specify)5339	\$8,733.00	\$0.00	\$8,733.00
(specify)Dept of Revenue	\$1,942.00	\$0.00	\$1,942.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$209,074.00	\$0.00	\$209,074.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

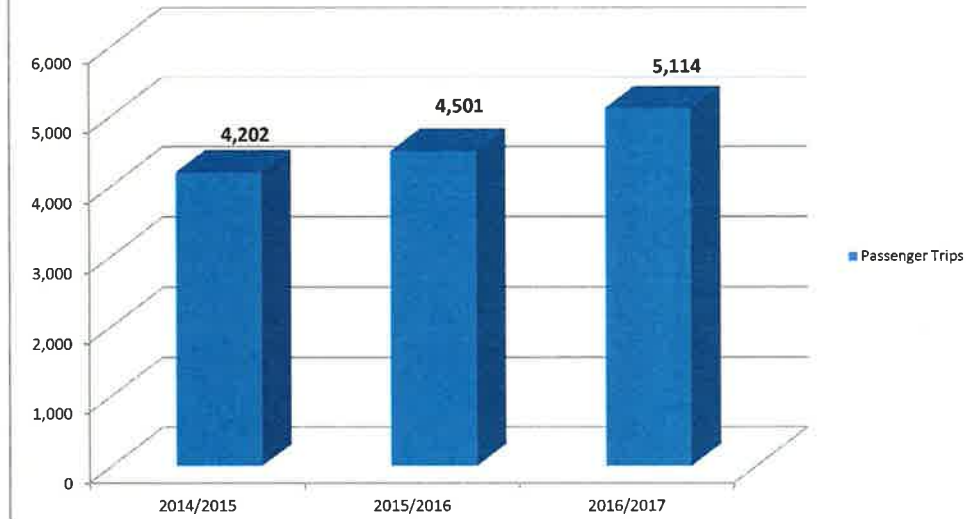
County: Hamilton		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$103,624.00	\$0.00	\$103,624.00
Fringe Benefits (502):	\$31,789.00	\$0.00	\$31,789.00
Services (503):	\$7,231.00	\$0.00	\$7,231.00
Materials and Supplies Cons. (504):	\$22,362.00	\$0.00	\$22,362.00
Utilities (505):	\$3,053.00	\$0.00	\$3,053.00
Casualty and Liability (506):	\$5,804.00	\$0.00	\$5,804.00
Taxes (507):	\$90.00	\$0.00	\$90.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$528.00	\$0.00	\$528.00
Interest (511):	\$620.00	\$0.00	\$620.00
Leases and Rentals (512):	\$390.00	\$0.00	\$390.00
Annual Depreciation (513):	\$45,120.00	\$0.00	\$45,120.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$220,611.00	\$0.00	\$220,611.00

**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY
HAMILTON, COUNTY**

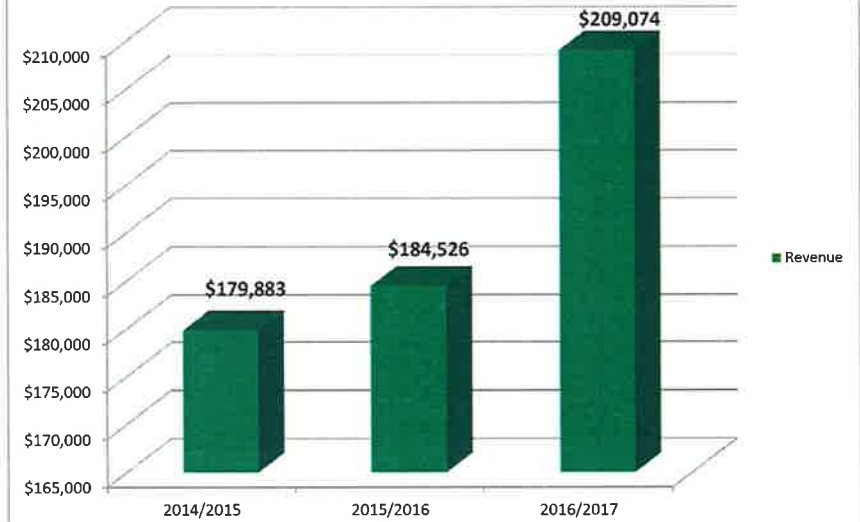
PERFORMANCE STANDARD	MEASURE	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Fiscal Year 2016/2017	Percent Change (2015/2016 - 2016/2017)
TOTAL SERVICE	Passenger Trips	4,202	4,501	5,114	12%
	Revenue Vehicle Miles	47,814	36,969	36,670	-1%
	Vehicle Miles	57,243	47,257	46,941	-1%
	Driver Hours	3,136	3,293	3,093	-6%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Miles	0.09	0.12	0.14	13%
	Passenger Trips/Vehicle Miles	0.07	0.10	0.11	13%
	Passenger Trips/DriverHours	1.34	1.37	1.65	17%
	Revenue Vehicle Miles/Vehicle Miles	0.84	0.78	0.78	0%
COST EFFECTIVENESS & EFFICIENCY	Revenue	\$179,883	\$184,526	\$209,074	12%
	Expenses	\$128,980	\$211,163	\$220,611	4%
	Cost/Passenger Trip	\$30.69	\$46.91	\$43.14	-9%
	Cost/Vehicle Mile	\$2.25	\$4.47	\$4.70	5%
	Cost/Vehicle	\$32,245.00	\$70,387.67	\$73,537.00	4%
	Cost/Driver Hour	\$41.13	\$64.12	\$71.33	10%
VEHICLE UTILIZATION	Vehicles	4	3	3	0%
	Passenger Trips/Vehicle	1,051	1,500	1,705	12%
	Total Vehicle Miles/Vehicle	14,311	15,752	15,647	-1%
	Revenue Vehicle Miles/Vehicle	11,954	12,323	12,223	-1%
	Vehicle Miles/Driver Hour	18	14	15	5%
	Revenue Vehicle Miles/Driver Hour	15	11	12	5%
	Vehicle Hours/Vehicle	784	1,098	1,031	-6%
SAFETY	Accidents	0	0	0	#DIV/0!
	Accidents/100,000 Miles	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Miles Between Roadcalls	57,243	57,243	0	#DIV/0!
	Passenger No Shows	70	85	50	-70%
	Roadcalls	0	0	1	100%
	Trip Denials	5	7	7	0%

Source: Suwannee Valley Transit Authority Annual Operations Reports

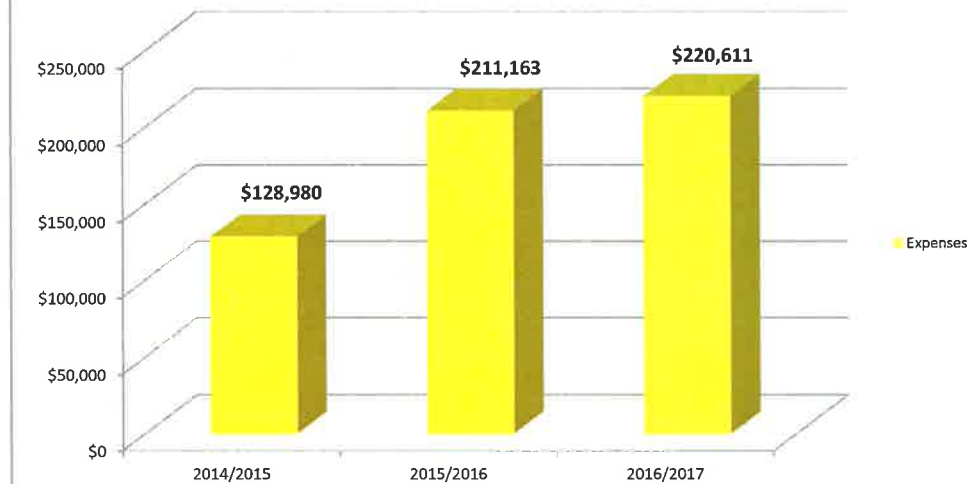
Passenger Trips



Revenue



Expenses



Cost/Passenger Trip



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Annual Operations Report

Section I: Face Sheet

County: Suwannee	Fiscal Year: July 1, 2016 - June 30, 2017
Status: Ready	
Report Date:	08/31/2017
Period Covered:	July 1, 2016 - June 30, 2017
Coordinator's Name:	Suwannee Valley Transit Authority
Address:	1907 Voyles Street, S.W.
City:	Live Oak
Zip Code:	32064
Service Area:	Suwannee
Contact Person:	Larry Sessions/Felonzie Raggins
Title:	Administrator / Deputy Finance Director
Phone:	(386) 362 - 5332
Fax:	(386) 219 - 0157
Email:	larry.sessions@ridesvta.com
Network Type:	Sole Source
Organization Type:	Public Transit Authority
CTC Certification: I, Larry Sessions, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.	
CTC Representative (signature) _____	
LCB Statement: I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.	
LCB Signature _____	

