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March 29, 2017

TO: Dixie County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Dixie County Transportation Disadvantaged Coordinating Board will meet **Thursday, April 6, 2017 at 1:00 p.m.** or as soon thereafter the public workshop in the Board of County Commissioners Meeting Room located in the Dixie County Courthouse at 214 NE Hwy 351, Cross City, Florida. This is an important meeting of the Board. The Board will approve the Fiscal Year 2017/18 Transportation Disadvantaged Program service rates. 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 1-800-226-0690 extension 110.

Attachment

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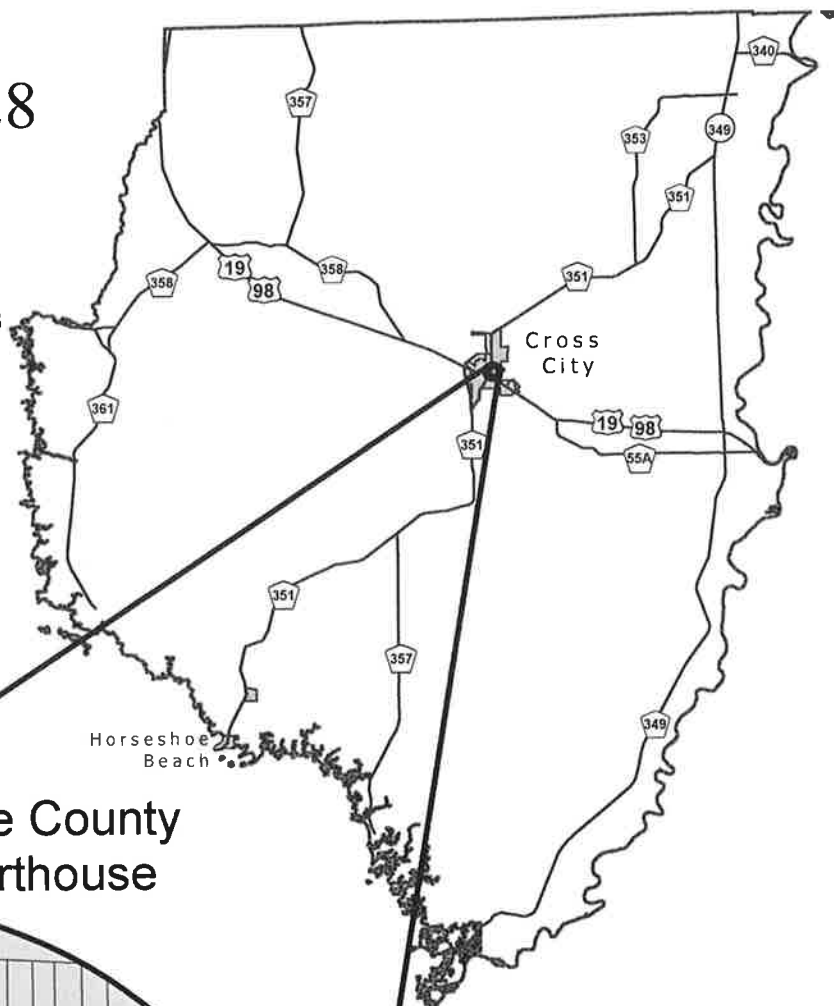
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Dixie County Courthouse

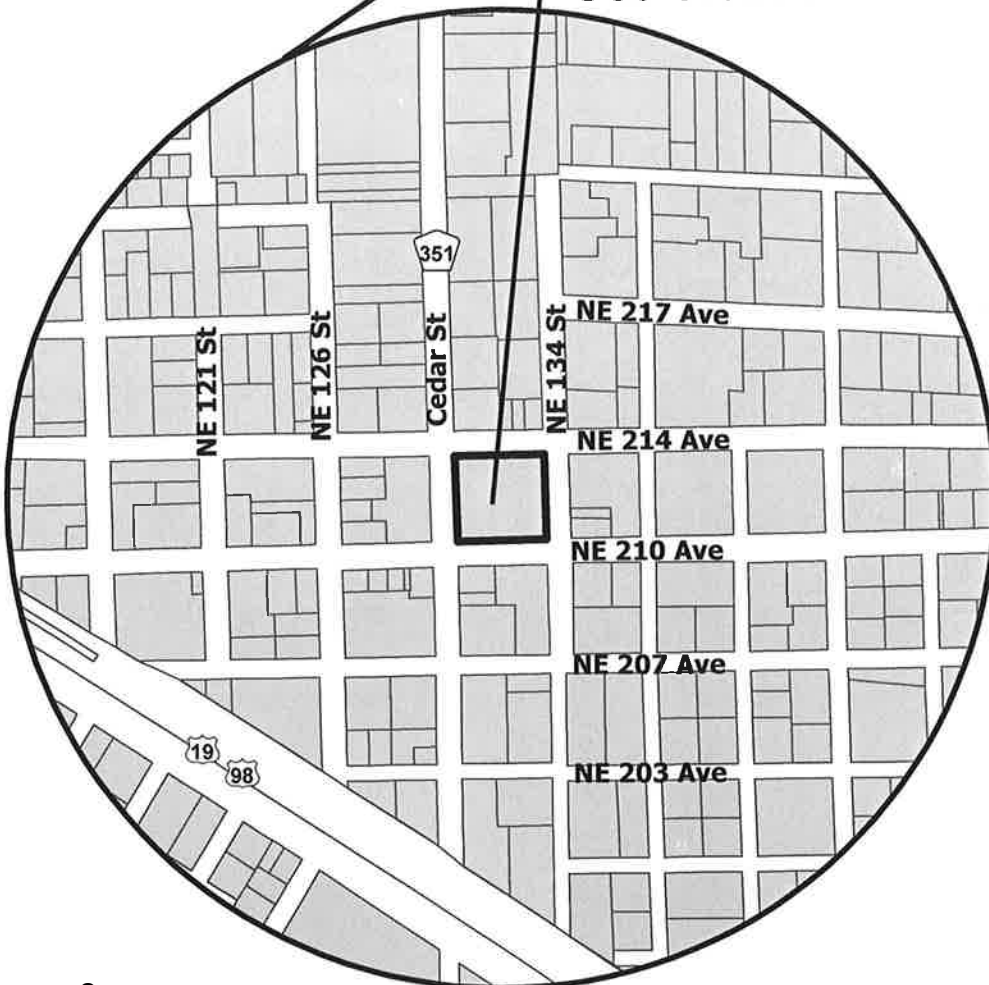
214 County Road 351

Cross City, Florida 32628

Directions: From the intersection of U.S. Highway 19/98 and County Road 351 (also known as Cedar St) in the Town of Cross City head, North onto County Road 351 (also known as Cedar St) travel three blocks and the Dixie County Courthouse will be on the right, on the Eastern side of County Road 351 (also known as Cedar St).



Dixie County
Courthouse



1 inch = 500 feet





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**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEETING ANNOUNCEMENT AND AGENDA**

County Commissioners' Meeting Room
Dixie County Courthouse
Cross City, Florida

Thursday
April 6, 2017
1:00 p.m. or as soon thereafter
the public workshop

I. BUSINESS MEETING – CALL TO ORDER

- | | | |
|---|---------------|------------------------|
| A. Approval of the Meeting Agenda | | ACTION REQUIRED |
| B. Approval of the January 5, 2017 Minutes | Page 7 | ACTION REQUIRED |

II. NEW BUSINESS

- | | | |
|---|-----------------|---------------------------|
| A. Suwannee River Economic Council
2015/16 Compliance Monitoring Report | Page 11 | NO ACTION REQUIRED |
| <u>The Board needs to review Suwannee River Economic Council's 2015/16 Compliance Monitoring Report</u> | | |
| B. 2017/18 Dixie County Transportation
Disadvantaged Service Plan | Page 27 | ACTION REQUIRED |
| <u>The Board needs to review and approve the 2017/18 Dixie County Transportation Disadvantaged Service Plan</u> | | |
| C. Elect Vice-Chair | Page 105 | ACTION REQUIRED |
| <u>The Board needs to re-elect Sandra Collins as Vice-Chair or elect a new Vice-Chair</u> | | |
| D. Suwannee River Economic Council
Operations Reports | Page 107 | NO ACTION REQUIRED |

III. OTHER BUSINESS

A. Comments

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

IV. FUTURE MEETING DATES

- A. July 6, 2017 at 1:00 p.m.**
- B. October 5, 2017 at 1:00 p.m.**

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

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

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Jason Holifield Local Elected Official/Chair	Not Applicable
Sandra Collins, Vice-Chair Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Debbie Andrews Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Jeff Aboumrad Florida Department of Education Grievance Committee Member
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Deweece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Selvin Cray Regional Workforce Board	Sifoa Nunu Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Tim Alexander Public Education Grievance Committee	Vacant Public Education
Vacant Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Vacant Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Vacant Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Vacant Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Scott Pendarvis Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Sandra Woodard Children at Risk Term ending June 30, 2016	Brooke Ward Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

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

County Commissioners' Meeting Room
Dixie County Courthouse
Cross City, Florida

Thursday
January 5, 2017
1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Jason Holifield, Chair
Jeff Aboumrad, Florida Department of Education Representative
Sandra Collins, Florida Department of Transportation Representative
Deweece Ogden, Florida Agency for Health Care Administration Representative
Scott Pendarvis, Medical Community Representative
Sandra Woodard, Early Childhood Services Representative

VOTING MEMBERS ABSENT

Tim Alexander, Public Education Representative
Debbie Andrews, Florida Department of Children and Families Representative

OTHERS PRESENT

Matthew Pearson, Suwannee River Economic Council

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Chair Holifield called the meeting to order at 1:00 p.m.

