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2009 NW 67th Place, Gainesville, FL 32653 • 1 803 • 352.955.2200

April 4, 2017

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Union County Transportation Disadvantaged Coordinating Board meet **Tuesday, April 11, 2017 at 1:15 p.m.** or as soon thereafter the public workshop in the Suwannee River Economic Council Office located at the Union County Transportation Facility, 255 SW 9th Avenue, Lake Butler, Florida. This is an important meeting of the Board. At this meeting, the Board will review and approve the 2017/18 Union County Transportation Disadvantaged Service Plan and 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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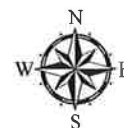
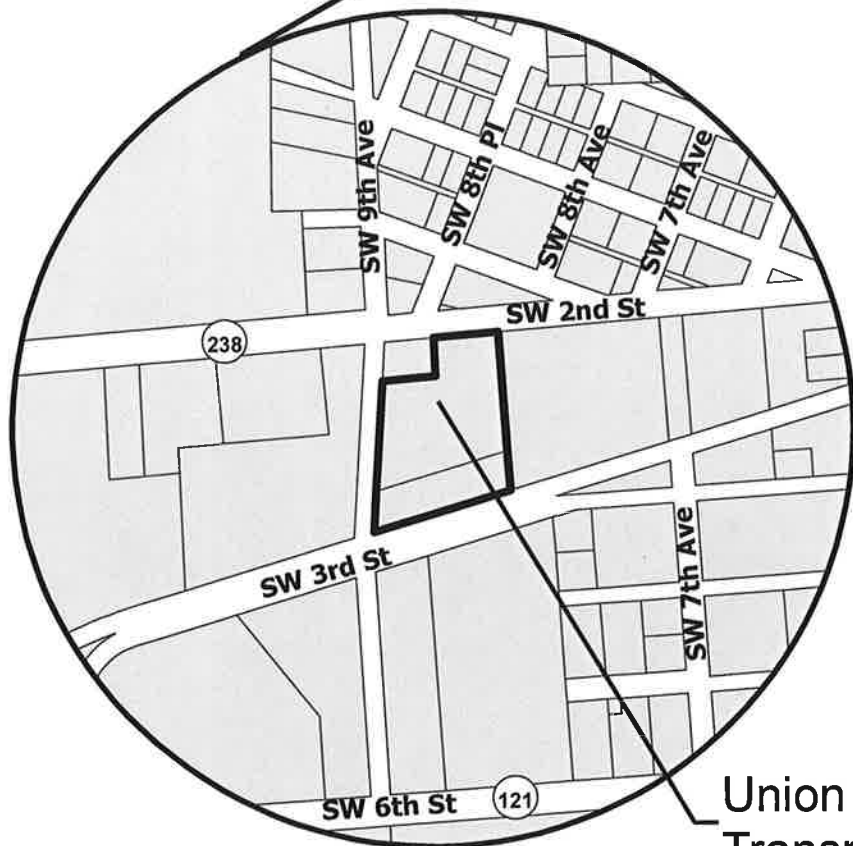
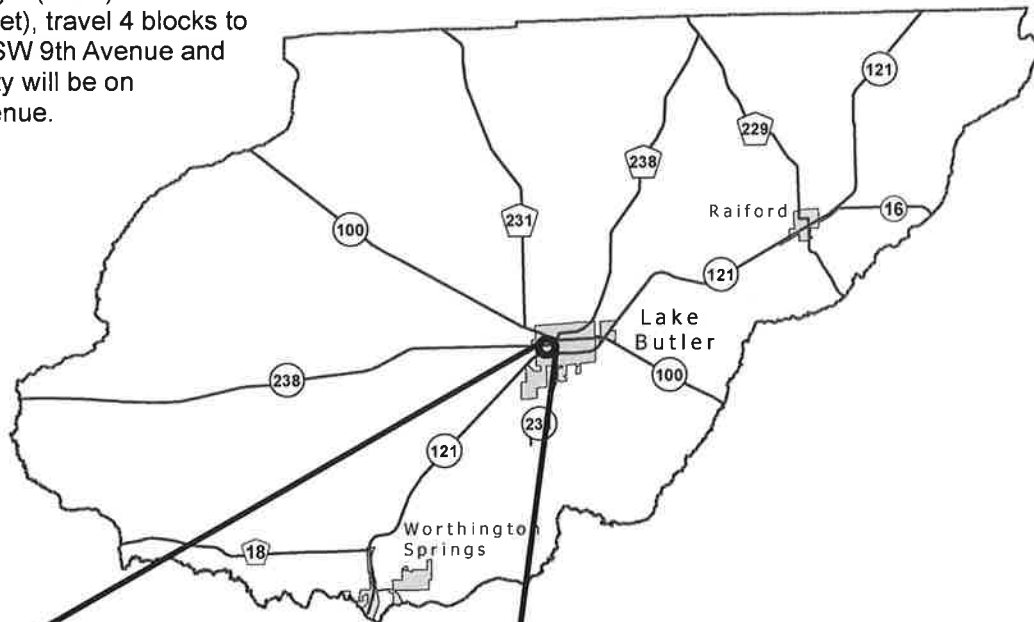
Dedicated to improving the quality of life of the Region's citizens,  
by coordinating growth management, protecting regional resources,  
promoting economic development and providing technical services to local governments.

# Union County Transportation Facility

## 255 SW 9th Avenue

### Lake Butler, Florida 32054

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



1 inch = 500 feet

Union County  
Transportation Facility





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

Union County Transportation Facility  
255 SW 9th Avenue  
Lake Butler, Florida

Tuesday  
April 11, 2017  
1:15 p.m. or as soon thereafter  
the public workshop

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

**A. Introductions**

**B. Approval of the Meeting Agenda**

**ACTION REQUIRED**

**C. Approval of the January 10, 2017  
Minutes**

**Page 7**

**ACTION REQUIRED**

**II. NEW BUSINESS**

**A. 2017/18 Union County Transportation  
Disadvantaged Service Plan**

**Page 11**

**ACTION REQUIRED**

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

**B. Appoint Grievance Committee Member**

**Page 89**

**ACTION REQUIRED**

The Chair needs to appoint one member of the Board to the Grievance Committee

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

**Page 91**

**NO ACTION REQUIRED**

**D. 2017 Florida Legislative Session**

**Page 97**

**NO ACTION REQUIRED**

### **III. OTHER BUSINESS**

#### **A. Comments**

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

### **IV. FUTURE MEETING DATES**

- A. July 11, 2017 at 1:15 p.m.**
- B. October 10, 2017 at 1:15 p.m.**

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

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

**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Woody Kitler Local Elected Official/Chair	
Sandra Collins, Vice-Chair Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
Amanda Bryant Florida Department of Children and Families Grievance Committee Member	Frederick Johnson 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
Mike Pittman Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Doyle Archer Citizen Advocate Term ending June 30, 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
Bill McGill 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
Vacant Medical Community Term ending June 30, 2019	Vacant Medical Community Term ending June 30, 2019
Vacant Children at Risk Term ending June 30, 2019	Vacant Children at Risk Term ending June 30, 2019
Vacant Private Transit Term ending June 30, 2019	Vacant Private Transit Term ending June 30, 2019

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



**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

Union County Transportation Facility  
255 SW 9th Avenue  
Lake Butler, Florida

Tuesday  
January 10, 2017  
1:15 p.m.