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Annual Operations Report

Section II: General Info

County: **Suwannee**

Fiscal Year: **July 1, 2016 - June 30, 2017**

Status: **Ready**

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 0

Number of Private For-Profits: 0

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 1

Other: 1

Total: 2

2. How many of the providers listed in 1 are coordination contractors?

1

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Annual Operations Report

Section III: Passenger Trip Info

County: Suwannee	Fiscal Year: July 1, 2016 - June 30, 2017		
Status: Ready			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	10113	3718	13831
Non-Ambulatory	1631	809	2440
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	11744	4527	16271
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration	100		
Agency for Persons with Disabilities	2150		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	9920		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	4		
Department of Elder Affairs	590		
Department of Health	5		

Department of Juvenile Justice	0
Florida Department of Transportation	86
Local Government	1
Local Non-Government	3415
Other Federal Programs	0
Total:	16271
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	no
Elderly	
Low Income:	0
Disabled:	760
Low Income and Disabled:	2247
Other:	4952
Children	
Low Income:	0
Disabled:	1785
Low Income and Disabled:	0
Other:	0
Other	
Low Income:	0
Disabled:	785
Low Income and Disabled:	2281
Other:	3461
Total:	16271
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	2438
Employment Purpose	117
Education/Training/Daycare Purpose	3367
Nutritional Purpose	1135
Life-Sustaining/Other Purpose	9214
Total:	16271
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	265

5b. Fixed Route	0
Total:	265
6. Number of Unmet Trip Requests	24
Unmet Trip Requests by Type of Trip	
Unmet Medical	16
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	8
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	6
Other:	18
7.) Number of Passenger No-shows	157
Passenger No-Shows by Funding Source (optional)	
CTD:	127
AHCA:	0
AWI:	0
DCF:	0
APD:	16
DOE:	0
DOEA:	0
Other:	14
8. Complaints	
Complaints by Service	0
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	4
Complaint Total:	4
9. Commendations	
Commendations by CTC	4

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	4

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Annual Operations Report

Section IV: Vehicle Info

County: Suwannee		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Saved with Issues			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	0		0
Transportation Providers:	0		0
Coordination Contractors:	64350		64350
School Bus Utilization Agreement:	0		0
Total:	64350		64350
2. Roadcalls	3		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		0
Total Accidents:	0		0
Grand Total:	0		
4. Total Number of Vehicles	17		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		14	82.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

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Annual Operations Report

Section V: Employee Info

County: Suwannee		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	6		8293
Part-Time Drivers	3		1551
Volunteer Drivers	0		0
Total Hours:			9844
Maintenance Employees	1		
Dispatchers	1		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	2		
Management Employees	1		
Total	15		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	6		6240
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			6240
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	1	
Management Employees	1	
Total	8	
		TOTAL HOURS: 16084

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Annual Operations Report

Section VI: Revenue Sources

County: Suwannee		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$3,195.00	\$0.00	\$3,195.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$112,015.00	\$112,015.00
Developmental Services	\$25,134.00	\$0.00	\$25,134.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$263,184.00	\$0.00	\$263,184.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$35,873.00	\$0.00	\$35,873.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$690.00	\$0.00	\$690.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$8,750.00	\$0.00	\$8,750.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$159.00	\$0.00	\$159.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$218,420.00	\$0.00	\$218,420.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$7,800.00	\$0.00	\$7,800.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$39,500.00	\$0.00	\$39,500.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$9,486.00	\$0.00	\$9,486.00
Donations, Contributions	\$4,498.00	\$0.00	\$4,498.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$13,101.00	\$0.00	\$13,101.00
Other Federal or State Programs			

(specify)5339	\$27,788.00	\$0.00	\$27,788.00
(specify)Dept of Revenue	\$6,180.00	\$0.00	\$6,180.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$663,758.00	\$112,015.00	\$775,773.00

FLCTD

Annual Operations Report

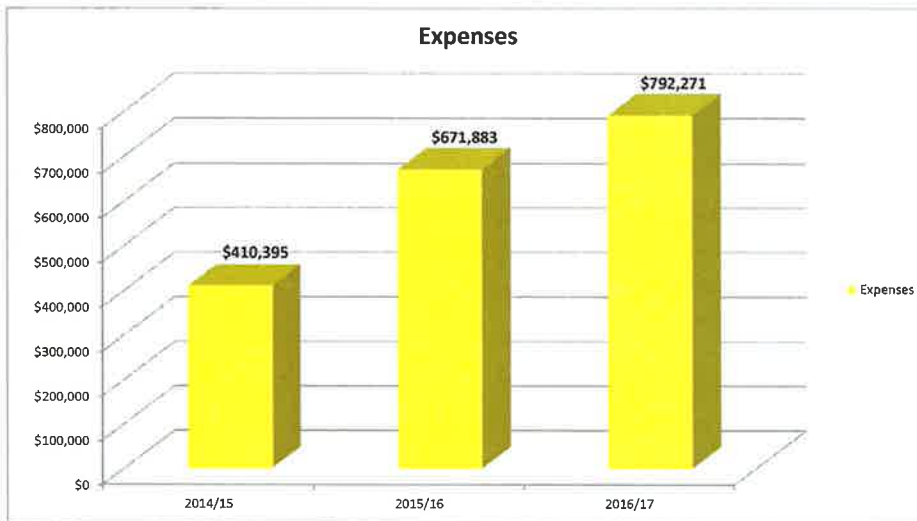
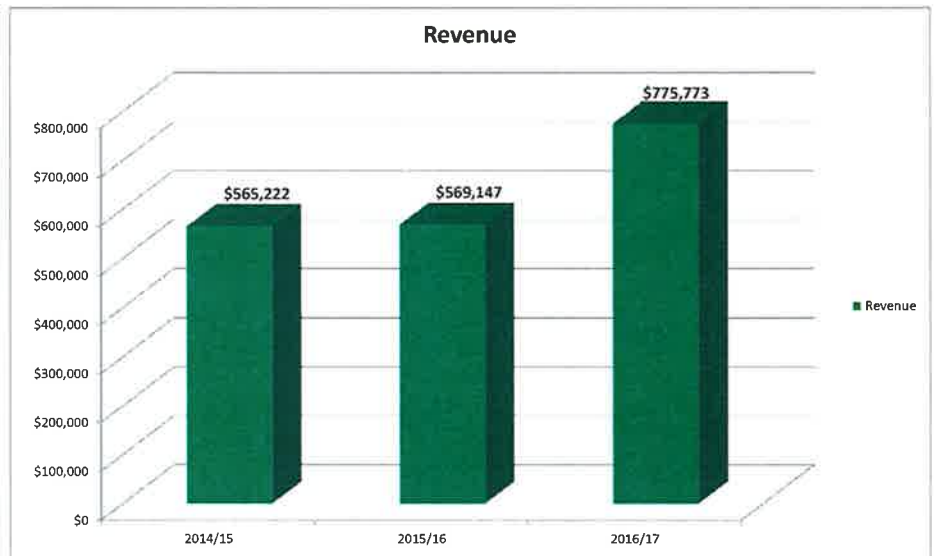
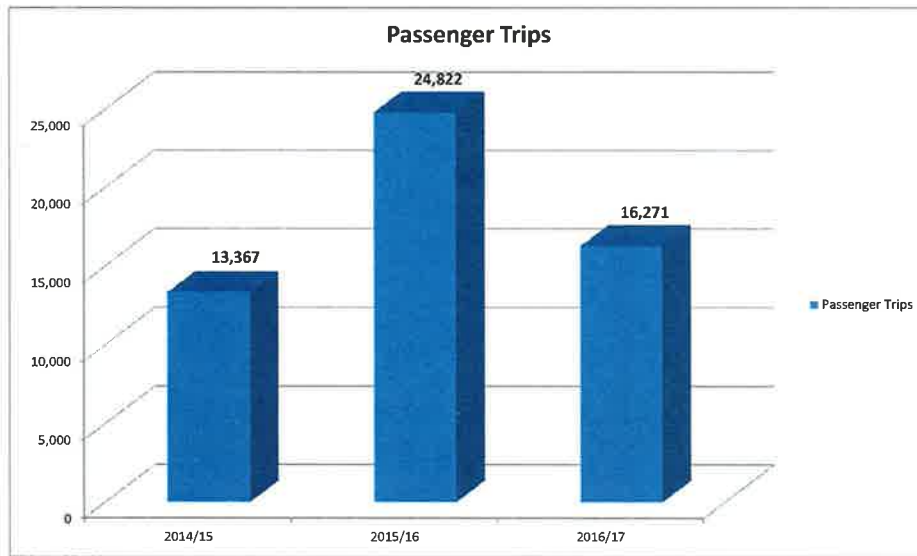
Section VII: Expense Sources