A. Invocation

Matthew Pearson gave the invocation.

B. Pledge of Allegiance

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

C. Introductions

Chair Holifield asked everyone to introduce themselves.

D. Approval of the Meeting Agenda

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

E. Approval of the November 3, 2016 Meeting Minutes

ACTION: Sandra Woodard moved to approve the November 3, 2016 meeting minutes. Scott Pendarvis seconded; motion passed unanimously.

II. NEW BUSINESS

A. Dixie County Transportation Disadvantaged Service Plan Amendments

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that transportation projects selected for funding under Moving Ahead for Progress in the 21st Century (MAP-21) Act must be included in the Dixie County Transportation Disadvantaged Service Plan. She said Suwannee River Economic Council applied for U.S.C. Section 5311 and 5339 grant funding. She said these projects have been included in the Dixie County Transportation Disadvantaged Service Plan. She said the Board must approve the inclusion of these projects in the Plan in order for Suwannee River Economic Council to receive funding.

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, stated that Suwannee River Economic Council is applying for funds to purchase one small vehicle. He said the smaller vehicle will be more efficient when a few passengers need to be transported.

Sandra Collins stated that the Florida Department of Transportation will be reviewing and ranking the grant applications received in District 2. She said that, currently, the Florida Department of Transportation does not have authority from the Federal Transit Administration to award funding for any of these projects.

ACTION: Jeff Aboumrad moved to approve the amendments to the Dixie County Transportation Disadvantaged Service Plan. Sandra Woodard seconded; motion passed unanimously.

B. Suwannee River Economic Council Operations Reports

Mr. Pearson discussed the operations reports. He noted that Suwannee River Economic Council is providing fewer Medicaid sponsored trips from the previous year.

III. OTHER BUSINESS

A. Comments

1. Members

Sandra Woodard stated that there will be an upcoming child abuse initiative lead by the Ounce of Prevention Program. She said partnering with local public transit agencies to wrap vehicles was mentioned as a way to bring awareness to local communities about child abuse prevention. She asked if Suwannee River Economic Council would have any interest in this type of partnership.

Mr. Pearson said Suwannee River Economic Council may be interested in this type of partnership if the Ounce of Prevention is willing to sponsor the bus wrapping.

Jeff Aboumrad announced that the Florida Department of Education Department of Vocational Rehabilitation Area II Office has a new Director.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Chair Holifield stated that the next meeting of the Board is scheduled for April 6, 2017 at 1:00 p.m.

ADJOURNMENT

The meeting adjourned at 1:30 p.m.

Coordinating Board Chair

Date



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March 29, 2017

TO: Dixie County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Suwannee River Economic Council
2015/16 Compliance Monitoring Report

RECOMMENDATION

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

BACKGROUND

The Florida Commission for the Transportation Disadvantaged contracted with Thomas Howell Ferguson, P.A. to conduct compliance consulting services of Suwannee River Economic Council as the Dixie County Community Transportation Coordinator. The review period was July 1, 2015 through June 30, 2016. Attached is the 2015-16 Compliance Monitoring Report.

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

Attachment


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

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

**Suwannee River Economic Council
Dixie County Community Transportation Coordinator**

2015-16 Compliance Monitoring Report

 **Thomas Howell
Ferguson P.A.**
Certified Public Accountants

**Compliance Consulting Services
Suwannee River Economic Council
Dixie County Community Transportation Coordinator
2015-16 Compliance Monitoring Report**

Contents

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Suggestions Letter	5

October 10, 2016

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Suwannee River Economic Council
Dixie County Community Transportation Coordinator
Live Oak, Florida

We have performed specific compliance consulting services as enumerated in FCTD's 2015-16 monitoring tool. These services were contracted by the Florida Commission for the Transportation Disadvantaged (FCTD) to comply with its programmatic oversight and monitoring responsibilities related to:

- *Florida Statutes Chapter 427*
- *Florida Administrative Code Rule 41.2*
- *Florida Administrative Code Rule 14.90*
- *The Transportation Disadvantaged Service Plan (TDSP)*
- *The System Safety Program Plan (SSPP)*
- *The FCTD Memorandum of Agreement (MOA)*

These consulting services were conducted in accordance with the Statements on Standards for Consulting Services established by the American Institute of Certified Public Accountants. The sufficiency of the consulting services is solely the responsibility of FCTD. Consequently, we make no representations regarding the sufficiency of the consulting services performed, either for the purpose for which this report has been requested or for any other purpose.

On October 10, 2016 we visited the Suwannee River Economic Council, Dixie County Community Transportation Coordinator (CTC) and performed compliance consulting services as summarized in FCTD's 2015-16 compliance monitoring tool for the period of July 1, 2015 through June 30, 2016. The procedures performed and our related findings begin on page 2 of this report.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the Suwannee River Economic Council, Dixie County Community Transportation Coordinator's compliance with the statutes, plans, and agreements identified above. Accordingly, we do not express such an opinion.

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



Thomas Howell Ferguson P.A.
Tallahassee, Florida

**Suwannee River Economic Council
Dixie County Community Transportation Coordinator
2015-16 Compliance Monitoring Report**

Executive Summary

Organization Environment: Rural
Organization Type: Private nonprofit
Network Type: Partial brokerage

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 River Economic Council
Dixie County 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 including in the summary findings table on page 2.

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

Finding # Dixie CTC 2015-16-001
General Information (Eligibility)

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 and was able to provide requested assessments for the riders selected. However, one out of the 20 selected was an escort to another rider. The Florida Commission for the CTD Transportation Disadvantaged Program Manual for the Trip and Equipment grant specifically states that personal care attendants, escorts, or companions of eligible individuals are not eligible for TD reimbursement.

Criteria: The FCTD Trip and Equipment Grant Program Manual, Part I, section 1(B)(1)

Cause: Invoices submitted were not reviewed prior to submission to determine that such ineligible riders were excluded from billed trips.

Recommendation(s): We recommend that the CTC establish controls to review invoices prior to submission for payment to ensure that escorts, personal care attendants, or companions of eligible riders are not billed to TD for reimbursement. We also recommend that the CTC review invoices submitted during the monitoring period to determine the dollar amount billed for ineligible riders such as escorts and that the dollar amount billed be reported to TD. The CTC should continue to track the volume of trips associated with these types of riders to be able to recognize them as a cost of doing business and be accounted for when determining rate structure.

**Suwannee River Economic Council
Dixie County Community Transportation Coordinator
2015-16 Compliance Monitoring Report**

Schedule of Findings (continued)

Other Testing Categories:

Florida Statutes Chapter 427 – No findings were noted during the current monitoring period.

Florida Administrative Code Rule 41.2 - No findings were noted in the current monitoring period.

Florida Administrative Code Rule 14.90 - No findings were noted in the current monitoring period.

Internal Control Survey - No findings were noted in the current monitoring period.

Financial Activity Analysis - No findings were noted in the current monitoring period.

TD Rate Calculation - No findings were noted in the current monitoring period.

Rider, Contractor, and Purchasing Agent Surveys - No findings were noted in the current monitoring period.

Suggestions Letter

October 10, 2016

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Suwannee River Economic Council
Dixie County Community Transportation Coordinator
Live Oak, Florida

In planning and performing the specific compliance consulting services for Suwannee River Economic Council, Dixie County 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 10, 2016, we reported on Suwannee River Economic Council, Dixie County 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 the CTC Executive Director. 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. Written procedures describing the process used to prepare the AOR and Rate Model do exist, however they need to be updated to ensure consistency and accuracy in the preparation of the AOR and Rate Model. 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 River Economic Council, Inc.

2015-2016 Compliance Monitoring
Commission for the Transportation Disadvantaged

Dixie County

October 2016

Corrective Action Plan

FINDING # Dixie CTC 2015-16-001

General Information (Eligibility)

1. Recommendation: The CTC establish controls to review invoices prior to submission for payment to ensure that escorts, personal care attendants, or companions of eligible riders are not billed to TD for reimbursement.
2. Recommendation: The CTC review invoices submitted during the monitoring period to determine the dollar amount billed for ineligible riders such as escorts, and that the dollar amount billed be reported to TD.
3. Recommendation: The CTC should continue to track the volume of trips associated with these types of riders to be able to recognize them as a cost of doing business and be accounted for when determining rate structure.

Corrective Action Plan: We have established a system of checks and balances in the transit software program to identify a TD rider and his/her escort separately so that the expense for transporting the escort is not billed to CTD. Since a passenger may ride as an Escort on one occasion but ride as a qualified, approved TD rider on a separate occasion, the Dispatchers have received additional training to be able to decipher what circumstances constitute the differing categories, thus insuring the passenger is assigned the correct account code within the transit software.

SUGGESTION #1 – AOR and Rate Model Procedures

1. Written procedures used to prepare the AOR and Rate Model need to be updated to ensure consistency and accuracy in the preparation of the AOR and Rate Model.
2. Written procedures should address:
 - a) Which position with the CTC will be responsible for preparing the AOR and Rate Model;
 - b) Which position will be responsible for reviewing the complete documents;
 - c) What documentation will be maintained to support the amounts reported;
 - d) How that documentation should be maintained.