**VOTING MEMBERS PRESENT**

Jeff Aboumrad, Florida Department of Education Representative  
Sandra Collins, Florida Department of Transportation Representative  
Barbara Fischer, Veterans Representative  
Bill McGill, Persons with Disabilities Representative  
Deweece Ogden, Florida Agency for Health Care Administration Representative

**VOTING MEMBERS ABSENT**

Commissioner Woody Kitler, Chair  
Jaime Sanchez-Bianchi, Florida Department of Children and Families Representative  
Mike Pittman, Public Education Representative

**OTHERS PRESENT**

Matthew Pearson, Suwannee River Economic Council  
Brandon Smith, Florida Department of Transportation

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Due to Chair Kitler's absence, Vice-Chair Collins called the meeting to order at 1:15 p.m.

**A. Approval of the Meeting Agenda**

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

**B. Approval of the October 11, 2016 Minutes**

**ACTION:** Barbara Fischer moved to approve the October 11, 2016 meeting minutes. Deweece Ogden seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. Union County Transportation Disadvantaged Service Plan Amendment**

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 Union County Transportation Disadvantaged Service Plan. She said Suwannee River Economic Council applied for U.S.C. Section 5311 grant funding. She said this project has been included in the Union County Transportation Disadvantaged Service Plan. She said the Board must approve the inclusion of this project in the Plan in order for Suwannee River Economic Council to receive funding.

**ACTION:** Barbara Fischer moved to approve the amendment to the Union County Transportation Disadvantaged Service Plan. Deweece Ogden seconded; motion passed unanimously.

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

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, discussed the operations reports. He said the number of Medicaid Program sponsored trips has increased because the previous Coordinator was using Transportation Disadvantaged Program funds to transport passengers eligible for Medicaid Program transportation. He said Suwannee River Economic Council researched all of the passengers' eligibility to make sure they are sponsored by the appropriate programs.

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

Vice-Chair Collins commended Suwannee River Economic Council for the excellent transportation services they provide to Union County residents.

**2. Citizens**

There were no citizen comments.



**IV. FUTURE MEETING DATES**

Vice-Chair Collins stated that the next Board meeting is scheduled for April 11, 2017 at 1:15 p.m.

**ADJOURNMENT**

The meeting was adjourned at 1:45 p.m.

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Coordinating Board Chair

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Date

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April 4, 2017

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

STAFF RECOMMENDATION

**Approve the 2017/18 Union 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 Union County Transportation Disadvantaged Service Plan. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

t:\lynn\td2017\union\memos\tdsp.docx



# Union County Transportation Disadvantaged Service Plan

July 1, 2017 - June 30, 2018

Union County Transportation Disadvantaged  
Coordinating Board





# 2017/18 Union County Transportation Disadvantaged Service Plan

Approved by the  
  
Union County  
Transportation Disadvantaged Coordinating Board

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

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**Woody Kitler, Chair**

with Assistance from



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

and



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

April 11, 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 Union County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21).

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **c. Local Coordinating Boards**

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

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

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

- An elected official from Union County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.

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

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

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

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

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

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

- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.

- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

## 2. Designation Date/History

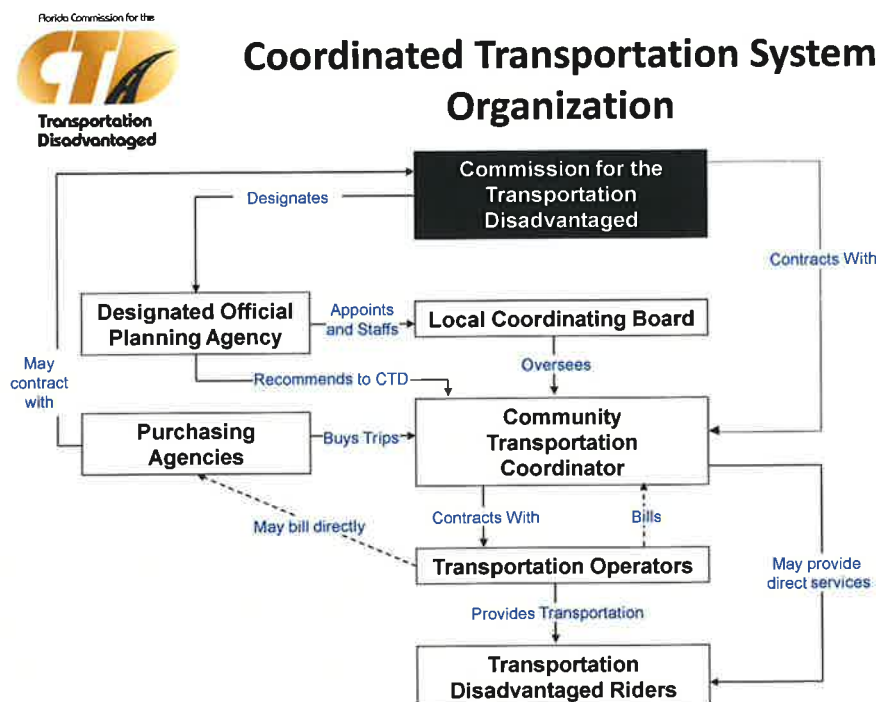
Suwannee River Economic Council is a private non-profit corporation, chartered by the State of Florida in 1966. In 1972, Suwannee River Economic Council began the Suwannee Valley Transit System in Columbia, Hamilton, Suwannee and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created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

The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council the Community Transportation Coordinator for Union County on July 1, 2016. Suwannee River Economic Council was designated the interim Community Transportation Coordinator through a request for qualifications process.