County: Suwannee		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$329,713.00	\$43,572.00	\$373,285.00
Fringe Benefits (502):	\$101,148.00	\$2,307.00	\$103,455.00
Services (503):	\$23,007.00	\$1,422.00	\$24,429.00
Materials and Supplies Cons. (504):	\$71,153.00	\$62.00	\$71,215.00
Utilities (505):	\$9,713.00	\$20,334.00	\$30,047.00
Casualty and Liability (506):	\$18,469.00	\$3,280.00	\$21,749.00
Taxes (507):	\$287.00	\$3,767.00	\$4,054.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$1,680.00	\$0.00	\$1,680.00
Interest (511):	\$1,972.00	\$0.00	\$1,972.00
Leases and Rentals (512):	\$1,241.00	\$0.00	\$1,241.00
Annual Depreciation (513):	\$143,563.00	\$4,609.00	\$148,172.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$10,972.00	\$10,972.00
GRAND TOTAL:	\$701,946.00	\$90,325.00	\$792,271.00

**PERFORMANCE TRENDS - SUWANNEE VALLEY TRANSIT AUTHORITY
SUWANNEE COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2014/15	Fiscal Year 2015/16	Fiscal Year 2016/17	Percent Change 2015/16-2016/17
TOTAL SERVICE	Passenger Trips	13,367	24,822	16,271	-53%
	Revenue Vehicle Miles	152,136	117,629	64,350	-83%
	Vehicle Miles	181,139	150,361	64,350	-134%
SERVICE EFFECTIVENESS	Average Miles per Trip	14	6	4	-53%
	Passenger Trips/Revenue Vehicle Miles	0.09	0.21	0.25	17%
	Passenger Trips/Vehicle Miles	0.07	0.17	0.25	35%
	Revenue Vehicle Miles/Vehicle Miles	0.84	0.78	1.00	22%
COST EFFECTIVENESS & EFFICIENCY	Revenue	\$565,222	\$569,147	\$775,773	27%
	Expenses	\$410,395	\$671,883	\$792,271	15%
	Cost/Passenger Trip	\$30.70	\$27.07	\$48.69	44%
	Cost/Vehicle Mile	\$2.27	\$4.47	\$12.31	64%
	Cost/Vehicle	\$21,599.74	\$41,992.69	\$46,604.18	10%
VEHICLE UTILIZATION	Vehicles	19	16	17	6%
	Passenger Trips/Vehicle	704	1,551	957	-62%
	Vehicle Miles/Total Vehicle	9,534	9,398	3,785	-148%
	Revenue Vehicle Miles/Vehicle	8,007	7,352	3,785	-94%
SAFETY	Accidents	0	0	0	#DIV/0!
	Accidents/100,000 Miles	0.00	0.00	0.00	#DIV/0!
SERVICE AVAILABILITY	Miles Between Roadcalls	90,570	#DIV/0!	21,450	#DIV/0!
	Passenger No Shows	223	271	157	-73%
	Roadcalls	2	0	3	100%
	Trip Denials	10	22	24	8%

Source: Suwannee Valley Transit Authority Annual Operations Reports





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November 8, 2017

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Rural Area Capital Assistance Program Grant Application

RECOMMENDATION

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

BACKGROUND

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

Attached is Suwannee Valley Transit Authority's application for 2017/18 Rural Area Capital Assistance Program Grant funding. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

t:\lynn\td2017\chs\memos\racag.docx

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

October 13, 2017

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

RE: FY 2018 Shirley Conroy Grant Application

Dear Karen:

Please find enclosed Suwannee Valley Transit Authority's application for the Shirley Conroy Rural Area Capital Assistance Program Grant for 2017/2018. We appreciate your consideration of our agency for this grant because the funds will be used to purchase equipment that the agency could not afford to purchase without grant funds.

If there are any questions concerning the grant, feel free to contact me at (386) 362-5332 extension 6321 or Felonzie Raggins at (386) 362-5332 extension 6324.

Sincerely,



Larry Sessions
Administrator

LS/fpr
Enclosure

Copies: Shirley Conroy 2017/2018 Grant File





**SHIRLEY CONROY RURAL AREA CAPITAL
ASSISTANCE GRANT APPLICATION
APPLICATION FORM**

1. DATE SUBMITTED: October 13, 2017
2. LEGAL NAME OF APPLICANT: Suwannee Valley Transit Authority
3. FEDERAL IDENTIFICATION NUMBER: 59-1684116
4. REGISTERED ADDRESS: 1907 Voyles Street
CITY AND STATE: Live Oak, FL ZIP CODE: 32064
5. CONTACT PERSON FOR THIS GRANT: Larry Sessions
6. PHONE NUMBER: 386-362-5332
7. E-MAIL ADDRESS: larry.sessions@ridesvta.com
8. PROJECT LOCATION [County(ies)]: Columbia, Hamilton, Suwannee
9. PROPOSED START DATE: October 1, 2017 ENDING DATE: June 30, 2018
10. ESTIMATED PROJECT FUNDING REQUESTED:

Transportation Disadvantaged Grant Funds	\$ <u>156,572.00</u>
Local Match	\$ <u>REDI Match</u>
TOTAL PROJECT COST	\$ <u>156,572.00</u>

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

Larry Sessions, Administrator

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE



SIGNATURE OF AUTHORIZED REPRESENTATIVE

10/13/2017
DATE

12. **Local Coordinating Board Approval**

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

Columbia, Hamilton, and Suwannee County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

DATE

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

October 13, 2017

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

RE: FY 2018 Shirley Conroy Grant Application

Dear Karen:

The Regional Local Coordinating Board for Columbia, Hamilton, and Suwannee County is scheduled to meet on November 15, 2017 at 10:00 AM. At this meeting, the Regional Local Coordinating Board will approve the application for the 2017/2018 Shirley Conroy Rural Area Capital Assistance Program Grant. The signed document approving the grant application will be forwarded to your agency on November 16, 2017.