*Corrective Action Plan: Written procedures for the Rate Model are attached (see Attachment #1).
Written procedures for the Annual Operations Report are attached (see Attachment #2).*

SUGGESTION #2 – Eligibility criteria and Management Approval of Applications

1. The CTC should update their eligibility criteria to require supporting documentation from the riders to support their application and eligibility.
2. The CTC management personnel responsible for reviewing rider application should clearly indicate their approval or denial of eligibility, and sign and date the application.
3. The CTC should establish a recertification process to ensure the rider's situation has not changed and they remain eligible for TD funded rides.

Corrective Action Plan: The Dispatchers have been advised to send all TD Intake Applications to the Transportation administration office for final approval and documentation. The Director of Transportation will oversee the verification of the TD applicant's eligibility for final approval.

A recertification process has been established to ensure a TD rider's eligibility status is current. TD riders will be required to update their application annually.

Attachment #1

Rate Model Procedures

Rate Model Procedures

Director of Transportation

- A. Documents needed for Rate Model Input:
 - 1. Prior year's AOR revenue, expenses, and trips*
 - 2. Prior year's passenger miles traveled
 - 3. Prior year's total trips, wheelchair trips, stretcher trips
 - 4. Rate Model form from CTD with accompanying instructions
 - 5. Budget for upcoming year (see C below)
 - 6. Information about policy changes and/or service changes that will affect cost, revenues or trips
- B. Finance Director and Transportation Director will work together to gather the information to be considered in preparation of the Rate Model:
 - 1. Prior year's revenues
 - 2. Prior year's expenses
 - 3. Subsidy revenue sources (5311 for example)
 - 4. Local donations will be considered
 - 5. Future program growth
 - 6. Future program reductions (trip needs and request)
 - 7. Possible changes to the Transportation program
- C. Finance Director will prepare a budget for the upcoming year with input from the Transportation Director:
 - 1. Estimate passenger miles to be traveled during the upcoming year for the following groups (based on previous year's report data as submitted to and approved by the Local Coordinating Transportation Board for each County):
 - a. Ambulatory
 - b. Wheelchair
 - c. Stretcher
 - 2. Estimate number of trips to be performed during the upcoming year for the following groups (based on previous year's report data as submitted to and approved by the Local Coordinating Transportation Board for each County):
 - a. Ambulatory
 - b. Wheelchair
 - c. Stretcher
- D. Using information gathered in B and C above, enter information into Rate Model form. A separate Rate Model is prepared for each County.
- E. Retain backup documentation for future information.
- F. Once finalized and approved by Executive Director, submit to CTD for approval.
- G. When final approval has been received from CTD print copies of Rate Model for SREC records.

* Finance uses Aliba MIP Fund Accounting system to prepare the AOR. In the accounting system the accountant selects: Reports; Financial Statements; Statement of Revenue and Expenses; TRS Annual. The report is prepared by the accountants and reviewed by the Director of Finance.

Attachment #2

Annual Operations Report Procedures

Transportation Annual Operations Report Procedures

DIXIE, GILCHRIST, LAFAYETTE COUNTIES

Director of Transportation

1. When the AOR instruction packet is received via email from the CTD, access the County's report data base and print blank copies of the report for working copies.
2. Send blank forms of the Revenues section and Expenses section to Finance Department. Finance uses Aliba MIP Fund Accounting system to prepare the AOR. In the accounting system the accountant selects: Reports; Financial Statements; Statement of Revenue and Expenses; TRS Annual. The report is prepared by the accountants and reviewed by the Director of Finance.
3. Using the monthly and quarterly reports data from the previous year as submitted to and approved by the Local Coordinating Transportation Board, coordinate with Transportation Program Assistant in compiling said data into yearly totals in all other sections of the AOR report form.
4. Follow detailed report instructions received from the CTD and complete the report using the data collected from 2 and 3 above. Using the previous year's AOR, compare the current working report's numbers to insure a measure of accuracy and consistency.
5. Add justifications for +/- 10% changes as necessary. CTD report form will prompt the user when a justification is required.
6. Review preliminary AOR with Executive Director. Make changes / adjustments as needed.
7. Once finalized and approved by Executive Director, submit AOR to CTD via the website.
Print finalized report for SREC records.



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March 29, 2017

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2017/18 Dixie County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the 2017/18 Dixie County Transportation Disadvantaged Service Plan.

BACKGROUND

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

Attached is the draft 2017/18 Dixie County Transportation Disadvantaged Service Plan. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

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

Dixie County Transportation Disadvantaged Service Plan

July 1, 2017 - June 30, 2018

Dixie County Transportation Disadvantaged
Coordinating Board



2017/18 Dixie County Transportation Disadvantaged Service Plan

Approved by the

Dixie County
Transportation Disadvantaged Coordinating Board

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

Jason Holifield, Chair

with Assistance from



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

and



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

April 6, 2017

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Chapter I: Development Plan

A. Introduction to The Service Area

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

1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

a. Florida Commission for the Transportation Disadvantaged

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

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

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

b. Designated Official Planning Agency

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

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

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

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

c. Local Coordinating Boards

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

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

The following agencies or other groups serve on the local coordinating boards as voting members:

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

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

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

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

d. Community Transportation Coordinator

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

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

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

2. Designation Date/History

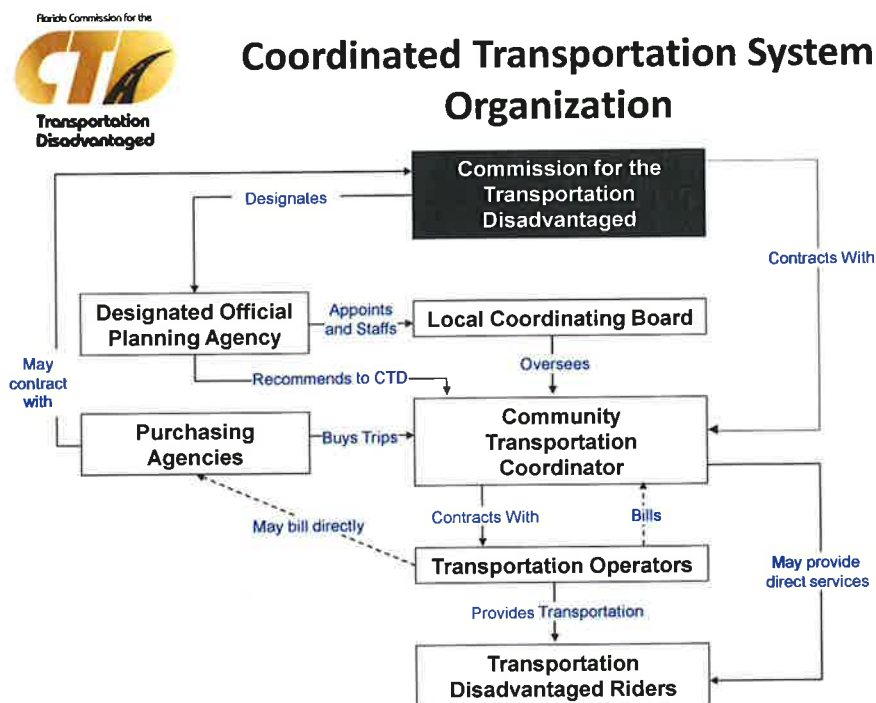
Suwannee River Economic Council is a private non-profit corporation, chartered by the State of Florida in 1966. In 1972, Suwannee River Economic Council began the Suwannee Valley Transit System in Columbia, Hamilton, Suwannee and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created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

The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council's designation as the Community Transportation Coordinator for Dixie County on January 9, 1992. Suwannee River Economic Council was selected as the Community Transportation Coordinator through a request for proposals process. The Florida Commission for the Transportation Disadvantaged re-designated Suwannee River Economic Council as the Dixie County Community Transportation Coordinator effective July 1, 2011.

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

3. Organization Chart

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



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan adopted in October 2011 by the North Central Florida Regional Planning Council is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan. Regional Goal 5.6. is to reduce the unmet general trip demand of the north central Florida transportation disadvantaged population.

The following policies are included in the Strategic Regional Policy Plan to reduce unmet trip demand:

- **Policy 5.6.1.** Improve mobility options for low-income, elderly and disabled citizens.
- **Policy 5.6.2.** Increase funding for coordinated transportation systems for the transportation disabled.
- **Policy 5.6.3.** The Council and/or the Metropolitan Transportation Organization for the Gainesville Urbanized Area should provide technical assistance to designated north central Florida local transportation coordinating boards and community transportation coordinators.