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

## 3. Organization Chart

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



2

## 4. Consistency Review of Other Plans

### a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

### b. Regional Policy Plans

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



## 6. Union County Coordinating Board Membership Certification

### UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION

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

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

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Rick Davis, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Woody Kitler	Vacant	No Term
Elderly	Vacant	Vacant	6/30/2017
Disabled	Bill McGill	Vacant	6/30/2018
Citizen Advocate	Vacant	Vacant	6/30/2018
Citizen Advocate/User	Vacant	Vacant	6/30/2018
Children at Risk	Vacant	Vacant	6/30/2019
Florida Association for Community Action	Vacant	Vacant	6/30/2017
Public Education	Mike Pittman	Vacant	No Term
Florida Department of Transportation	Sandra Collins	Janell Damato	No Term
Florida Department of Children and Families	Amanda Bryant	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	Barbara Fischer	Vacant	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2019
Local Medical Community	Vacant	Vacant	6/30/2019

## 7. Union County Transportation Coordinating Board Membership

**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Woody Kitler Local Elected Official/Chair	
Sandra Collins, Vice-Chair Florida Department of Transportation Grievance Committee Member	Janell Damato Florida Department of Transportation
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Vacant Private Transit Term ending June 30, 2019	Vacant Private Transit Term ending June 30, 2019

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

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

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

### **2. Demographics**

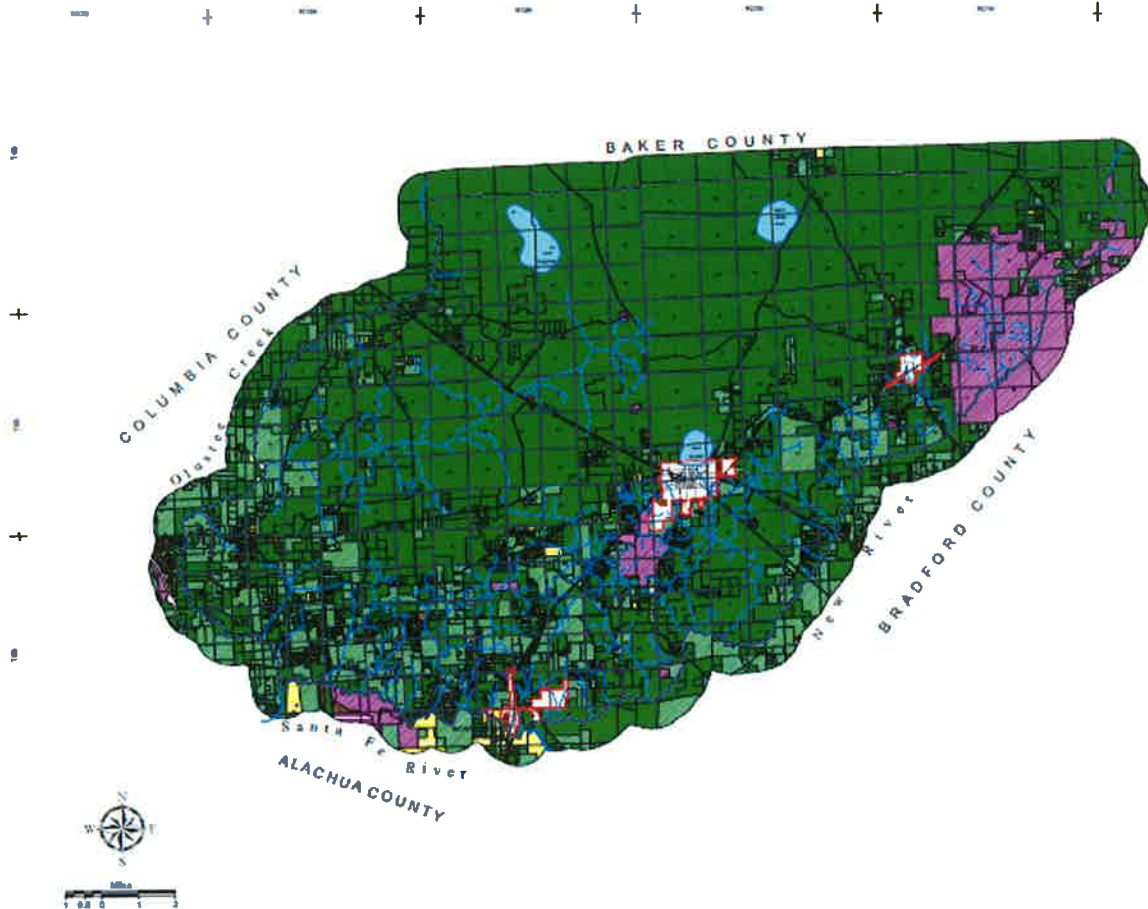
#### **a. Land Use**

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

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

# Union County

Existing Land Use Plan Map 2010



## EXISTING LAND USE MAP CLASSIFICATIONS

- Conservation
- Agriculture - Forest
- Agriculture - High Crop/Forest
- Special Land
- Residential
- Public
- Industrial
- Residential - Single-Family (1-2 units per acre) (1/4 to 1/2 acre per lot)
- Residential - Medium-Density (3-4 units per acre) (1/4 to 1/2 acre per lot)
- Residential - High-Density (5+ units per acre) (1/4 to 1/2 acre per lot)
- Commercial
- Industrial

## OTHER MAP FEATURES

- County Boundaries
- Interjurisdictional
- Lake
- River or Stream

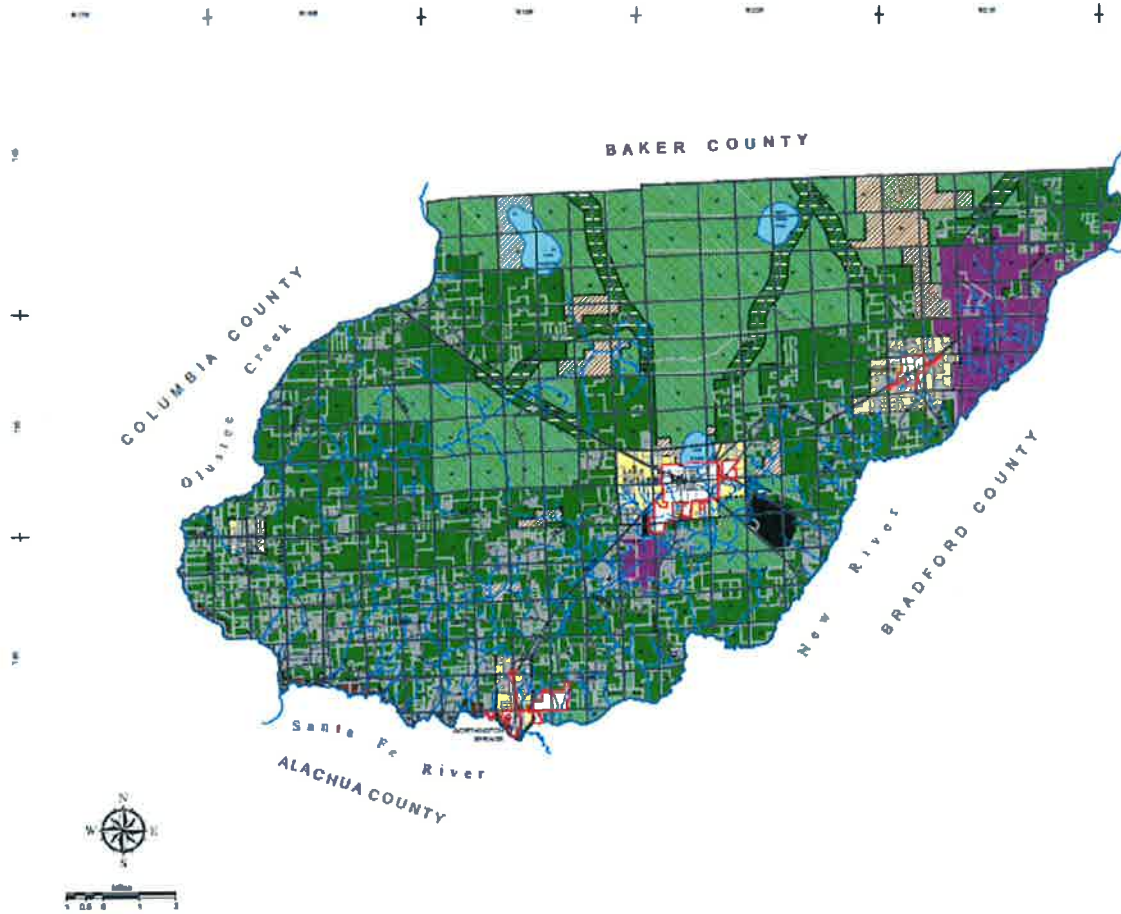
Source: Union County Planning Department  
Date: 10/1/2010