We are submitting the grant application without the Local Coordinating Board approval so that we can make the October 13, 2017 deadline. If there are any questions, feel free to contact Felonzie Raggins at (386) 362-5332 extension 6324.

Sincerely,



Larry Sessions
Administrator

LS/fpr





SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT FUNDING

Project Description and Cost:

- Capital equipment - **Prioritize based on need.**
- If vehicle, specify type of vehicle and fuel type (gas, diesel, alternative)
- Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

1.	Gasoline Medium High Roof 20 FT. Ford Model X2C Van	\$64,348.00
2.	CTS Software, Hardware, and Installation	\$53,689.00
3.	Diesel 2500 Dodge Ram Crew Cab Truck	\$38,535.00
4.		\$
5.		\$
6.		\$

Total Project Cost \$156,572.00

Funding Participation

Transportation Disadvantaged Trust Funds	(90%)	156,572.00
Local Match	(10%) *	REDI
Total Project Cost		<u>156,572.00</u>

* If REDI, include 100% of the total project cost on the Transportation Disadvantaged Trust Funds line and "REDI" on the Local Match line.

ORDER FORM

CONTRACT # TRIPS-15-MB-NB

MiniBus with ADA Option

Nations Bus Sales

AGENCY NAME: Suwanee Valley Transit

DATE: 10/03/2017

PURCHASE ORDER NUMBER: _____

CONTACT PERSON: _____
(Name, Telephone Number and Email Address)

Ford Transit X2C

May 2016

Item	Unit Cost	Quantity	Total Cost
Base Vehicle Type			
Ford Model X2C 9,250 GVWR 20' Gas 3.7L V-6 DOHC	\$50,664	1	50,664.00
Diesel 3.2L I-5 DOHC	\$56,153		
3.5L V-6 Eco Boost Engine	+\$2075	1	2,075.00
CNG Option	N/A		
SEATS			
Base Seats	\$599	13	7,787.00
Child Seats	\$261		
Upgraded AC			
Gasoline Engine Standard with Base	NC		
Diesel Engine Standard with Base	NC		
Paint Choices			
White	\$0		
Paint Scheme A	\$190		
Paint Scheme B	\$940		
Paint Scheme C	\$2450		
Other Options			
Dual Swing Entry Door "DELETE" option <i>Slide Door</i>	(\$3925)	1	(3,925.00)
Upgrade roof height from Med. to high roof.	\$1875		
Wheelchair lift/ramp Manufacturer: Braun Model: Vista 2 800 lbs	\$4480		
Wheelchair lift/ramp Manufacturer: Ricon Model: Klearview Series 800 lbs	\$4580		
All alternative wheel options	N/A		
2-way radio prep package.	\$157		
A 110V power inverter with accessory outlet (per position)	\$295		
Individual reading lamps, cup holder and electrical accessory outlet	\$83		
Fold-away Seat	\$1057		

TRIPS-15-MB-NB

December 2015

Florida Department of Transportation
Public Transit Office

Order Packet

Updated May 2016

Running Board Standard

Optional floor covering material	\$250		
Driver safety partition	\$190		
Securement Devices Manufacturer: Q-Straint Model: QRT Deluxe	\$645		
Q-Straint WC18 QRT Deluxe System	\$805		
Sidewall Wheelchair Carrier	\$400		
Security camera system, <i>REI - 2 CAMERA</i>	\$1880		<i>1880</i>
Additional Camera	\$320		
OEM limited slip axel	\$302		
OEM deep tinted glass, to include rear defroster	\$619	<i>1</i>	<i>619</i>
OEM 2 additional keys with FOBS	\$73	<i>1</i>	<i>73</i>
Upgraded Seating			
Upgraded Seating Level 2	\$15		
Upgraded Seating Level 3	\$17		
Upgraded Seating Level 3.5	\$33		
Upgraded Seating Level 4	\$37		
Upgraded Seating Level 5	\$46		
Upgraded Seating Level 6	\$51		
Freedman "Ritz" sewing pkg.	\$68		
Freedman Child Restraint System	\$45		
Freedman Seat Grab Handle	\$25		
Freedman 1 Pass. FWD Facing Fold Away (curb)	\$715		
Freedman 2 Pass. FWD Facing Fold Away (street)	\$930		
Freedman 1 Pass. FWD. Facing Fold Away WW Mount (curb)	\$765		
Freedman 2 Pass. FWD Facing Fold Away WW Mount (street)	\$985		
Additional Options			
Angel Trax HDX 2 camera system with DVR and Gforce4	\$2095	<i>REI</i>	
Additional camera for HDX system	\$345		
OEM Manual Regen Initiation for Diesel Engine	\$233		
OEM Manual Regen Initiation with Active Regen Inhibitor for Diesel Engine	\$349		
OEM Long Arm Non Telescoping, Power Heated Mirrors with Turn Signals	\$203		
OEM Am/Fm Stereo CD with Audio Input Jack, HD Radio, Sirius and 4" Display	\$426	<i>REI</i>	
OEM Am/Fm Stereo CD with Audio Input Jack, Message Center, Sync and 4" Display	\$739		
OEM My Ford Touch, Navigation with 6" Display, HD and Sirius, Sync2	\$1966		
Byk Rak	\$1090		
GRAND TOTAL			56,601.00

Ranger in vehicle computer

\$5,175.00

Grand total \$64,348.00

TRIPS-15-MB-NB

December 2015



Trip Master Enterprise Edition

Quote #040517

Date - 04/05/2017

This Quote Is Good For 30 Days And Is Completely Confidential

For: SVTA

31 Vehicles - 10 Licenses

Software	Unit Price	Unit	Quantity	Amount
Trip Master Enterprise Edition	\$9,995.00	Lot	1	\$9,995.00
Navteq Navstreets Mapping Module	\$995.00	Lot	1	Waived
ParaScope - MDC/AVL In-Office Interface	\$2,995.00	Lot	1	\$2,995.00
ParaScope Tablet MDT License	\$495.00	Each	31	\$15,345.00
Automated Scheduling Module	\$4,995.00	Lot	1	\$4,995.00
IVR Automated Call Reminder Module	\$4,995.00	Lot	1	\$4,995.00
				\$38,325.00

MDT Hardware Estimates	Unit Price	Unit	Quantity	Amount
Samsung Galaxy Tab E 8" (estimated)	\$129.00	Each	31	\$3,999.00
Vehicle Tablet Mounts (estimated)	\$60.00	Each	31	\$1,860.00
Otterbox Protective Case (estimated)	\$35.00	Each	31	\$1,085.00
Tablet Charger Adapter (estimated)	\$20.00	Each	31	\$620.00
Hardware Total				\$7,564.00

Additional Items	Unit Price	Unit	Quantity	Amount
Licensing (beyond 5 included)	\$500.00	Each	0	\$0.00
Data Acquisition, Conversion and Installation	\$1,000.00	Lot	1	Free
Training (30 Day Implementation Plan)				
Project Management	\$500.00	Day	1	Free
Online Remote System Set Up	\$500.00	Day	2	Free
Online Remote System Training	\$100.00	Session	5	Free
Onsite Implementation and Acceptance	\$350.00	Day	8	\$2,800.00
Travel	\$2,500.00	Lot	2	\$5,000.00

Additional Items Total **\$7,800.00**

Ongoing Monthly Maintenance and Support	Unit Price	Unit	Quantity	Amount
Updates, Maintenance and Support Base (includes 5 licenses, unlimited toll free technical support, Software and GIS updates, nightly database backup, and dedicated server hosting).	\$500.00	Lot	1	\$500.00
Vehicle Fleet	\$10.00	Each	31	\$310.00
Auto Scheduling License Fee	\$7.50	Each	31	\$232.50
ParaScope License Fee	\$7.50	Each	31	\$232.50
Automated Call Reminder Fee (10000 calls)	\$300.00	Lot	1	\$300.00
Additional License	\$25.00	Each	5	\$125.00
Monthly Maintenance and Support Total				\$1,700.00