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

c. Transit Development Plans

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

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

6. Dixie County Coordinating Board Membership Certification

DIXIE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION

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

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

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

Signature: Rick Davis, Chair Date: _____

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Jason Holifield	Vacant	No Term
Elderly	Vacant	Vacant	6/30/2017
Disabled	Vacant	Vacant	6/30/2018
Citizen Advocate	Vacant	Vacant	6/30/2018
Citizen Advocate User	Vacant	Vacant	6/30/2018
Children at Risk	Sandra Woodard	Brooke Ward	6/30/2019
Florida Association for Community Action	Vacant	Vacant	6/30/2017
Public Education	Tim Alexander	Vacant	No Term
Florida Department of Transportation	Sandra Collins	Janell Damato	No Term
Florida Department of Children and Families	Debbie Andrews	Vacant	No Term
Florida Department of Elder Affairs	Vacant	Vacant	No Term
Florida Department of Education	Jeff Aboumrad	Vacant	No Term
Florida Agency for Health Care Administration	Deweese Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Vacant	Sifoa Nunu	No Term
Veteran Services	Vacant	Vacant	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2019
Local Medical Community	Scott Pendarvis	Vacant	6/30/2019

7. Dixie County Transportation Coordinating Board Membership

**DIXIE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Jason Holifield Local Elected Official/Chair	Not Applicable
Sandra Collins, Vice-Chair Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Debbie Andrews Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Jeff Aboumrad Florida Department of Education Grievance Committee Member
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Deweese Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Vacant Regional Workforce Board	Sifoa Nunu Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Tim Alexander Public Education Grievance Committee	Vacant Public Education
Vacant Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Vacant Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Vacant Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Vacant Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Scott Pendarvis Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Sandra Woodard Children at Risk Term ending June 30, 2016	Brooke Ward Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

B. Service Area Profile and Demographics

1. Dixie County Service Area Description

The unincorporated area of Dixie County is approximately 711 square miles or 454,951 acres in area. The County is located in the north central portion of the state of Florida and is bordered on the north by Lafayette County, on the east by Gilchrist County and on the west by Taylor County. The Suwannee River forms a boundary on the east, the Steinhatchee River forms a boundary on the northwest and the Gulf of Mexico forms a boundary on the west.

The central portion of the County contains the County seat which is the Town of Cross City containing 1,728 persons in 2013 which accounts for 10.5 percent of the County's total population.

2. Demographics

a. Land Use

The purpose of this section is to provide information concerning Dixie County's existing and future land use. This information was obtained from Dixie County's Comprehensive Plan. Illustrations I and II are the Dixie County existing and future land use maps.

ILLUSTRATION I

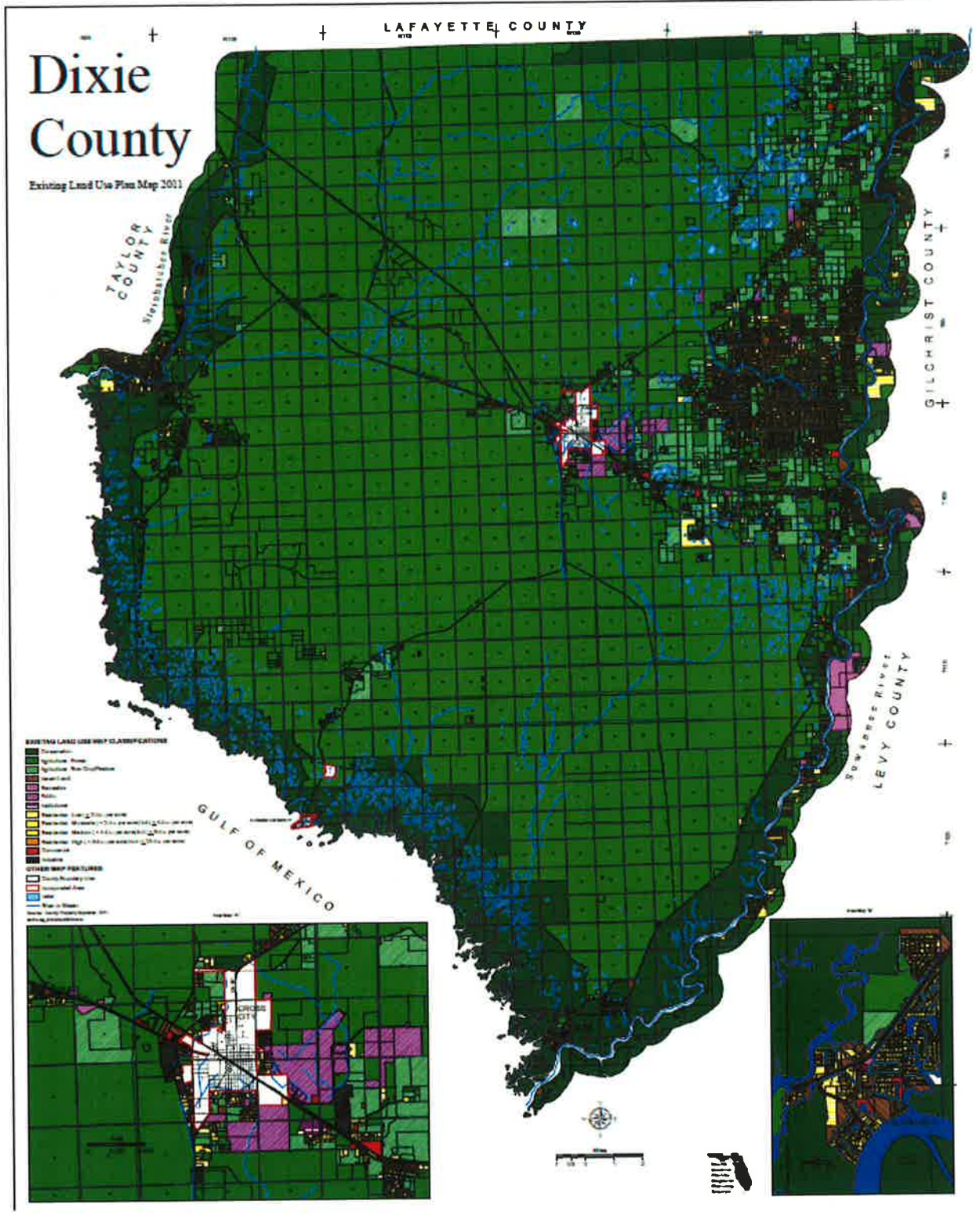
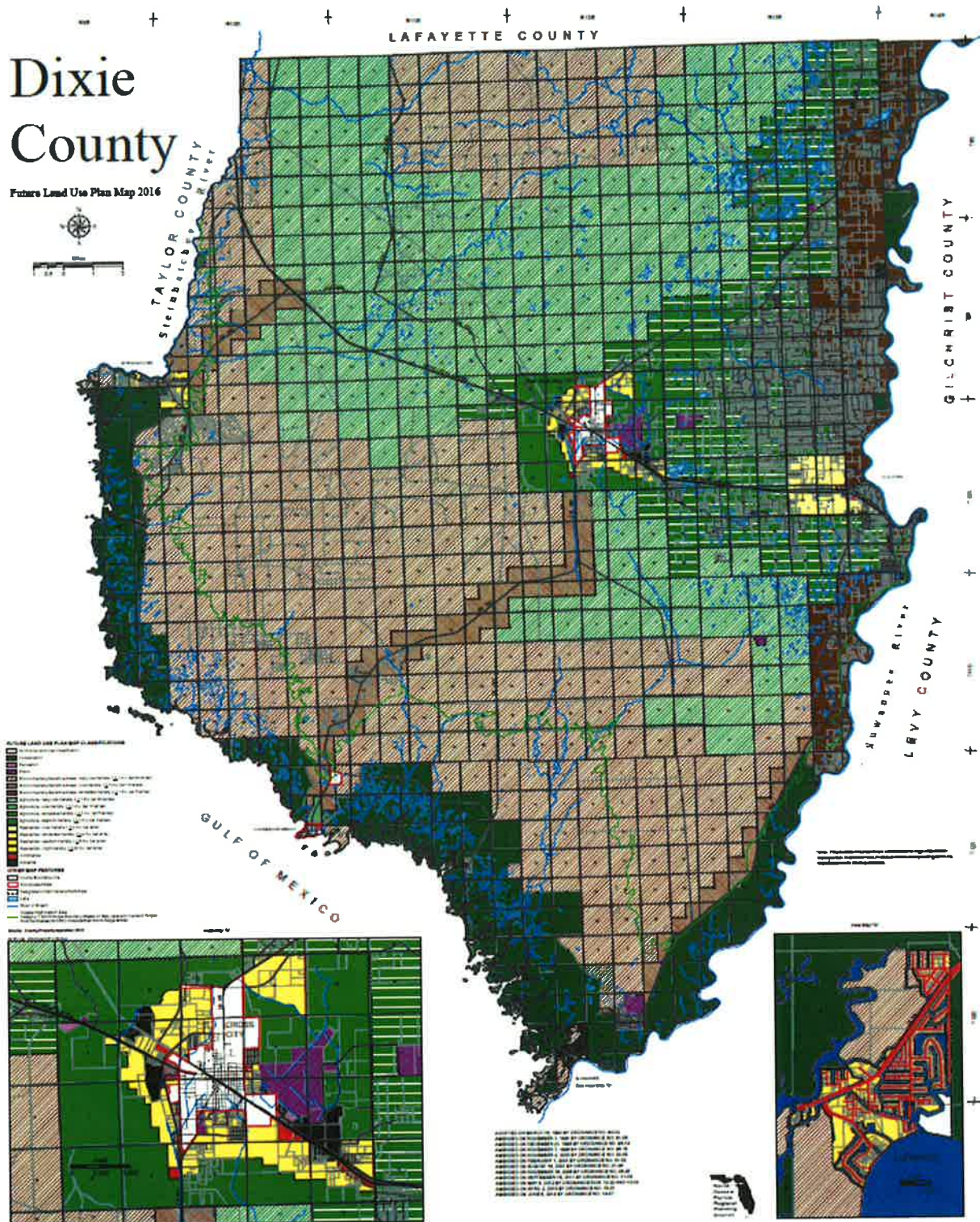


ILLUSTRATION II



b. Population/Composition

The 2010 US Census Bureau reports Dixie County's total population in 2010 as 16,422. As Table 1 shows, approximately 78 percent of the County's population is located within the unincorporated areas. Approximately 68 percent of the population live in the Cross City North census division which covers 41 percent of the County's land area. The population/land area percentage for the Cross City South census division is 31.7/58.7.