# Union County

Future Land Use Plan Map 2016



## FUTURE LAND USE PLAN MAP CLASSIFICATIONS

- Residential
- Public
- Recreation/Reserve Area 1 (up to 100 acres)
- Recreation/Reserve Area 2 (up to 100 acres)
- Recreation/Reserve Area 3 (up to 100 acres)
- Agriculture 1 (up to 100 acres)
- Agriculture 2 (up to 100 acres)
- Agriculture 3 (up to 100 acres)
- Forestland (up to 100 acres)
- Water
- Wetlands
- Other

## OTHER MAP FEATURES

- County Boundary Line
- Interstate
- Major Road
- Minor Road
- Water
- Wetlands

Source: Union County Planning Department  
Date: 10/1/2016

Union County, Florida, is a county in the state of Florida. It is located in the north-central part of the state, between Alachua County to the south and Columbia County to the west. The county is bounded by the Santa Fe River to the east and the New River to the south. The county is home to a large number of people and is a major center of commerce and industry in the region.

This map is a representation of the future land use plan for Union County, Florida. It is based on the best available information and is subject to change. The map is intended to provide a general overview of the county's future land use and is not intended to be used for legal purposes.



## b. Population/Composition

The Bureau of Economic and Business Research estimated Union County's total population in 2016 as 15,887. The Bureau of Economic and Business Research also estimated the population of the City of Lake Butler as 1,853, the Town of Raiford as 243, the Town of Worthington Springs as 339 and the unincorporated area as 13,452.

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

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

<b>AREA</b>	<b>POPULATION COUNT 2010</b>	<b>POPULATION ESTIMATE 2016</b>
Union County	15,535	15,887
City of Lake Butler	1,897	1,853
Town of Raiford	255	243
Town of Worthington Springs	181	339
Unincorporated Area	13,202	13,452

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

It is important to note that, according to the Bureau of Economic and Business Research, 4,989 individuals in Union County are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

## c. Population Densities

Table 2 shows the Union County population distribution.

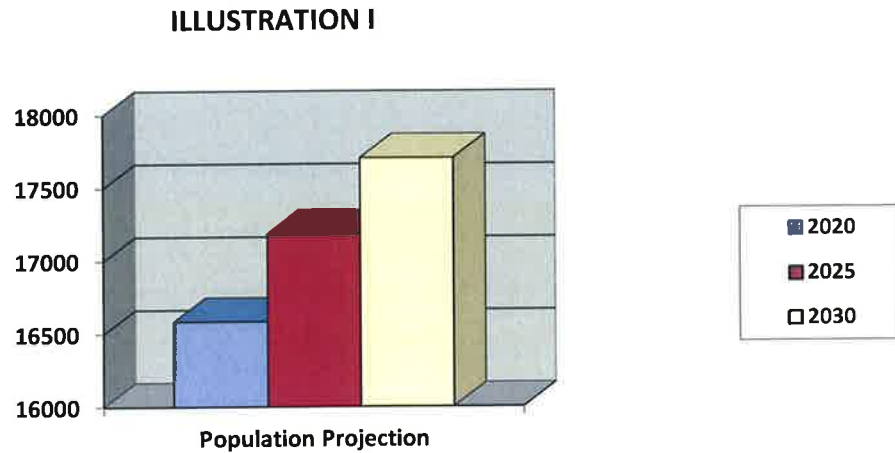
**TABLE 2**  
**POPULATION DISTRIBUTION**  
**UNION COUNTY**

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

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

#### d. Population Projections

According to the Bureau of Economic and Business Research, by the year 2020, Union County will have a total population of 16,584 and by the year 2025, the total County population will be 17,183. Illustration I shows population projections for 2020, 2025 and 2030.



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

#### e. Population Age Distribution

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group.

**TABLE 3**  
**Population Estimates By Age Group**  
**Union County**  
**April 2015**

Age Group	Population
0-4	791
5-17	2,126
18-24	1,494
25-54	7,123
55-64	2,540
65-79	1,533
80+	311

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

#### f. Disability and Self Care Limitations

The 2010 Census Community Survey 2011-2015 reported 1,517 civilian residents of Union County have disabilities.

## g. Employment

The Bureau of the Census 2011-2015 American Community Survey reports that Union County's labor force (individuals who are able to work but may not be employed) in 2015 was 12,729 with a 31 percent employment rate and a 12 percent unemployment rate.

## h. Income

The 2010 U.S. Census Bureau estimates the median household income for Union County 2011-2015 was \$39,163. Table 4 characterizes the levels of household income in Union County. Table 5 shows income levels that are currently used to define the federal poverty level.

**TABLE 4**  
**HOUSEHOLD INCOME**  
**UNION COUNTY, 2011-2015**

<b>HOUSEHOLDS</b>	<b>MEDIAN HOUSEHOLD INCOME</b>	<b>PERCENT OF PERSONS BELOW POVERTY LEVEL</b>
3,883	\$39,163	26.2%

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

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

<b>Persons In Family/Household</b>	<b>2017 Poverty Guideline</b>
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

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



TABLE 6

**INCOME AND POVERTY STATUS DATA  
UNION COUNTY**

<b>PER CAPITA INCOME 2015</b>	<b>MEDIAN HOUSEHOLD INCOME 2015</b>	<b>PERCENT OF PERSONS BELOW POVERTY LEVEL 2015</b>
\$12,291	\$39,163	26.2%

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

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

TABLE 7

**PUBLIC ASSISTANCE CASES  
UNION COUNTY, 2015**

<b>TYPE OF ASSISTANCE</b>	<b>AVERAGE MONTHLY CASES</b>
Aged Assistance	16
Blind or Disabled	369

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

## i. Housing

The U.S. Census Bureau estimates that in 2015, the total number of households in Union County was 3,883 and that the average household size was 2.58. Table 8 presents data on Union County housing units.