Upfront Total

\$53,689.00

Ongoing Monthly Maintenance and Support Total

\$1,700.00

General Notes and Assumptions

1. All pricing and information provided herein is based on Information provide,
 - a. All prices are in US dollars.
 - b. Quote is valid for 60 days from the issued date and is completely confidential.
 - c. All applicable sales/use taxes are additional and payment of such is the sole responsibility of the prime contractor.
 - d. The Products provided pursuant to any Purchase Order will be delivered to the Licensee.
 - e. Responsibility to all risk of loss to the Products, damage and need for replacement hardware will be with the Licensee.
2. The pricing provided assumes that CTS Software will provide:
 - a. All related software
 - b. Hosting services
 - c. Training
 - d. Ongoing Maintenance and Support
3. The pricing provided in this proposal assumes that the Licensee will provide:
 - a. Space, power, a network connection and any necessary IT installation and configuration for all required computer hardware.
 - b. A high-speed internet connection
 - c. Computer hardware
 - d. Tablet Hardware for *ParaScope* (Tablet, Power Supply, Protective Case and Mount)



David Clemmons

Fleet • Leasing • Internet • Manager
dclemmonsntcjd@aol.com
www.northtampacjd.com
Cell: 352-424-1205 • Fax: 813-935-8487

Custom Quote for

SUWANNEE Valley Transit Auth

Body Code

DJ7L91 2500 Ram (Crew) Cab 4X4 6.4 Bed

Description
Equipment

6.7 Cummins Turbo Diesel

SPRINKLER IN LINER

ANTI-LOCK BRAKES

6 Speed Auto Trans

Fleet Bid \$\$

\$38,285 + DMV Fees + Applicable

\$38,535.00

David Clemmons
Fleet Manager

10/03/2017

Customer Approval



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT SCOPE

Who:

The Suwannee Valley Transit Authority will utilize the equipment requested in this application to maintain transportation operations in its service to the following clients: transportation disadvantaged, elderly, disabled, frail elderly, Medicaid transportation eligible, veterans, persons who need a payer of last resort, and the general public on a space available basis in the rural areas of the three counties in the inter-local agreement (Columbia, Hamilton, and Suwannee). Columbia County is 801 square miles with a population of 68,348 people. Hamilton County is 519 square miles with a population of 14,295 people. Suwannee County is 692 square miles with a population of 43,760 people.

What:

Suwannee Valley Transit Authority does well with an aging fleet. Our goal is to replace vehicles that have more than 150,000 miles. We also aim to give our clients the best customer service possible through effective scheduling and dispatching, the proper maintenance of records, and getting them to and from their destination while traveling the best route in the least amount of time. The Shirley Conroy Grant has helped us meet our goals in the past by paying for the purchase of vehicles which helps us circumvent problems associated with break downs and computer hardware and software. We are again hoping that the Shirley Conroy Grant will be able to help us with the purchase of two vehicles and changing the computer hardware and software that we use to schedule, dispatch, and maintain client records.

The first priority on our request this year is a mid-height twenty foot Ford model X2C van. Suwannee Valley Transit Authority currently has two mini-vans and three MV1's that are used when we transport small groups. We now have more routes that include getting students to school whether it be a charter school or for dual enrollment with a college that we know that we could use a van of this size for. Due to optimal scheduling, there are times when a mini-van is too small and a cutaway is too large. We need something that is right down the middle that is good on gas and would be roomy enough to transport a larger group than the mini-van. We have four routes that transport to colleges and two routes that transport to charter schools. We only see the need for this type of transportation growing in the rural counties that we serve. Our Commuter Assistance Grant that we receive through FDOT to cover the cost of transportation on the college routes does not cover equipment.

The second priority on our list is the CTS software and hardware. We are currently using Trapeze hardware and software to do all of our scheduling, dispatching, and record maintenance on our clients. When we signed on for Trapeze, we were told that it was a big step above CTS which we had at the time. We were told the scheduling was easier, dispatching would be more advanced because we would be able to track our vehicles live from the office, and that records maintenance would be much better since Trapeze allowed us to track more information on the client through the computer. We signed on under Jacksonville Transportation Authority in 2014 through a grant paid for by Shirley Conroy. Although we had great expectations about what the system would be able to do, the system did not live up to our expectations. We did not receive enough training to be able to realize

all that the system was capable of with our operations. The system is down many times when we come in at 4:00 AM and are ready to work. We are not told in advance about routine maintenance that will cause the system to be down. We have to load all of our MDT pads at 4:00 AM when the early drivers come on because we cannot get on if we try at 8:00 AM when most of our drivers come on because the other drivers on our network are trying to load their pads at this time and the system will not support all MDTs coming on at once. Different reports on the same information from Trapeze will give us different counts for the same time period. We have reports that show us information that we know that we cannot trust because it is not possible that we transported that many clients in that age category for the year. When we reach out to Jacksonville Transportation Authority about problems such as this, we get no response or the run around for who we need to contact for help. We are now at the breaking point and wish to return to CTS so that we are not dependent on another agency for this system. We have employees that have used CTS and CTS is willing to come to us to do training to bring us up to date so that implementation is smooth. We look forward to going back to a system that we are sure will not be down as much and that we will not have as many issues with.

The third priority on our list is a diesel 2500 Dodge Ram crew cab truck. As with all agencies that do maintenance in house, SVTA has to have a way to get to the drivers when there are break downs and other issues that demand a mechanic on site immediately. Because SVTA serves three rural areas, we often have to come to the rescue of our drivers for things such as the vehicle getting stuck. The problem is that the current mechanic truck often breaks down and cannot pull anything out of a ditch or back to the shop at SVTA. We have to pay extra for a wrecker to do the pulling and hauling unless the Administrator is available for us to use his personal truck to accomplish the task at hand. Having a full service shop means that we have to have the equipment to meet the agency's needs when it comes to mechanic work. We desperately need a reliable shop truck with enough horse power to pull and tow our vehicles. We are asking that the Shirley Conroy Grant purchase a shop truck that will allow us to properly service our vehicles.

Where:

Suwannee Valley Transit Authority is designated as the Community Transportation Coordinator for Columbia, Hamilton, and Suwannee Counties. We contract with the Commission to transport clients under the Transportation Disadvantaged Trust Fund. We also have contracts with other agencies including Access2Care and FDOT. All three requests would be used in our service to these three counties. As previously stated, Suwannee Valley Transit Authority covers a total of 2,012 square miles and a population of 126,403 people are served between the three counties.

When:

Orders for all equipment awarded under this grant will be placed by the Administrator as soon as the grant agreement between the agency and the Florida Commission for the Transportation Disadvantaged is executed. All equipment will be in the agency's possession on or before June 30, 2018.

How:

The Ford van will be purchased David Morris at Nations Bus using the state procurement system. We have attached an application. The CTS software and hardware will be

purchased through Adam Fox at CTS. We have attached quotes that Mr. Fox told us he would honor even after the thirty day expiration on the quote. The 2500 Dodge Ram will be purchased from David Clemmons at North Tampa Chrysler, Jeep, and Dodge using the state procurement system.

Why:

Suwannee Valley Transit Authority is the CTC for Columbia, Hamilton, and Suwannee Counties. We transport the transportation disadvantaged under the Transportation Disadvantaged Grant Agreement. We transport patients to various appointments such as dialysis and to the doctor's office. We also do shopping trips. Suwannee Valley Transit Authority is a vital part of the three communities that we serve because we provide residents with life sustaining transportation they would otherwise not have. Suwannee Valley Transit Authority was formed in 1974. During the forty-three (43) years that we have been in service, we have served many citizens of our three counties.