TABLE 1
Population Counts and Estimates
Dixie County

Area	Census 2010	Population Estimate 2016
Dixie County	16,422	16,773
Town of Cross City	1,728	1,700
Town of Horseshoe Beach	169	173
Unincorporated Area	14,525	14,900

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

According to the Bureau of Economic and Business Research, 1,682 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

c. Population Densities

With approximately 705 miles of land area, the County population density in 2010 was approximately 23 persons per square mile.

TABLE 2
Population Density
Dixie County

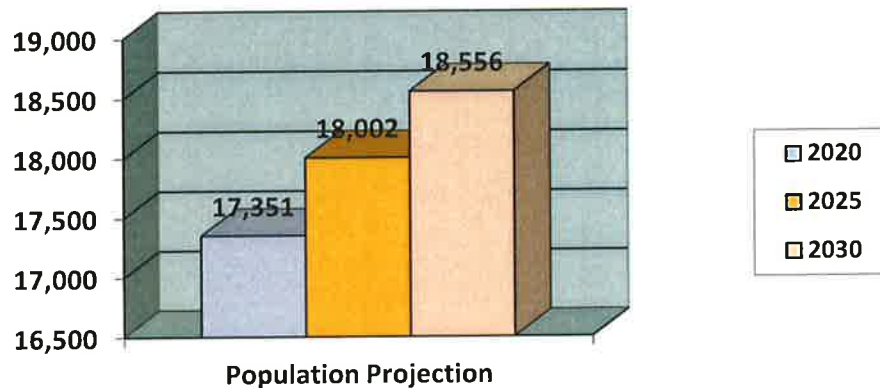
Location	2010 U.S. Census Population	Square Miles	Persons Per Square Mile
Dixie County	16,422	705	23

Source: 2010 Census Bureau State and County Quick Facts

d. Population Projections

According to the Bureau of Economic and Business Research, Dixie County will have a total population of approximately 17,351 by the year 2020 and by 2025, the total County population will be approximately 18,002. Illustration III shows population projections for 2020, 2025 and 2030.

ILLUSTRATION III



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

e. Population Age Distribution

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-54 year-old age group is the largest age group within the County. The 65 and over population is the smallest age group within the County, comprising 13 percent of the population.

TABLE 3
Population Estimates By Age Group
Dixie County

Age Group	2015 Population Estimate
0-4	820
5-17	2,174
18-24	1,215
25-54	6,026
55-64	2,657
65-79	2,909
80+	667

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

f. Disability and Self Care Limitations

According to the 2010 Census Bureau American Fact Finder, Dixie County had an estimated disabled population of 3,542 in 2015. The population 5 to 17 years of age with a disability was 121. The population 18 to 64 years of age with a disability was 355. The population 75 years and over with a disability was 817.

g. Employment

The 2010 Bureau of the Census American Fact Finder estimates that Dixie County's labor force (individuals who are able to work but may not be employed) in 2015 was 13,414 with 39 percent of people employed. The estimated unemployment rate for Dixie County in 2015 was 7.2 percent.

h. Income

According to the 2010 Bureau of the Census State and County Quick Facts, the median household income for Dixie County in 2015 was \$36,292. In addition, the 2010 Census reports that persons below poverty level in 2015 in Dixie County was 29.3 percent. Table 4 characterizes the levels of household income in Dixie County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4
Income And Poverty Status
Dixie County

Median Household Income 2015	Persons Below Poverty Level
\$36,292	29.3 %

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

TABLE 5
2017 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

Persons In Family/Household	2017 Poverty Guideline
1	\$12,060
2	\$16,240
3	\$20,420
4	\$24,600
5	\$28,780
6	\$32,960
7	\$36,140
8	\$41,320

* For families/households with more than 8 persons, add \$5,230 for each additional person.

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

According to the Bureau of Economic and Business Research, the total number of Medicaid recipients in Dixie County in 2013 was 4,189. Table 6 shows individuals who received Supplemental Security Income.

TABLE 6
Supplemental Security Income
Dixie County
2015

Type Of Assistance	Average Monthly Cases
Aged Assistance	36
Blind and Disabled	734

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

i. Housing

The 2010 Bureau of the Census estimates that in 2015, the total number of households in Dixie County was 6,051 and that the average household size was 2.41.

TABLE 8
Housing
Dixie County

Housing Units	Owner-Occupied Housing Rate, 2011-2015	Median Value Of Owner-Occupied Housing Units, 2011-2015
9,130	78.8%	\$73,800

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

j. Health

Currently, there are no hospitals or nursing homes in Dixie County. According to the Bureau of Economic and Business Research, in 2016, there were 3 physicians of medicine and 130 registered and practical nurses in Dixie County.

k. Transportation

According to the 2010 Bureau of the Census American Fact Finder, 420 occupied housing units in Dixie County had no vehicle available in 2015.

l. Major Trip Generators/Attractors

Major trip generators/attractors include: Dixie-Union Vocational Technical Center, Shands Hospital at Starke, local government offices, Florida State Prison, Suwannee River Economic Council's Starke office, Sunshine Industries and Windsor Manor and Whispering Pines nursing homes.

Travel to Gainesville continues to be necessary for many County residents, particularly for employment and medical purposes. Approximately 15 percent of Dixie County's employed residents work in Alachua County.

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

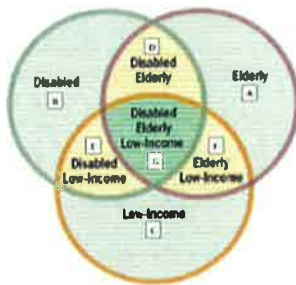
The National Center for Transit Research Center for Urban Transportation Research developed a methodology for estimating the general and critical need Transportation Disadvantaged population based on the most current U.S. Census Bureau demographic and socio-economic data available. The general Transportation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

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

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

TABLE 9
Forecast of General and Critical Need
Transportation Disadvantaged Populations

Dixie County											
General TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/low income	590	596	603	608	616	622	629	636	643	650	657
B - Estimate non-elderly/disabled/not low income	1,455	1,471	1,487	1,503	1,519	1,535	1,552	1,568	1,585	1,602	1,619
G - Estimate elderly/disabled/low income	282	285	288	292	295	298	301	304	307	311	314
D - Estimate elderly/disabled/not low income	1,239	1,253	1,266	1,280	1,294	1,307	1,321	1,336	1,350	1,364	1,379
F - Estimate elderly/non-disabled/low income	48	46	47	47	48	48	49	49	50	50	51
A - Estimate elderly/non-disabled/not low income	1,876	1,896	1,916	1,937	1,957	1,978	1,999	2,021	2,043	2,064	2,087
C - Estimate low income/not elderly/not disabled	2,143	2,166	2,189	2,213	2,236	2,260	2,285	2,309	2,334	2,359	2,384
TOTAL GENERAL TD POPULATION	7,631	7,713	7,796	7,880	7,964	8,050	8,136	8,223	8,311	8,400	8,491
TOTAL POPULATION	16,091	16,264	16,438	16,614	16,792	16,972	17,154	17,338	17,524	17,712	17,902



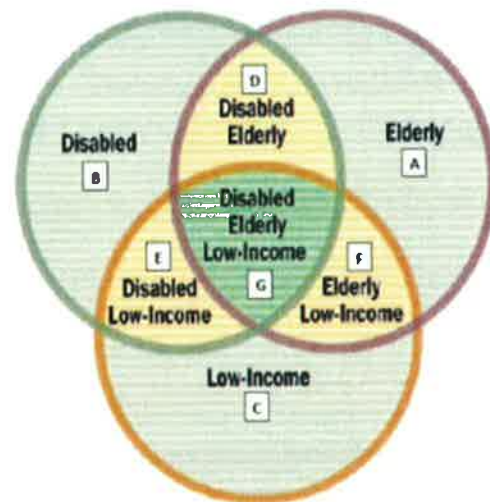
Dixie County											
Critical Need TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Total Critical TD Population											
Disabled	872	882	891	901	910	920	930	940	950	960	971
Low Income Not Disabled No Auto/Transit	595	602	608	615	621	628	635	641	646	655	662
Total Critical Need TD Population	1,468	1,483	1,499	1,515	1,532	1,548	1,565	1,581	1,598	1,616	1,633
Daily Trips - Critical Need TD Population											
Severely Disabled	43	43	44	44	45	45	46	46	47	47	48
Low Income - Not Disabled - No Access	1,130	1,143	1,155	1,167	1,180	1,192	1,205	1,218	1,231	1,244	1,258
Total Daily Trips Critical Need TD Population	1,173	1,193	1,213	1,234	1,255	1,277	1,299	1,322	1,346	1,370	1,391
Annual Trips	305,036	310,191	315,433	320,764	326,185	331,958	337,834	343,814	349,899	356,032	361,883