TABLE 8

**HOUSING OCCUPANCY  
UNION COUNTY, 2015**

<b>HOUSING UNITS</b>	<b>Owner-Occupied Housing Unit Rate</b>
4,459	65.6%

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

## j. Health

One hospital is located in Union County. According to the Bureau of Economic and Business Research, there are 8 licensed doctors of medicine and 222 nurses.

## **k. Transportation**

According to the 2010 Census 2011-2015 American Community Survey, 291 households had no vehicle available.

## **l. Major Trip Generators/Attractors**

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

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

# **C. Service Analysis**

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

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

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

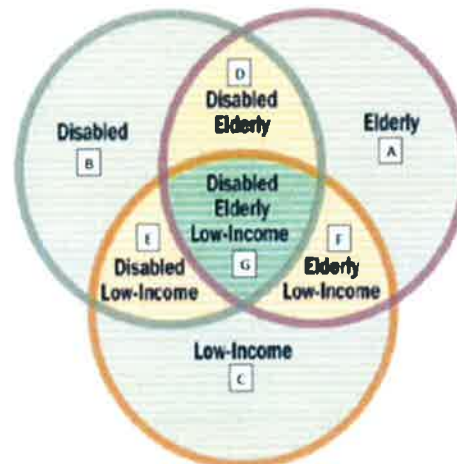
The following tables show general and critical need Transportation Disadvantaged population estimates for Union County.

**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

Union 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	2,909	19.1%	792	5.2%	177	6.1%	67	2.30%
18-64	10,484	69.0%	1,010	6.6%	1,594	15.2%	346	3.30%
<b>Total Non Elderly</b>	<b>13,393</b>	<b>88.2%</b>	<b>1,802</b>	<b>11.9%</b>	<b>1,771</b>	<b>13.2%</b>	<b>413</b>	<b>3.08%</b>
65+	1,798	11.8%	200	1.3%	868	48.3%	129	7.20%
<b>Total Elderly</b>	<b>1,798</b>	<b>11.8%</b>	<b>200</b>	<b>1.3%</b>	<b>868</b>	<b>46.3%</b>	<b>129</b>	<b>7.20%</b>
<b>Total</b>	<b>15,191</b>	<b>100%</b>	<b>2,002</b>	<b>13.2%</b>	<b>2,639</b>	<b>17.4%</b>	<b>542</b>	<b>3.57%</b>

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I9)	413
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G9	1,358
G - Estimate elderly/disabled/low income	From Base Data (I11)	129
D- Estimate elderly/ disabled/not low income	Subtract I11 from G11	739
F - Estimate elderly/non-disabled/low income	Subtract I11 from E11	71
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C11	859
C - Estimate low income/not elderly/not disabled	Subtract I9 from E9	1,389
<b>Total - Non-Duplicated</b>		<b>4,958</b>

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	4,958	32.6%



**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

<b>Union County</b>					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	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<18	177	6.10%	67	2.30%		
18-64	1,594	15.20%	346	3.30%		
<b>Total Non Elderly</b>	<b>1,771</b>	<b>13.22%</b>	<b>413</b>	<b>3.08%</b>	<b>28.60%</b>	<b>118</b>
65+	868	48.30%	129	7.20%		
<b>Total Elderly</b>	<b>868</b>	<b>48.30%</b>	<b>129</b>	<b>7.20%</b>	<b>11.70%</b>	<b>15</b>
<b>Total</b>	<b>2,639</b>	<b>17.38%</b>	<b>542</b>	<b>3.57%</b>		<b>133</b>

<b>Critical Need - Severely Disabled TD Population</b>			
	<b>Not Low Income</b>	<b>Low Income</b>	<b>Totals</b>
<b>Non-Elderly</b>	295	118	413
<b>Elderly</b>	114	15	129
<b>TOTAL</b>	<b>409</b>	<b>133</b>	<b>542</b>

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

<b>Low Income &amp; Not Disabled = C + F</b>			
Assumes	1,460	<b>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</b>	
27.2%	397		
100%	397		
		<b>Calculation of Daily Trips</b>	
<b>Total Actual Critical TD Population</b>		<b>Rates Per Person</b>	<b>Total Daily Trips</b>
Severely Disabled	542	0.049	27
Low Income ND	397	1.899	754
<b>Totals</b>	<b>939</b>		<b>781</b>

## 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.

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Union 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	413	416	420	423	427	430	434	438	441	445	449
B - Estimate non-elderly/disabled/not low income	1,358	1,370	1,381	1,393	1,404	1,416	1,428	1,440	1,452	1,464	1,476
G - Estimate elderly/disabled/low income	129	131	132	133	134	135	136	137	138	140	141
D - Estimate elderly/disabled/not low income	739	745	751	756	764	770	777	783	790	797	803
F - Estimate elderly/non-disabled/low income	71	71	72	72	73	74	74	75	75	76	77
A - Estimate elderly/non-disabled/not low income	859	866	873	881	888	896	903	911	918	926	934
C - Estimate low income/not elderly/not disabled	1,389	1,401	1,412	1,424	1,436	1,448	1,460	1,473	1,485	1,497	1,510
<b>TOTAL GENERAL TD POPULATION</b>	<b>4,958</b>	<b>5,000</b>	<b>5,041</b>	<b>5,084</b>	<b>5,128</b>	<b>5,189</b>	<b>5,212</b>	<b>5,256</b>	<b>5,300</b>	<b>5,344</b>	<b>5,389</b>
<b>TOTAL POPULATION</b>	<b>15,191</b>	<b>15,318</b>	<b>15,448</b>	<b>15,578</b>	<b>15,706</b>	<b>15,837</b>	<b>15,970</b>	<b>16,103</b>	<b>16,238</b>	<b>16,374</b>	<b>16,511</b>



Union County

Critical Need TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Total Critical TD Population</b>											
Disabled	542	547	551	556	561	565	570	575	580	585	589
Low Income Not Disabled No Auto/Transit	397	400	404	407	410	414	417	421	424	428	432
<b>Total Critical Need TD Population</b>	<b>939</b>	<b>947</b>	<b>955</b>	<b>963</b>	<b>971</b>	<b>979</b>	<b>988</b>	<b>996</b>	<b>1,004</b>	<b>1,013</b>	<b>1,021</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	27	27	27	27	27	28	28	28	28	29	29
Low Income - Not Disabled - No Access	754	760	767	773	780	786	793	799	806	813	819
<b>Total Daily Trips Critical Need TD Population</b>	<b>781</b>	<b>794</b>	<b>807</b>	<b>821</b>	<b>835</b>	<b>849</b>	<b>864</b>	<b>880</b>	<b>895</b>	<b>911</b>	<b>925</b>
<b>Annual Trips</b>	<b>202,938</b>	<b>206,368</b>	<b>209,856</b>	<b>213,402</b>	<b>217,009</b>	<b>220,850</b>	<b>224,753</b>	<b>228,737</b>	<b>232,786</b>	<b>236,906</b>	<b>240,625</b>

### 3. Barriers to Coordination

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

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

### 4. Needs Assessment

#### U.S.C. Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Operating assistance	2017/18	Union County	\$161,121	U.S.C. Section 5311 Program
			\$161,122	Suwannee River Economic Council

#### Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2016/17	Union County	\$105,507	Transportation Disadvantaged Trust Fund
			\$11,723	Suwannee River Economic Council

### 5. Goals, Objectives and Strategies

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

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

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

- Strategy b):** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL V:** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VI:** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VII:** **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL VIII:** **The Community Transportation Coordinator shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.
- Strategy:** The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.