Without grants, Suwannee Valley Transit Authority would not be able to keep operations up to date and running smoothly. The team at Suwannee Valley Transit Authority does everything within our control to ensure that passengers get their appointments on time and safely. We would like to take advantage of every opportunity to improve operations. We have the citizens of our three counties at heart when we go about our daily operations at Suwannee Valley Transit Authority.

Status of 2015/2016 and 2016/2017 Grants:

Through the Shirley Conroy Grant for 2015/2016, Suwannee Valley Transit Authority was able to replace two aged vehicles with a twenty-four (24) foot cutaway and a minivan. Both vehicles were right on time. We use the minivan to transport smaller trips that require more room than we have on the MV1. The cutaway is in service with our Jasper Meal Site. Both vehicles allow us to get our clients where they need to be in a safe and timely manner. We do not have to worry about breakdowns as much as our aging fleet is replaced.

We were able to purchase another cutaway and mini-van through the 2016/2017 Shirley Conroy Grant. We were very pleased to get these vehicles. The mini-van added to our fleet of being able to transport smaller groups and the cutaway allowed us to replace one that needed to be replaced. We are pleased to say that we are realizing our goal of having a good fleet that can transport our clients to and from their appointments. The Shirley Conroy Grant has allowed us to be more reliable and efficient in our operations.

2017-006 AUTHORIZING RESOLUTION

A RESOLUTION of the BOARD OF DIRECTORS of the Suwannee Valley Transit Authority (Applicant), hereinafter BOARD, hereby authorizes the filing of a Shirley Conroy Rural Area Capital Assistance Program Grant Application with the Florida Commission for the Transportation Disadvantaged.

WHEREAS, this BOARD has the authority to file this Grant Application and to undertake a transportation disadvantaged service project as authorized by Section 427.0159, Florida Statutes, and Rule 41-2, Florida Administrative Code.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD THAT:

1. The BOARD has the authority to file this grant application.
2. The BOARD authorizes Larry Sessions to file and execute the application on behalf of the Suwannee Valley Transit Authority

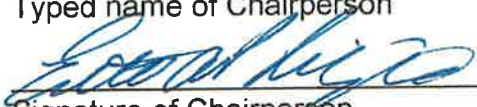
_____ with the Florida Commission for the Transportation Disadvantaged.
3. The BOARD'S Registered Agent in Florida is Larry Sessions
4. The BOARD authorizes Larry Sessions to sign any and all agreements or contracts which are required in connection with the application.
5. The BOARD authorizes Larry Sessions to sign any and all assurances, reimbursement invoices, warranties, certifications and any other documents which may be required in connection with the application or subsequent agreements.

DULY PASSED AND ADOPTED THIS 14th DAY OF August 2017

BOARD OF Suwannee Valley Transit Authority

Beth Burnam

Typed name of Chairperson


Signature of Chairperson

ATTEST: Eric Musgrove, Board Secretary

Signature 

2017-006 AUTHORIZING RESOLUTION

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5. The BOARD authorizes Larry Sessions to sign any and all assurances, reimbursement invoices, warranties, certifications and any other documents which may be required in connection with the application or subsequent agreements.

DULY PASSED AND ADOPTED THIS 14th DAY OF August 2017

BOARD OF Suwannee Valley Transit Authority

Beth Burnam

Typed name of Chairperson


Signature of Chairperson

ATTEST: Eric Musgrove Board Secretary

Signature 




SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION STANDARD ASSURANCES

The recipient hereby assures and certifies that:

1. The recipient has the requisite fiscal, managerial, and legal capacity to carry out the Transportation Disadvantaged Program and to receive and disburse State funds.
2. The recipient intends to accomplish all tasks as identified in this grant application.
3. The recipient is aware that the Shirley Conroy Rural Area Capital Assistance Program Grant is a reimbursement grant. Reimbursement of funds will be approved for payment upon receipt of a properly completed invoice with supporting documentation such as the vendor's invoice preferably reflecting a zero balance due or a copy of the cancelled check along with the vendor's invoice. If this project consists of a vehicle purchase, the application for title reflecting the Commission as the first lienholder is also required.
4. The recipient is aware that the approved project must be complete by June 30, 2018, which means the equipment must be received by the recipient by that date or reimbursement will not be approved.
5. Transportation Disadvantaged Trust Funds will not be used to supplant or replace existing federal, state, or local government funds.
6. Capital equipment purchased through this grant shall comply with the recipient's competitive procurement requirements or Chapter 287 and Chapter 427, Florida Statutes.

This certification is valid for the agreement period for which the grant application is filed.

Signature: 
Name: Larry Sessions
Title: Administrator
Agency: Suwannee Valley Transit Authority
Service Area: Columbia, Hamilton, Suwannee