TABLE 10
Calculation of General
Transportation Disadvantaged Populations

Dixie County					Census Data from 2015			
County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
<18	2,955	18.4%	693	4.3%	204	6.9%	47	1.60%
18-64	9,693	60.2%	2,040	12.7%	1,842	19.0%	543	5.60%
Total Non Elderly	12,648	78.6%	2,733	17.0%	2,046	16.2%	590	4.67%
65+	3,443	21.4%	328	2.0%	1,522	44.2%	282	8.20%
Total Elderly	3,443	21.4%	328	2.0%	1,522	46.3%	282	8.20%
Total	16,091	100%	3,061	19.0%	3,567	22.2%	872	5.42%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I9)	590
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G9	1,455
G - Estimate elderly/disabled/low income	From Base Data (I11)	282
D- Estimate elderly/ disabled/not low income	Subtract I11 from G11	1,239
F - Estimate elderly/non-disabled/low income	Subtract I11 from E11	46
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C11	1,876
C - Estimate low income/not elderly/not disabled	Subtract I9 from E9	2,143
Total - Non-Duplicated		7,631

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	7,631	47.4%



2. Paratransit Service Demand Estimation

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

TABLE 11
Calculation of Critical Need
Transportation Disadvantaged Population

Dixie County

Census Data from: 2015

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	204	6.90%	47	1.60%
18-64	1,842	19.00%	543	5.60%
Total Non Elderly	2,046	16.17%	590	4.67%
65+	1,522	44.20%	282	8.20%
Total Elderly	1,522	44.20%	282	8.20%
Total	3,567	22.17%	872	5.42%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	169
11.70%	33
	202

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	421	169	590
<i>Elderly</i>	249	33	282
TOTAL	671	202	872

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

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
Assumes	2,189	Calculation of Daily Trips	
27.2%	xx % without auto access		
	595	Calculation of Daily Trips	
100%	xx % without transit access		
	595	Calculation of Daily Trips	
Total Actual Critical TD Population			
Severely Disabled	872	Per Person	Daily Trips
Low Income ND	595	0.049	43
		1.899	1,130
Totals	1,468		1,173

3. Barriers to Coordination

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

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

4. Needs Assessment

United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Provide transportation services for the transportation disadvantaged.	2017/18	Dixie County	\$209,714	Section 5311
				\$209,714	Suwannee River Economic Council

United States Code Section 5339 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Purchase one replacement vehicle	2017/18	Dixie/Gilchrist Counties	\$59,176.80	U.S.C. Section 5339
				\$14,794.20	Federal Transit Administration Florida Department of Transportation

Rural Area Capital Assistance Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Purchase one replacement vehicle (MV-1).	2016/17	Dixie and Gilchrist Counties	\$50,400	Rural Area Capital Assistance Program Grant

Trip & Equipment Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council	Provide trips to transportation disadvantaged individuals.	2016/17	Dixie County	\$210,252 \$23,361	Transportation Disadvantaged Trust Fund Suwannee River Economic Council

5. Goals, Objectives and Strategies

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

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

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

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

Strategy c: Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: **Identify unmet transportation needs in Dixie County.**

OBJECTIVE: Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy: The Community Transportation Coordinator shall report quarterly the number and types of transportation services that are requested which it is unable to provide.

GOAL III: **The Community Transportation Coordinator shall provide transportation services that are consumer oriented and effectively coordinate trips.**

OBJECTIVE: Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

Strategy a: The Community Transportation Coordinator shall report on a quarterly basis the number of single passenger trips provided.

Strategy b: The Community Transportation Coordinator shall work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.

- Strategy c:** The Community Transportation Coordinator shall document the reduction of single passenger trips.
- Strategy d:** The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.
- GOAL IV:** **The Community Transportation Coordinator shall develop creative ways to provide additional trips.**
- OBJECTIVE:** Identify additional funding opportunities to provide transportation.
- Strategy:** Using information concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.
- GOAL V:** **The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**
- OBJECTIVE:** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a:** The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI:** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VII:** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.

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

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Dixie County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2017/18 (4) 2017/18
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2017
(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Ongoing (2) Annually (3) Quarterly
(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff prior to next local Coordinating Board meeting.	(1) Ongoing (2) Ongoing

Transportation Disadvantaged Service Plan

(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually
(1) Maintain a data base with pertinent information relative to clients needs and limitations.	(1) Ongoing
The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.	Annually

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Chapter II: Service Plan

A. Operations

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

1. Types, Hours and Days of Service

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

a. Bariatric Transportation

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

b. Hours and Days of Service

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

c. Holidays

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

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

2. Accessing Services

a. Office Hours

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

b. Phone Number

352.498.7366 (Cross City office) or 1.800.597.7579.

c. Advance Notification Time

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

d. Trip Cancellation Process

Trips must be canceled a minimum of two hours before the scheduled pick-up time.

e. No-Show Policy

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

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

f. After Hours Service

After hours service is not sponsored by Florida's Transportation Disadvantaged Program.

g. Passenger Fares

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

h. Transportation Disadvantaged Program Eligibility

Individuals must apply for Transportation Disadvantaged Program eligibility certification for their transportation to be sponsored by Florida's Transportation Disadvantaged Program. Recertification will be conducted annually. The Transportation Disadvantaged Program Eligibility Certification Application is shown as Exhibit A.

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

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

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

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

EXHIBIT A
TRANSPORTATION DISADVANTAGED PROGRAM
ELIGIBILITY CERTIFICATION APPLICATION

Last Name _____ First Name _____

Middle Initial _____

Street Address _____ City _____

State _____

Zip Code _____ County _____

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

Telephone Number (____) _____ - _____

Emergency Contact Name _____

Relationship _____

Telephone Number (____) _____ - _____

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

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

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

☐ No

3. Are you enrolled in any assistance programs:

☐ Managed Medical Care Program (Medicaid)

☐ Aging Program

☐ Other _____

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

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

- | | | |
|---|--|---|
| <input type="checkbox"/> Powered Wheelchair | <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Powered Scooter/Cart |
| <input type="checkbox"/> Stretcher | <input type="checkbox"/> Walker | <input type="checkbox"/> Leg Braces |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Respirator | <input type="checkbox"/> Oxygen CO2 |
| <input type="checkbox"/> Personal Care Attendant/Escort | | <input type="checkbox"/> Service Animal |

Other:

CERTIFICATION AND ACKNOWLEDGEMENT

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

APPLICANT SIGNATURE

DATE

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

APPLICATION PROCESSED BY:

SIGNATURE

DATE



i. Transportation Disadvantaged Program Trip Priorities

Suwannee River Economic Council in cooperation with the Dixie County Transportation Disadvantaged Coordinating Board has established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds:

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

3. Transportation Operators And Coordination Contractors

Not applicable. Suwannee River Economic Council does not have any subcontractors.

4. Public Transit Utilization

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

5. School Bus Utilization

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

6. Vehicle Inventory

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

EXHIBIT B
VEHICLE INVENTORY

1.1. FORM C-4: CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (A)

Name of Applicant: Suwannee River Economic Council, Inc. Date of Inventory: 11/21/16

Model Yr. (b)	Make/size /type (C)	FDOT control # or VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/ Yr.	Current Mileage	Vehicle Status (Active/Spare/ Other)	Expected retirement date	Other equipment (e)	Funding source (f)
2010*	Chevy Cutaway	1GBJG31K19 1172261	Lift	8+2	21,296	127,777	Active	2015		FDOT 5310
2011	Chevy Cutaway	1GB3G2BG2 B1171025	Lift	8+2	20,418	102,092	Active	2017		TD-RC
2013	Chevy Cutaway	1GB3G2BG7 D1175852	Lift	8+2	38,699	116,097	Active	2018		FDOT 5310
2013	Chevy Cutaway	1GB3G2BG2 D1175641	Lift	8+2	36,086	108,257	Active	2018		TD-RC
2014	Chevy Cutaway	1GB3G2BG6 E1174790	Lift	8+2	39,404	78,807	Active	2019		TD-RC
2015	Ford Cutaway	1FDFE4FS9F DA35287	Lift	12+2	19,539	19,539	Active	2020		FDOT 5339
2015	Ford Cutaway	1FDFE4FS2F DA35292	Lift	12+2	18,906	18,906	Active	2020		TD-RC
2016	Ford Cutaway	1FDFE4FS8G DC55330	Lift	12+2	1,391	1,391	Active	2021		FDOT 5339

(a) Applicants must use this form.

(b) Identify vehicles to be replaced with this or other grant by placing an asterisk (*) next to the model year. In Exhibit B of the application, provide the name of the lessee or contractor, if applicable.

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

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

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

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

7. System Safety Program Plan Certification



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 2016

Certification Year: (Previous): 2015

Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.