**GOAL IX:**                    **The Community Transportation Coordinator shall insure the provision of safe transportation services.**

**OBJECTIVE:**            The Community Transportation Coordinator shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.

**Strategy:**                The System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule 14-90, Florida Administrative Code*.

## 6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Union County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2017 (4) 2017
(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

## Transportation Disadvantaged Service Plan

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

## Chapter II: Service Plan

### A. Operations

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

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

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

##### a. Bariatric Transportation

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

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

Transportation Disadvantaged Program sponsored service is provided 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**

352.496.0624

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

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

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

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

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

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

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

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

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

### **g. Passenger Fares**

Suwannee River Economic Council will not charge fares to passengers sponsored by the 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 local Coordinating Board has established the following Transportation Disadvantaged Program trip priorities:

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

## 3. Transportation Operators And Coordination Contractors

Suwannee River Economic Council does not have any operator or coordination contracts.

## 4. Public Transit Utilization

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

## 5. School Bus Utilization

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

## 6. Vehicle Inventory

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

## 7. System Safety Program Plan Certification

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

## 8. Inter-County Services

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



## 9. Natural Disaster/Emergency Preparedness

The Union 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 Union County.

## 12. Service Standards

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

### a. Drug and Alcohol Policy

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

**Local Policy:** 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.

**Local Policy:** Suwannee River Economic Council 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.

**Local Policy:** Suwannee River Economic Council 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:** Suwannee River Economic Council 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 Suwannee River Economic Council 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.

**Local Policy:** Suwannee River Economic Council 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.

**Local Policy:** Suwannee River Economic Council shall comply with this standard.

l. Driver Identification

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

**Local Policy:** Suwannee River Economic Council 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:** Suwannee River Economic Council 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** - Suwannee River Economic Council 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.

**Local Policy:** Suwannee River Economic Council 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.

**Local Policy:** Suwannee River Economic Council 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:** Suwannee River Economic Council shall have a 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

## x. Advance Reservation Requirement

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

**Local Policy:** Twenty-four hours advanced notice is required for all trips scheduled within the coordinated system. Monday service requires 72 hours advance notice.

## y. Safety

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

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

## z. Reliability

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

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

## aa. Call-Hold Time

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

This standard is not applicable to this service area.

## bb. Quality of Service

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

**Local Policy:** 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 Union County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program. All requests for reconsideration must be in writing and delivered to:

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 Union County Transportation Disadvantaged Coordinating Board Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by Suwannee River Economic Council to the person requesting the hearing.

## **15. Evaluation Process**

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

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

See Appendix B.

## **Chapter III: Quality Assurance**

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

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

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

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

# Transportation Disadvantaged Grievance Procedures

July 12, 2016

Union County  
Transportation Disadvantaged Coordinating Board



# Transportation Disadvantaged Grievance Procedures

Approved by the  
Union County  
Transportation Disadvantaged Coordinating Board

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

---

**Woody Kitler, Chair**

with Assistance from



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

July 12, 2016

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## **Chapter I: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures**

### **A. Preamble**

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

### **B. Agency Description**

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

### **C. Definitions**

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

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

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

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

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

**Union 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.

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

**Union County Transportation Disadvantaged Coordinating Board**  
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- (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.

**Union 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:  
  
Union County Transportation Disadvantaged Coordinating Board  
Grievance Committee  
2009 N.W. 67th Place  
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance 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.

**Union 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:

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

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

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

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

**Union 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.

**Union County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

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## **O. Certification**

The undersigned hereby certifies that he/she is the Chair of the Union 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 Union County Transportation Disadvantaged Coordinating Board the 12th day of July 2016.

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Woody Kitler, Chair  
Union 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

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

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$1.87
* Wheel Chair	Passenger Mile	\$3.21
* Stretcher	Passenger Mile	\$6.68
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

**\* 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: Union 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 \$1100 in 16/17 monies and \$1100 in 17/18 monies.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 11,935	\$ 1,100	\$ 13,420	-90.8%	1120.0%	
<b>Bus Pass Program Revenue</b>						

**Local Government**

District School Board						
Compl. ADA Services						
County Cash	\$ 10,476	\$ 10,478	\$ 10,478	0.0%	0.0%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Spons. Trip Program	\$ 94,303	\$ 94,303	\$ 94,303	0.0%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 115,000			-100.0%		
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**USDOT & FDOT**

49 USC 5307						Other DOT: USC 5316 and transfer from previous owner
49 USC 5310						
49 USC 5311 (Operating)	\$ 110,716	\$ 80,030	\$ 87,185	-20.6%	9.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 62,342			-100.0%		
<b>Bus Pass Program Revenue</b>						

**AHCA**

Medicaid	\$ 37,552	\$ 00,000	\$ 40,250	59.8%	-32.9%	Anticipated increase from last year's actual numbers.
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCF**

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

**DOH**

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

**DOE (state)**

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AWI**

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

**DOEA**

Older Americans Act	\$ 8,880	\$ 10,500	\$ 9,550	18.2%	-0.0%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCA**

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						



**Union County**  
**Transportation Disadvantaged Service Plan**

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Suwannee River Economic Council, Inc.  
County: Union 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 $\geq 10\%$ and Also $\geq \pm \$50,000$
1	2	3	4	5	6	7

**APD**

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

**DJJ**

(specify in explanation)  
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

Balancing Revenue is Short By =

Total Revenues =

	None	None		
	\$461,206	\$256,381	\$255,186	-44.4% -0.5%

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

**Operating Expenditures**

Labor	\$ 112,840	\$ 126,544	\$ 114,606	12.1%	-9.3%
Fringe Benefits	\$ 52,454	\$ 49,600	\$ 53,020	-5.5%	6.9%
Services	\$ 11,903	\$ 0,700	\$ 9,550	-26.9%	9.8%
Materials and Supplies	\$ 130,851	\$ 44,305	\$ 44,666	-66.1%	0.8%
Utilities	\$ 11,132	\$ 7,800	\$ 8,475	-29.9%	8.7%
Casualty and Liability	\$ 11,990	\$ 14,000	\$ 12,689	16.8%	-9.4%
Taxes	\$ 567	\$ 982	\$ 550	73.2%	-44.0%

**Purchased Transportation:**

Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services					
Other					
Miscellaneous	\$ 1,981	\$ 1,250	\$ 1,130	-36.8%	-9.6%
Operating Debt Service - Principal & Interest		\$ 3,200	\$ 2,890		-9.7%
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund	\$ 10,478		\$ 7,410	-100.0%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

**Capital Expenditures**

Equip. Purchases with Grant Funds	\$ 115,000			-100.0%	
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR GAIN

Total Expenditures =

	\$2,200	\$256,381	\$255,186	-44.1%	-0.5%
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See NOTES Below.