Date: 10/13/2017

Fleet #	Date of MFT	Make	Model	Usage Status	NTD Veh Type	Vehicle Length	Engine	VIN #	FDOT Control Number	Tag	U/F / Ramp / St / NA	W/C Cap	W/C Jump Seat	Seats lost per W/C	# Pass + Adult Driver	Fuel Type / Cap	Insurance	Other Equipment	Source Funded By	Passes Title?	Category	Mileage	FDOT Suggested Max Mileage	FDOT Age (years)	Current Vehicle Age
01	2016	Dodge	Caravan		MV	16.3	3.6	2C4RDG856GR237607		Y1201	NA	0	0	0	6	Gas 20	PK2FL106144011501	C-T	S Conroy Cap	No	Category II	12579	100,000	4	1 Yrs. 6 Mos.
02	2017	Dodge	Caravan		MV	16.3	3.6	2C4RDG856GR237736		Y1203	NA	0	0	0	6	Gas 20	PK2FL106144011501		S Conroy Cap	No	Category II	19612	100,000	4	0 Yrs. 9 Mos.
03	2015	Ford	E450		CU	23.9	6.8	1FDFF4159F0A35290		TFO569	lift	2	3	4	14	Gas 55	PK2FL106144011501	C-T	S Conroy Cap	No	Category I	59705	250,000	7	2 Yrs. 6 Mos.
04	2016	Ford	E450		CU	23.9	6.8	1FDFF4159G0C35337	91283	YK694	lift	2	3	4	14	Gas 55	PK2FL106144011501	C-T	S Conroy Cap	No	Category I	31470	250,000	7	1 Yrs. 6 Mos.
5	2003	Thomas	Trolley		CU	33	31268	1T023087331130870	166	TZ231	lift	2	2	3	32	Diesel 100	PK2FL106144011501	C-T	FDOT 5310	Yes	Category I	69353	200,000	5	14 Yrs. 6 Mos.
06	2016	Ford	E150		CU	21	5.4	1FDWE13FL5G0C32266	91288	YK698	lift	2	3	3	9	Gas 55	PK2FL106144011501	C-T	S Conroy Cap	No	Category I	32037	200,000	5	1 Yrs. 6 Mos.
07	2016	Ford	E450		CU	23.9	6.8	1FDFF4159G0C35339		YK737	lift	2	3	3	14	Gas 55	PK2FL106144011501	C-T	S Conroy Cap	No	Category I	6933	250,000	1	Yrs. 6 Mos.
10	2012	Ford	F550		CU	27.5	6.8	1F0GP5G0CE997504		TS45654	lift	2	0	0	16	Gas 40	PK2FL106144011501	C-T	S Conroy Cap	No	Category I	150431	250,000	7	5 Yrs. 6 Mos.
11	2009	Chevy	3500		CU	21	6.0	1GBJG21K481232919		Y1124	lift	2	3	3	9	Gas 35	PK2FL106144011501	C-T	SVTA FUNDS	Yes	Category II	293351	250,000	7	8 Yrs. 2 Mos.
12	2006	Chevy	3500		CU	21	6.0	1GBJG31U381264615		Y1204	lift	2	3	3	9	Gas 35	PK2FL106144011501		SVTA FUNDS	Yes	Category II	386669	250,000	7	11 Yrs. 6 Mos.
13	2009	Chevy	3500		CU	23.9	6.0	1GBJG31K491102902		Y1125	lift	3	4	3	14	Gas 55	PK2FL106144011501	C-T	SVTA FUNDS	Yes	Category I	308543	250,000	7	8 Yrs. 6 Mos.
14	2011	Chevy	3500		CU	21	6.0	1GBJG28G781174734		YF032	lift	2	0	0	8	Gas 35	PK2FL106144011501	C-T	S Conroy Cap	No	Category II	188383	200,000	5	6 Yrs. 6 Mos.
15	2009	Chevy	3500		CU	21	6.0	1GBJG31KX81232570		TB6062	lift	2	0	0	8	Gas 35	PK2FL106144011501	C-T	S Conroy Cap	No	Category II	213211	200,000	5	8 Yrs. 6 Mos.
17	2009	Chevy	3500		CU	21	6.0	1GBJG31K2911079936	80206	X26918	lift	2	3	2	9	Gas 35	PK2FL106144011501	C-T	ARRA 5311 C	No	Category II	224306	200,000	5	8 Yrs. 6 Mos.
18	2013	Ford	F550		CU	27.5	6.7	1F0G15G72DEB00406	91214	YD390	lift	2	0	0	16	Diesel 55	PK2FL106144011501	C-T	FDOT 5310	No	Category I	179662	250,000	7	4 Yrs. 6 Mos.
1010	2010	Dodge	Caravan		MV	16.3	3.3	2D4RNAD6XAR450096	80254	T87326	ramp	1	2	2	7	Gas 20	PK2FL106144011501		FTA-ARRA 5311 C	No	Category II	174068	200,000	5	7 Yrs. 1 Mos.
1122	2011	Champion	Bus		BU	33	158-6.7	4UZAB00T0ACAT2710	80252	TC4288	lift	2	3	2	29	Diesel 100	PK2FL106144011501	C	FTA-ARRA 5311 C	No	Category I	75187	350,000	10	6 Yrs. 6 Mos.
1124	2011	Champion	Bus		BU	33	158-6.7	4UZAB00T0ACAT2712	80250	TC4289	lift	2	3	2	29	Diesel 100	PK2FL106144011501	C	FTA-ARRA 5311 C	No	Category I	25545	350,000	10	6 Yrs. 6 Mos.
25	2001	Blue Bird	Bus		BU	26	5.9	1BAGBCPA42F202651	52	YH249	lift	2	0	0	24	Diesel 85	PK2FL106144011501	C-T	FDOT 5310	Yes	Category I	***	250,000	7	16 Yrs. 5 Mos.
27	1997	Thomas	Bus		BU	33	3116	177H929V1152213		Y1202	NA	0	0	0	41	Diesel 100	PK2FL106144011501		SVTA FUNDS	Yes	Category I	87754	350,000	10	20 Yrs. 9 Mos.
1028	2010	Eldorado	Bus		BU	32	158-6.7	1N9MNA665AC084275	80241	T87885	ramp	2	2	3	31	Diesel 100	PK2FL106144011501	C-T	FTA-ARRA 5311 C	No	Category I	130120	350,000	10	7 Yrs. 6 Mos.
1029	2010	Eldorado	Bus		BU	32	158-6.7	1N9MNA667AC084276	80242	T87890	ramp	2	2	3	31	Diesel 100	PK2FL106144011501	C-T	FTA-ARRA 5311 C	No	Category I	78296	350,000	10	7 Yrs. 6 Mos.
1030	2010	Eldorado	Bus		BU	32	158-6.7	1N9MNA668AC084277	80243	T87891	ramp	2	2	3	31	Diesel 100	PK2FL106144011501	C-T	FTA-ARRA 5311 C	No	Category I	118053	350,000	10	7 Yrs. 6 Mos.
1031	2010	Eldorado	Bus		BU	32	158-6.7	1N9MNA669AC084278	80248	T87896	ramp	2	2	3	31	Diesel 100	PK2FL106144011501	C-T	FTA-ARRA 5311 C	No	Category I	78383	350,000	10	7 Yrs. 6 Mos.
43	2012	VPG	MV1		MV	17	4.6	523MF1A81CM101614	91322	YH626	ramp	1	1	1	4	Gas 24	PK2FL106144011501	C-T	FDOT 5310	No	Category II	120852	200,000	5	5 Yrs. 4 Mos.
44	2012	VPG	MV1		MV	17	4.6	523MF1A81CM101596	91325	YH627	ramp	1	1	1	4	Gas 24	PK2FL106144011501	C-T	FDOT 5310	No	Category II	135128	200,000	5	5 Yrs. 4 Mos.
45	2014	VPG	MV1		MV	17	4.6	57WMD1A6XCM100942	91259	YH630	ramp	1	1	1	4	Gas 24	PK2FL106144011501	C-T	FDOT 5310	No	Category II	83784	200,000	5	3 Yrs. 4 Mos.
46	2015	Ford	E350		CU	21	5.4	1FDWE13FL0F0A28053		Y1034	lift	2	3	3	9	Gas 55	PK2FL106144011501	C-T	TD Fund	No	Category II	97802	200,000	5	2 Yrs. 4 Mos.
47	2008	Ford	F250		TK	18	5.4	1FTFN209781C08564		TAB373	NA	0	0	0	1	Gas 35	PK2FL106144011501		S Conroy Cap	Yes	Category II	118500	150,000	5	9 Yrs. 6 Mos.

USAGE STATUS LEGEND:
 R- IN NEED OF REPAIR
 CURRENTLY UNDER REPAIR
 PFS- PULLED FROM SERVICE (SELL OR DISPOSE)

UR-

*** - Odometer Inoperable - Unit Currently Under Repair.



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November 8, 2017

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Suwannee Valley Transit Authority Operations Reports

RECOMMENDATION

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

BACKGROUND

Attached are the following reports:

1. Suwannee Valley Transit Authority Operations Report July - September 2017;
2. Fiscal Year 2017/18 Transportation Disadvantaged Trust Fund Status Report;
3. Commendation/Complaint Reports; and
4. Unmet Transportation Needs Report.

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

Attachments

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**SVTA QUARTERLY OPERATING REPORT
COLUMBIA HAMILTON SUWANNEE
JULY, AUGUST, SEPTEMBER 2017**

OPERATING DATA	JULY	AUGUST	SEPTEMBER	TOTAL
TOTAL TRIPS	3,144	3,540	2,789	9,473
Arc of N FL	488	586	377	1,451
TD Trust Fund	2,265	2,499	2,063	6,827
Vocational Rehabilitation	2	10	0	12
Disability Determination	0	0	0	0
Ryan White	6	0	0	6
Acess 2 Care	17	19	14	50
Other	366	423	335	1,124
TOTAL DOLLARS INVOICED				\$0.00
Arc of N FL				\$0.00
TD Trust Fund				\$0.00
Vocational Rehabilitation				\$0.00
Disability Determination				\$0.00
Ryan White				\$0.00
Acess 2 Care				\$0.00
Other				\$0.00
TRIP PURPOSE				
Church	0	0	0	0
Day Treatment	34	32	25	91
Dialysis	787	745	728	2,260
Education/Training	824	1,010	684	2,518
Event	0	0	0	0
Medical/Life Sustaining	560	632	405	1,597
Nutrition	308	364	214	886
Other	105	114	69	288
Pharmacy	28	15	18	61
School	4	80	211	295
Shopping	251	294	253	798
Social	115	90	72	277
Social Services	23	10	4	37
Substance Abuse Treatment	2	8	6	16
Volunteer	52	51	40	143
Work	51	95	60	206
NUMBER OF TRIPS DENIED	4	3	0	7