POB 70

Live Oak FL 32064

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

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

Blue Ink Signature:  Date: 1/6/16
(Individual Responsible for Assurance of Compliance)

Name: Matt Pearson Title: Executive Director

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

Name: See Attachment

Name of Qualified Mechanic who Performed Annual Inspections: See Attachment

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

8. Inter-County Services

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

9. Natural Disaster/Emergency Preparedness

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

10. Marketing

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

11. Acceptable Alternatives

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

12. Service Standards

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

a. Drug and Alcohol Policy

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

Suwannee River Economic Council shall comply with this standard.

b. Transport of Escorts and Dependent Children

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

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

c. Use, Responsibility and Cost of Child Restraint Devices

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

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

d. Passenger Property

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

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

e. Vehicle Transfer Points

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

The Community Transportation Coordinator shall comply with this standard.

f. Local Toll Free Phone Number

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

The Community Transportation Coordinator shall comply with this standard.

g. Out-Of-Service Area Trips

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

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

h. Vehicle Cleanliness

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

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

i. Billing Requirements

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

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

j. Passenger/Trip Database

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

The Community Transportation Coordinator shall comply with this standard.

k. Adequate Seating

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

The Community Transportation Coordinator shall comply with this standard.

l. Driver Identification

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

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

m. Passenger Assistance

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

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

n. Smoking, Eating, and Drinking

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

Local Policy: Eating and drinking on board the vehicle will not be allowed. Stops may be made to accommodate the needs of the passengers at the discretion of the driver.

o. Passenger No-Shows

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

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

p. Two-Way Communications

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

The Community Transportation Coordinator shall comply with this standard.

q. Air Conditioning/Heating

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

The Community Transportation Coordinator shall comply with this standard.

r. First Aid

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

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

s. Cardiopulmonary Resuscitation

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

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

t. Driver Criminal Background Screening

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

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

u. Fixed Route Transit Utilization

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

Local Policy: Not applicable.

v. Pick-Up Window

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

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

w. On-Time Performance

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

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

x. Advance Reservation Requirement

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

Local Policy: Twenty-four hours advanced notice is required for all trips scheduled within the coordinated system. Trips scheduled for Sunday require 48 hours advance notification. Monday service requires 72 hours advance notice. Riders are encouraged to schedule return trips in advance to avoid the two hour pick up window.

y. Safety

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

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

z. Reliability

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

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

aa. Call-Hold Time

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

This standard is not applicable to this service area.

bb. Quality of Service

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

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

cc. Safety Belt Usage

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

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

13. Local Grievance Procedure/Process

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

14. Passenger Code of Conduct

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

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

a. Verbal Abuse

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

b. Physical Abuse

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

c. Substance Abuse

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

d. Penalties

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

Verbal Abuse

- First offense – written warning
- Second offense – one week suspension of services
- Third offense – 30 day suspension of services
- Fourth offense – 90 day suspension of services

Fifth offense – permanently removed from service

Physical Abuse

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

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. Appeals

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

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

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

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

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

15. Evaluation Processes

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

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

Chapter III: Quality Assurance

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

A. Community Transportation Coordinator Evaluation Process

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

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Appendix A: Dixie County Transportation Disadvantaged Coordinating Board Grievance Procedures

Transportation Disadvantaged Grievance Procedures

July 7, 2016

Dixie County
Transportation Disadvantaged Coordinating Board



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Chapter I: Dixie County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

Dixie County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

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

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

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

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

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

D. Purpose

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

Dixie County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

E. Membership

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

F. Officers

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

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. Meetings may be called, rescheduled, postponed or cancelled at the discretion of the Chair as long as the procedure requirements stated in Section J. (9) and (10) are met. The Grievance Committee may meet following Board meetings to hear complaints and grievances. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

Dixie County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

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

H. Administration

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

I. Duties

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

J. Procedures

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

Dixie County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

Dixie County Transportation Disadvantaged Coordinating Board
Grievance Procedures

- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

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

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

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

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

Dixie County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

L. Suspension Reconsideration

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

M. Prohibition Against Retaliation

The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

N. Alternative Recourse

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

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Dixie County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Dixie County Transportation Disadvantaged Coordinating Board the 7th day of July 2016.

Jason Holifield, Chair
Dixie County Transportation Disadvantaged Coordinating Board

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Appendix B: Cost/Revenue Allocation and Rate Structure Justification



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Suwannee River Economic Council
Service Rate Effective Date	7/1/2017

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$1.39
* Wheel Chair	Passenger Mile	\$2.38
* Stretcher	Passenger Mile	\$4.96
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
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Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit

*** Ambulatory, Wheel Chair and Stretcher** must all use the same Unit of Measure either *Trip or Passenger Mile*;
Cannot mix, all must be the same regardless of Transportation Mode.

Comprehensive Budget Worksheet

Version 1.4

CTC: Suwannee River Economic Council, Inc.
County: Dixie County

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

	Prior Year's ACTUALS from July 1st of 2016 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000:
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox						Local Non-government revenues: Reinvestment of \$50,400, \$25,200 in 16/17 monies and \$25,200 in 17/18 monies.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 22,907	\$ 69,148	\$ 47,950	197.6%	-29.6%	
Bus Pass Program Revenue						

Local Government

District School Board						
Compl ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 189,434	\$ 189,434	\$ 189,500	0.0%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOE & FDOT

49 USC 5307						1 - Not applying for 5310 funds 1 - Other DOT = 49 USC 5339
49 USC 5310		\$ 63,000			-100.0%	
49 USC 5311 (Operating)	\$ 84,776	\$ 65,000	\$ 65,000	-23.3%	0.0%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 70,000		\$ 70,000	-100.0%		
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)	\$ 97,686	\$ 78,703	\$ 76,000	-19.4%	-3.4%	
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis/Aging & Adult Serv						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

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

DOE (State)

Car Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act	\$ 8,020	\$ 3,175	\$ 4,810	-60.4%	51.6%	Anti aging decreased
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Dixie County
Transportation Disadvantaged Service Plan

Comprehensive Budget Worksheet

Version 1.4

CTC: Suwannee River Economic Council, Inc.
 County: Dixie County

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

	Prior Year's ACTUALS from July 1st of 2015 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination
 Developmental Services
 Other APD (specify in explanation)
Bus Pass Program Revenue

DDU

(specify in explanation)
Bus Pass Program Revenue

Other Fed or State

xxxx
 xxxx
 xxxx
Bus Pass Program Revenue

Other Revenues

Interest Earnings
 xxxx
 xxxx
Bus Pass Program Revenue

Balance to Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve

Balancing Revenue is Short By =

None

None

Total Revenues =

\$472,823

\$467,460

\$483,260

-1.1%

-3.0%

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

Operating Expenditures

Labor	\$ 89,739	\$ 136,390	\$ 127,975	48.6%	-4.1%
Fringe Benefits	\$ 49,493	\$ 66,250	\$ 68,250	37.9%	-14.7%
Services	\$ 18,636	\$ 25,960	\$ 20,204	39.4%	-22.2%
Materials and Supplies	\$ 42,318	\$ 70,600	\$ 68,720	66.8%	-2.7%
Utilities	\$ 9,688	\$ 17,847	\$ 16,180	84.2%	-9.3%
Casualty and Liability	\$ 12,227	\$ 15,845	\$ 15,208	29.6%	-4.0%
Taxes	\$ 207	\$ 600	\$ 404	169.9%	-32.7%

Purchased Transportation

Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services		\$ 25,420	\$ 25,000		-1.7%
Other	\$ 1,575		\$ 1,500	-100.0%	
Miscellaneous	\$ 1,803	\$ 2,500	\$ 2,450	98.7%	-2.0%

Operating Debt Service - Principal & Interest

Leases and Rentals		\$ 15,960	\$ 16,020		0.3%
Contrib. to Capital Equip. Replacement Fund	\$ 6,136		\$ 6,301	-100.0%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect	\$ 21,048	\$ 21,048	\$ 21,048	0.0%	0.0%

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 71,859	\$ 70,000	\$ 74,000	-2.6%	5.7%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR GAIN

Total Expenditures =

\$324,737

\$467,460

\$463,260

44.0%

-3.0%

See NOTES Below.

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

Dixie County
Transportation Disadvantaged Service Plan

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee River Economic Council, Inc.

County: Dixie County

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

Upcoming Year's BUDGETED Revenues	from July 1st of 2017 to June 30th of 2018
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from Funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ -
Medicaid Co-Pay Received	\$ -
Donational Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 47,950
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
County ADA Services	\$ -
County Cash	\$ -
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 189,500
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 65,000
49 USC 5311 (Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ 70,000
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ 76,000
Bus Pass Program Revenue	\$ -

DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

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

DOE (state)

Carl Perkins	\$ -
Div. of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAQES Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Elder Americans Act	\$ 4,810
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ 22,750	\$ -	\$ 25,200
\$ -	\$ -	\$ -

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\$ 189,500	\$ -	\$ -
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\$ 76,000	\$ -	\$ -
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\$ 4,810	\$ -	\$ -
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\$ -	\$ -	\$ -

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

BLUE cells
Should be funds generated by rates in this spreadsheet

local match req.

\$ 21,056

\$ -

\$ -

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

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

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

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

GOLD cells

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee River Economic Council, Inc.

County: Dixie County

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

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
from July 1st of 2017 to June 30th of 2018		3	4	5
1	2			
APD				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DJJ				
DJJ	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Fed or State				
xxx	\$ -	\$ -	\$ -	
xxx	\$ -	\$ -	\$ -	
xxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Revenues				
Interest Earnings	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	
Total Revenue =	\$ 463,288	\$ 293,060	\$ 160,200	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 127,975
Fringe Benefits	\$ 58,250
Services	\$ 20,204
Materials and Supplies	\$ 88,720
Utilities	\$ 18,180
Casualty and Liability	\$ 15,208
Taxes	\$ 404
Purchased Transportation	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 25,000
Other	\$ 1,500
Miscellaneous	\$ 2,450
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 16,020
Contrib. to Capital Equip. Replacement Fund	\$ 6,301
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 21,048
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 74,000
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
Total Expenditures =	\$ 463,288
minus EXCLUDED Subsidy Revenue =	\$ 160,200
Budgeted Total Expenditures INCLUDED in	Rate Base = \$ 293,060
Rate Base Adjustment¹ =	\$ -
Adjusted Expenditures Included in Rate	Base = \$ 293,060

\$ 160,200

Amount of Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

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

¹The Difference between Expenses and Revenues for Fiscal Year:

2016 - 2016

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

Worksheet for Program-wide Rates

CTC: Suwannee River Ex Version 1.4
 County: Dixie County

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	190,000
Rate Per Passenger Mile = \$	1.54
Total Projected Passenger Trips =	6,850
Rate Per Passenger Trip = \$	42.78

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length =	27.7 Miles
------------------------------	------------

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$	2.39
Rate Per Passenger Trip = \$	66.17

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Suwannee River Version 1.4
County: Dixie County

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

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

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
<div>Effective Rate for Contracted Services: per Passenger Mile = per Passenger Trip =</div>			
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

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

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

Worksheet for Multiple Service Rates

CTC: Suwannee River Version 1.4
County: Dixie County

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

SECTION III: Escort Service

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

☐ Yes
☒ No

Skip #2 - 4 and
Section IV and
Go to Section V

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

per passenger mile?