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



**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Suwannee River Economic Council, Inc.

County: Union County

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

	Upcoming Year's BUDGETED Revenues  from July 1st of 2017 to June 30th of 2018	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?
1	2	3	4	5
<b>APD</b>				
Office of Disability Determination	\$ -			
Developmental Services	\$ -			
Other APD	\$ -			
Bus Pass Program Revenue	\$ -			
<b>DJJ</b>				
DJJ	\$ -			
Bus Pass Program Revenue	\$ -			
<b>Other Fed or State</b>				
xxx	\$ -			
xxx	\$ -			
xxx	\$ -			
Bus Pass Program Revenue	\$ -			
<b>Other Revenues</b>				
Interest Earnings	\$ -			
xxxx	\$ -			
xxxx	\$ -			
Bus Pass Program Revenue	\$ -			
<b>Balancing Revenue to Prevent Deficit</b>				
Actual or Planned Use of Cash Reserve	\$ -			
<b>Total Revenues =</b>	<b>\$ 255,186</b>			
		<b>\$ 168,001</b>	<b>\$ 87,185</b>	

**EXPENDITURES (CTC/Operators ONLY)**

<b>Operating Expenditures</b>	
Labor	\$ 114,806
Fringe Benefits	\$ 53,020
Services	\$ 9,550
Materials and Supplies	\$ 44,666
Utilities	\$ 8,475
Casualty and Liability	\$ 12,689
Taxes	\$ 550
<b>Purchased Transportation</b>	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 1,130
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 2,890
Contrib to Capital Equip. Replacement Fund	\$ 7,410
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<b>Total Expenditures =</b>	<b>\$ 255,186</b>
minus EXCLUDED Subsidy Revenue =	<b>\$ 87,185</b>
<b>Budgeted Total Expenditures INCLUDED in Rate Base =</b>	<b>\$ 168,001</b>
Rate Base Adjustment <sup>1</sup> =	\$ -
<b>Adjusted Expenditures Included In Rate Base =</b>	<b>\$ 168,001</b>

\$ 87,185

Amount of  
Budgeted  
Operating Rate  
Subsidy Revenue

**<sup>1</sup> 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.

<sup>1</sup> The Difference between Expenses and Revenues for Fiscal Year.

2015 - 2016

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

## Worksheet for Program-wide Rates

CTC: Suwannee River Et Version 1.4  
 County: Union 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 =	89,000
Rate Per Passenger Mile = \$	1.89
Total Projected Passenger Trips =	4,810
Rate Per Passenger Trip = \$	34.93

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length =	18.5 Miles
------------------------------	------------

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

Rate Per Passenger Mile = \$	2.87
Rate Per Passenger Trip = \$	53.05

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

#### Vehicle Miles

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

#### Vehicle Revenue Miles (VRM)

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

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

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.



**Worksheet for Multiple Service Rates**

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

CTC: Suwannee River Version 1.4  
County: Union County

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

**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 checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input type="radio"/> No	<input checked="" 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 checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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

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

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

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

4. If you answered # 3 & 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: Union County

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

**SECTION 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 IVLoading Rate  
0.00 to 1.00

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

**SECTION V: Rate Calculations for Multiple Services:**

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 89,000

Rate per Passenger Mile =

RATES FOR FY: 2017 - 2018				
Ambul	Wheel Chair	Stretcher	Group	
88,000	950	50	Leave Blank	0
\$1.87	\$3.21	\$6.68	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 4,810

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
4,754	55	1	Leave Blank	
\$34.63	\$59.36	\$123.66	\$0.00	\$0.00
			per passenger	per group

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

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

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	\$0.00
\$1.87	\$3.21	\$6.68	\$0.00	\$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	
\$2.84	\$4.87	\$10.15	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$52.60	\$80.16	\$187.84	\$0.00	\$0.00
			per passenger	per group

Program These Rates into Your Medicaid Encounter Data

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## Appendix C: Vehicle Inventory

**Suwannee River Economic Council, Inc.**  
**UNION COUNTY VEHICLE INVENTORY**

Updated 7/20/16

COUNTY	BUS #	VEHICLE IDENTIFICATION NUMBER	YEAR*	MAKE	SEATS	LIFT	SOURCE	CONTRACT NUMBER or FDOT #	TAG NUMBER	EXPIRES	MODEL	LENGTH	DATE IN SVC
Union	U01	1FTNE2EL1EDA67826	2014	Ford (No Lift)	8	N	FDOT 5316	91232	X1657C	6-17	E250	18'	4/15/16
Union	U02	1GB3G2BG7B1161526	2011	Chevy Cutaway	8+2	Y	FDOT 5310	90296	X0109C	6-17	CG33503	22'	
Union	U03	57WMD2A63EM101999	2014	Mobility Ventures	4+2	RAMP	TD-RC	G0410*	X9348C	6-17	MV-1	17'	3/11/16
Union	U204	1FMNE1BW8ADA00526	2010	Ford (No Lift)	8	N	FDOT	90264	X4185B	6-17	E150	18'	7/1/15
Union	U205	1FTNE2EL2CDA32368	2012	Ford (No Lift)	8	N	FDOT	91201	X0056B	6-17	E250	18'	7/1/15
Union	U206	1GBJG31K691107325	2009	Chevy	8+2	Y	FDOT	80220	X5723B	6-17	Bus	22'	7/1/15
Union	U207	1FDXE4FL5BDA29977	2012	Ford	10+2	Y	TD		X5722B	6-17	E450	22'	7/1/15
Union	U208	1FDFF4FS4FDA35293	2015	Ford Turtle Top	10+2	Y	TD-RC	G0410*	X8089C	6-17	Odyssey	24'	7/20/16

**Total Vehicles in Service:      8**

## Appendix D: Safety Compliance Self Certification



### Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 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: \_\_\_\_\_

(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.

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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



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visit our website!

## Union County Transportation Disadvantaged Coordinating Board

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

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





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April 4, 2017

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee Member

RECOMMENDATION

**The Chair needs to appoint a Board member to the Grievance Committee.**

BACKGROUND

Chapter I.E. of the Board's Grievance Procedures requires the Chair to appoint five (5) voting members to the Grievance Committee. The following Board members were appointed to serve on the Grievance Committee:

- Jeff Aboumrad, Florida Department of Education Representative
- Amanda Bryant, Florida Department of Children and Families Representative
- Sandra Collins, Florida Department of Transportation Representative
- Barbara Fischer, Veterans Representative

The Chair needs to appoint one Board member to serve on the Grievance Committee.

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

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promoting economic development and providing technical services to local governments.





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April 4, 2017

TO: Union 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\union\memos\statapr.docx

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promoting economic development and providing technical services to local governments.