FUNDS BY COUNTY

COLUMBIA	AMOUNT BILLED TO CTD		HAMILTON	AMOUNT BILLED TO CTD		SUWANNEE	AMOUNT BILLED TO CTD
JULY 2017			JULY 2017			JULY 2017	
AMBULATORY	\$19,720.80		AMBULATORY	\$16,021.41		AMBULATORY	\$27,767.90
WC	\$6,682.53		WC	\$906.35		WC	\$4,867.83
TOTAL BILLED TO CTD	\$26,403.33		TOTAL BILLED TO CTD	\$16,927.76		TOTAL BILLED TO CTD	\$32,635.73
AUGUST 2017			AUGUST 2017			AUGUST 2017	
AMBULATORY	\$20,282.04		AMBULATORY	\$17,969.00		AMBULATORY	\$26,584.24
WC	\$7,843.26		WC	\$1,667.29		WC	\$7,177.37
TOTAL BILLED TO CTD	\$28,125.30		TOTAL BILLED TO CTD	\$19,636.29		TOTAL BILLED TO CTD	\$33,761.61
SEPTEMBER 2017			SEPTEMBER 2017			SEPTEMBER 2017	
AMBULATORY	\$17,521.57		AMBULATORY	\$11,714.18		AMBULATORY	\$15,538.69
WC	\$6,265.73		WC	\$1,132.94		WC	\$7,440.66
TOTAL BILLED TO CTD	\$23,787.30		TOTAL BILLED TO CTD	\$12,847.12		TOTAL BILLED TO CTD	\$22,979.35
TOTAL BILLED TO CTD	\$78,315.93		TOTAL BILLED TO CTD	\$49,411.17		TOTAL BILLED TO CTD	\$89,376.69

***THIS REPORTS REFLECTS ONLY WHAT WAS BILLED TO CTD. IT DOES NOT SHOW THE ACTUAL AMOUNT RECEIVED FROM CTD
OR THE ACTUAL REMAINING BALANCE OF THE NON SPONSORED GRANT.

COMMENDATIONS July-Sept

EMPLOYEE NAME/#	Harvey #134 and Karen
COMMENDATION #	2017_05
DATE	9/20/2017
TIME	AM
RIDER NAME	██████████
COMMENDATION MADE BY	self
CONTACT #	██████████
RIDER'S COUNTY OF RESIDENCE	Suwannee
COMMENDATION TAKEN BY	Teresa Fortner
COMMENDATION	Rode to the Retina Clinic in Lake City with Harvey #134. ██████████ stated that the driver was so sweet, kind and nice. He was very helpful and she had a perfect ride. She also commended Karen. She stated that she is always so nice and makes it so easy to schedule her rides.

EMPLOYEE NAME/#	Harvey #134
COMMENDATION #	2017_06
DATE	9/22/2017
TIME	2:30 PM
RIDER NAME	██████████
COMMENDATION MADE BY	self
CONTACT #	██████████
RIDER'S COUNTY OF RESIDENCE	Suwannee
COMMENDATION TAKEN BY	Teresa Fortner
COMMENDATION	██████████ rode to the Social Security Office in Lake City with driver #134. She stated that she really appreciates the service. She was happy with the driver. Her trip was quiet and in a timely manner.

EMPLOYEE NAME/#	SVTA Staff
COMMENDATION #	2017_07
DATE	9/29/2017
TIME	2:39pm
RIDER NAME	██████████
COMMENDATION MADE BY	self
CONTACT #	██████████
RIDER'S COUNTY OF RESIDENCE	Columbia
COMMENDATION TAKEN BY	Teresa Fortner
COMMENDATION	██████████ called so say that SVTA has the nicest employees. She wanted to thank us for the service that we provide. She commented that she knows that sometimes we only hear complaints, so she wanted to provide a compliment.

COMPLAINTS July-Sept

COMPLAINT #	
DATE	
TIME	
COMPLAINANT'S NAME	
COMPLAINANT'S POC	
COMPLAINANT'S ISSUE	
COUNTY OF RESIDENCE	
SVTA'S ACTION TAKEN	
RESOLUTION	

COMPLAINT #	
DATE	
TIME	
COMPLAINANT'S NAME	
COMPLAINANT'S POC	
COMPLAINANT'S ISSUE	
COUNTY OF RESIDENCE	
SVTA'S ACTION TAKEN	
RESOLUTION	

COMPLAINT #	
DATE	
TIME	
COMPLAINANT'S NAME	
COMPLAINANT'S POC	
COMPLAINANT'S ISSUE	
COUNTY OF RESIDENCE	
SVTA'S ACTION TAKEN	
RESOLUTION	

TRIP DENIAL REPORT

JULY – AUGUST - SEPTEMBER 2017

	JULY 2017		
DATE	PICK UP	DESTINATION	DENIAL REASON
7/5/2017	WHT SPRINGS	MEDICAL	NO DRIVER AVAILABLE
7/13/2017	LAKE CITY	MEDICAL	GVILLE ROUTE FULL
7/13/2017	LAKE CITY	MEDICAL	LAST MINUTE NO ROUTE AVAILABLE
7/14/2017	LAKE CITY	MEDICAL	LAST MINUTE NO ROUTE AVAILABLE

	AUG 2017		
DATE	PICK UP	DESTINATION	DENIAL REASON
8/3/2017	LAKE CITY	DISCHARGE	NO DRIVER AVAILABLE
8/17/2017	LAKE CITY	DISCHARGE	NO DRIVER AVAILABLE
8/18/2017	LAKE CITY	DISCHARGE	NO DRIVER AVAILABLE IN GVILLE

	SEPT 2017		
DATE	PICK UP	DESTINATION	DENIAL REASON

ATTENDANCE RECORD

COLUMBIA, HAMILTON AND SUWANNEE TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	11/16/16	2/15/17	5/17/17	8/9/17
Chair	Commissioner Beth Burnam	P	P	P	P
Columbia County Elected Official	Commissioner Bucky Nash	P	P	P	P
Suwannee County Elected Official	Commissioner Don Hale		P	P	P
Florida Department of Transportation	Sandra Collins	A	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Kay Tice	P	P	P	P
Alternate Member	Amanda Bryant			A	A
Florida Agency for Health Care Administration	Deweese Ogden	A	P	P	A
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	Jeffrey Aboumrad	A	P	A	A
Alternate Member	Allison Gill	P	A	A	A
Public Education	Daniel Taylor	A	P	A	A
Alternate Member	Vacant				
Florida Department of Elder Affairs	Bruce Evans	A	A	A	A
Alternate Member	Dwight Law	P	P	P	P
Citizen Advocate	Vacant				
Alternate Member	Louie Goodin	A	A	A	A
Citizen Advocate - User	Richard Bryant	P	A	P	P
Alternate Member	Jeffrey Bradley				P
Elderly	LJ Two Spirits Johnson	P	P	P	A
Alternate Member	Vacant				
Veterans	Bo Beauchemin	P	P	P	P
Alternate Member	Ellis Gray, III	A	A	A	A
Persons with Disabilities	Ralph P. Kitchens Jr.	A	P	P	P
Alternate Member	Denise Morgan	A	A	P	A
Florida Association of Community Action	Matthew Pearson	P	P	P	P
Alternate Member	Vacant				
Children at Risk	Colleen Cody	P	P	Yvonne Rodriguez	P
Alternate Member	Audre J. Washington	A	A	P	A
Private Transit	Vacant				
Alternate Member	Vacant				
Regional Workforce Board	Diane Head		A	A	P
Alternate Member	Darlene Strimple			P	P
Medical Community	Sandra Buck-Camp	P	P	P	P
Alternate Member	Vacant				

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

ATTENDANCE POLICY: The North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings.