☒ Pass Trip
☐ Pass Mile

Leave Blank

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

Leave Blank

4. How much will you charge each escort?

Leave Blank

SECTION IV: Group Service Loading

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

Do NOT
Complete
Section IV

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

Loading Rate
0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2017 - 2018			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	190,000	163,000	26,000	1,000	Leave Blank
Rate per Passenger Mile =		\$1.39	\$2.38	\$4.96	\$0.00
					per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	6,850	6,200	530	120	Leave Blank
Rate per Passenger Trip =		\$20.98	\$46.64	\$105.86	\$0.00
					per passenger per group

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

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

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
	Ambul	Wheel Chair	Stretcher	Group
				Leave Blank
	\$1.39	\$2.38	\$4.96	\$0.00
				per passenger per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates if No Revenue Funds Were Identified As Subsidy Funds				
	Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =	\$2.15	\$3.48	\$7.67	\$0.00
				per passenger per group
Rate per Passenger Trip =	\$60.14	\$102.09	\$214.77	\$0.00
				per passenger per group

Program Three Rates and Your Health Care Expenses Total

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North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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

**Dixie County
Transportation Disadvantaged Coordinating Board**

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March 29, 2017

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Elect Vice-Chair

RECOMMENDATION

Re-elect Ms. Sandra Collins as the Board's Vice-Chair or elect a new Vice-Chair.

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

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

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March 29, 2017

TO: Dixie County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Suwannee River Economic Council - Operations Reports

RECOMMENDATION

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

BACKGROUND

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

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

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

Attachments

t:\lynn\td2017\dixie\memos\statapr.docx

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

**QUARTERLY OPERATING REPORT
DIXIE COUNTY
OCTOBER - DECEMBER 2016**

OPERATING DATA	Suwannee River Economic Council	TOTAL
NUMBER OF INVOICED TRIPS	1,497	1,497
Managed Medical Assistance Program	497	497
Title III-B Aging Program	118	118
Transportation Disadvantaged Program	882	882
TOTAL VEHICLE MILES	28,443	28,443
TOTAL REVENUE VEHICLE MILES	26,452	19,721
TOTAL VEHICLE HOURS	1,557	1,557
TOTAL DOLLARS INVOICED	\$96,333.48	\$96,333.48
Managed Medical Assistance Program	\$36,327.25	\$36,327.25
Title III-B Aging Program	\$1,705.10	\$1,705.10
Transportation Disadvantaged Program	\$58,301.13	\$58,301.13
AVERAGE COST PER TRIP	\$64.35	\$64.35
Managed Medical Assistance Program	\$73.09	\$73.09
Title III-B Aging Program	\$14.45	\$14.45
Transportation Disadvantaged Program	\$66.10	\$66.10
AVG. COST PER VEHICLE MILE	\$3.39	\$3.39
AVG. COST PER REVENUE VEHICLE MILE	\$3.64	\$4.88
AVG. COST PER VEHICLE HOUR	\$61.87	\$61.87
TRIP PURPOSE*	-	-
Medical	1,379	1,379
Employment		0
Education/Training		0
Shopping		0
Meal Site	118	118
Recreation		0
Other		0
NUMBER OF TRIPS DENIED	0	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	54	54
PERCENT OF SINGLE PASSENGER TRIPS	4%	4%
NUMBER OF ACCIDENTS	0	0
NUMBER OF VEHICLES	7	7
AVERAGE TRIPS PER VEHICLE	214	214
AVERAGE MILES PER TRIP	19	19
NUMBER OF ROADCALLS	1	1

**QUARTERLY OPERATING REPORT
DIXIE COUNTY
OCTOBER - DECEMBER 2015**

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	1,195
Medicaid HMO	421
Title III-B Aging Program	97
Transportation Disadvantaged Program	677
TOTAL VEHICLE MILES	18,171
TOTAL REVENUE VEHICLE MILES	16,172
TOTAL VEHICLE HOURS	1,038
TOTAL DOLLARS INVOICED	\$92,600.65
Medicaid HMO	\$42,598.80
Title III-B Aging Program	\$1,401.65
Transportation Disadvantaged Program	\$48,600.20
AVERAGE COST PER TRIP	\$77.49
Medicaid HMO	\$101.18
Title III-B Aging Program	\$14.45
Transportation Disadvantaged Program	\$71.79
AVG. COST PER VEHICLE MILE	\$5.10
AVG. COST PER REVENUE VEHICLE MILE	\$5.73
AVG. COST PER VEHICLE HOUR	\$89.21
TRIP PURPOSE*	-
Medical	1,098
Employment	0
Education/Training	0
Shopping	0
Meal Site	97
Recreation	0
Other	0
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	68
PERCENT OF SINGLE PASSENGER TRIPS	6%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	8
AVERAGE TRIPS PER VEHICLE	149
AVERAGE MILES PER TRIP	15
NUMBER OF ROADCALLS	1

CTC: Suwannee River Economic Council
 Transportation Disadvantaged Program Service Rates:
 Ambulatory: \$1.39 per passenger mile
 Wheelchair: \$2.38 per passenger mile
 Stretcher: \$4.95 per passenger mile

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

MONTH/YEAR	CONTRACT AMOUNT	TOTAL DOLLARS SPENT	STATE FUNDS SPENT 90%	LOCAL MATCH 10%	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-16	\$233,206.00	\$17,687.56	\$15,918.80	\$1,768.76	\$215,518.44	294	\$60.16
Aug-16	-	\$21,183.33	\$19,065.00	\$2,118.33	\$194,335.11	351	\$60.35
Sep-16	-	\$19,432.13	\$17,488.92	\$1,943.21	\$174,902.98	296	\$65.65
Oct-16	-	\$19,434.34	\$17,490.91	\$1,943.43	\$155,468.64	308	\$63.10
Nov-16	-	\$19,434.06	\$17,490.65	\$1,943.41	\$136,034.58	304	\$63.93
Dec-16	-	\$19,432.73	\$17,489.46	\$1,943.27	\$116,601.85	270	\$71.97
Jan-17	-				\$116,601.85		#DIV/0!
Feb-17	-				\$116,601.85		#DIV/0!
Mar-17	-				\$116,601.85		#DIV/0!
Apr-17	-				\$116,601.85		#DIV/0!
May-17	-				\$116,601.85		#DIV/0!
Jun-17	-				\$116,601.85		#DIV/0!
TOTAL	-	\$116,604.15	\$104,943.74	\$11,660.41	-	1,823	\$63.96

**DIXIE COUNTY
SERVICE COMPLAINTS/COMMENDATIONS
OCTOBER- DECEMBER 2016**

TYPE OF COMPLAINT	Suwannee River Economic Council	Resolved
Vehicle Condition	0	-
Driver's Behavior	0	-
Client Behavior	0	-
No Show by Client	0	-
Early pickup	1	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Other (manager behavior)	0	-
TOTALS	1	
COMMENDATIONS	0	

**DIXIE COUNTY
UNMET TRANSPORTATION NEEDS
OCTOBER - DECEMBER 2016**

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

Source: Suwannee River Economic Council

ATTENDANCE RECORD

DIXIE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	4-7-16	7-7-16	11-3-16	1-5-17
Chair	Commissioner Jason Holifield	P	P	A	P
Florida Department of Transportation	Sandra Collins	A	P	A	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Debbie Andrews	A	A	A	A
Alternate Member	(Vacant)				
Florida Agency for Health Care Administration	Deweese Ogden	P	P	A	P
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	Melinda Jordan	A	A	A	A
Alternate Member	Jeffrey Aboumrad	A	P	P	P
Public Education	Tim Alexander	A	A	A	A
Alternate Member	(Vacant)				
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	(Vacant)				
Citizen Advocate	(Vacant)				
Veterans	(Vacant)				
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Rep.	(Vacant)				
Florida Department of Edler Affairs	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	Sandra Woodard		A	P	P
Alternate Member	Brooke Ward	A	A	A	A
Local Medical Community	Scott Pendarvis	P	P	P	P
Alternate Member	(Vacant)				
Regional Workforce Board	Selvin Cray				
Alternate Member	Sifoa Nunu	A	A	A	A

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

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

Are You Interested in Public Transportation Services in Dixie County?



Volunteer positions are available to serve as members of the
Dixie County
Transportation Disadvantaged Coordinating Board

**Applicants must be residents of
Dixie County.**



For more information please contact:
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<http://www.ncfrpc.org/>