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

OPERATING DATA	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>1,172</b>
Florida Transportation Disadvantaged Program	481
Florida Managed Medical Care Program (Medicaid)	507
Aging Program - Title III B	184
<b>TOTAL VEHICLE MILES</b>	<b>35,979</b>
<b>TOTAL VEHICLE HOURS</b>	<b>1,739</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$56,823.85</b>
Florida Transportation Disadvantaged Program	\$29,236.20
Florida Managed Medical Care Program (Medicaid)	\$25,747.65
Aging Program - Title III B	\$1,840.00
<b>AVERAGE COST PER TRIP</b>	<b>\$48.48</b>
Florida Transportation Disadvantaged Program	\$60.78
Florida Managed Medical Care Program (Medicaid)	\$50.78
Aging Program - Title III B	\$10.00
<b>AVERAGE COST PER MILE</b>	<b>\$1.58</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$32.68</b>
<b>TRIP PURPOSE*</b>	
Medical	988
Employment	0
Education/Training	0
Shopping	0
Meal Site	184
Recreation	0
Other	0
<b>NUMBER OF TRIPS DENIED</b>	<b>0</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>71</b>
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	<b>6%</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>167</b>
<b>NUMBER OF VEHICLES</b>	<b>7</b>
<b>NUMBER OF ROADCALLS</b>	<b>0</b>

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

OPERATING DATA	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>1,130</b>
Florida Transportation Disadvantaged Program	546
Florida Managed Medical Care Program (Medicaid)	385
Aging Program - Title III B	199
<b>TOTAL VEHICLE MILES</b>	<b>12,269</b>
<b>TOTAL VEHICLE HOURS</b>	<b>938</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$49,413.95</b>
Florida Transportation Disadvantaged Program	\$26,193.20
Florida Managed Medical Care Program (Medicaid)	\$21,230.75
Aging Program - Title III B	\$1,990.00
<b>AVERAGE COST PER TRIP</b>	<b>\$43.73</b>
Florida Transportation Disadvantaged Program	\$47.97
Florida Managed Medical Care Program (Medicaid)	\$55.14
Aging Program - Title III B	\$10.00
<b>AVERAGE COST PER MILE</b>	<b>\$4.03</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$52.68</b>
<b>TRIP PURPOSE*</b>	
Medical	931
Employment	0
Education/Training	0
<b>Shopping</b>	<b>0</b>
<b>Meal Site</b>	<b>199</b>
<b>Recreation</b>	<b>0</b>
<b>Other</b>	<b>0</b>
<b>NUMBER OF TRIPS DENIED</b>	<b>0</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>90</b>
<b>PERCENT OF SINGLE PASSENGER TRIPS</b>	<b>8%</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>226</b>
<b>NUMBER OF VEHICLES</b>	<b>5</b>
<b>NUMBER OF ROADCALLS</b>	<b>0</b>

Source: Suwannee River Economic Council

**2016-2017 TRIP/EQUIPMENT GRANT SUMMARY  
UNION COUNTY**

**Suwannee River Economic Council**

**Rates:**

**Ambulatory: \$1.92 per passenger mile**

**Wheelchair: \$3.29 per passenger mile**

**Stretcher: \$6.86 per passenger mile**

**CONTRACT AMOUNT: \$116,936.00**

<b>MONTH/ YEAR</b>	<b>TOTAL DOLLARS SPENT</b>	<b>TRUST FUND (90%)</b>	<b>LOCAL MATCH (10%)</b>	<b>TOTAL AMOUNT REMAINING</b>	<b>NUMBER OF TRIPS</b>	<b>AVERAGE COST PER TRIP</b>
Jul-16	\$9,746.31	\$8,771.68	\$974.63	\$107,189.69	186	\$52.40
Aug-16	\$9,744.23	\$8,769.81	\$974.42	\$97,445.46	205	\$47.53
Sep-16	\$9,743.71	\$8,769.34	\$974.37	\$87,701.75	170	\$57.32
Oct-16	\$9,744.60	\$8,770.14	\$974.46	\$77,957.15	167	\$58.35
Nov-16	\$9,744.19	\$8,769.77	\$974.42	\$68,212.96	147	\$66.29
Dec-16	\$9,745.49	\$8,770.94	\$974.55	\$58,467.47	167	\$58.36
Jan-17				\$58,467.47		#DIV/0!
Feb-17				\$58,467.47		#DIV/0!
Mar-17				\$58,467.47		#DIV/0!
Apr-17				\$58,467.47		#DIV/0!
May-17				\$58,467.47		#DIV/0!
Jun-17				\$58,467.47		#DIV/0!
Total						

**UNION COUNTY**  
**QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS**  
**OCTOBER - DECEMBER 2016**

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

Source: Suwannee River Economic Council

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

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

Source: Suwannee River Economic Council





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April 4, 2017

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2017 Florida Legislative Session

RECOMMENDATION

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

BACKGROUND

Attached is information regarding the 2017 Florida legislative session and Florida's Transportation Disadvantaged Program. If you have any questions concerning the attached information, please contact me at extension 110.

Attachment

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Dedicated to improving the quality of life of the Region's citizens,  
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The budget process in Tallahassee is underway.

The Governor's recommendations for the TD Program includes an additional \$1,572,964 in new revenues to increase funding for the Trip and Equipment Grant Program, \$1,750,000 of unreserved funds from the TD Trust Fund to fund the second year of the Mobility Enhancement Program, and \$930,909 to build and maintain a new AOR system. The Governor recommendations for additional TD funding totals \$4.25M.

The Chairs of the Senate's Appropriations Subcommittee on Transportation, Tourism and Economic Development and the House's Transportation and Tourism Appropriations Subcommittee released their budget recommendations for Fiscal Year 2017-18. The Senate picked up the \$4.25M of additional funding in the Governor recommended budget for the TD Program. The House picked up \$0, which means no additional funding for the Trip and Equipment Grant Program and no funding for the second year of the Mobility Enhancement Grant Program.

At some point in the process the Senate and House will agree on a budget for TD. The Senate agrees with the Governor's budget. It would be nice if the House also agreed with the Governor's and Senate's budgets.

The attachment contains:

- the total amount of TD funding, minus match, for the current year for each county;
- the total amount of TD funding, minus match, each county would receive next year under the House's budget; and
- the difference between funding for this year and funding for next year.

If you have concerns about your level of Trip and Equipment Grant funding for next fiscal year and / or worries about eliminating the second year of the Mobility Enhancement Grant Program, you may want to consider contacting your representative to let him/her know your concerns. It is important for your representatives to understand the impact this funding may have on the level of services you provide in your service area. The Members of the House Transportation and Tourism Appropriations Subcommittee are:

Ingram, Clay [R], Chair  
Drake, Brad [R], Vice Chair  
Jenne, Evan [D], Democratic Ranking Member  
Beshears, Halsey [R]  
Cortes, Robert "Bob" [R]  
Fant, Jay [R]  
Geller, Joseph [D]  
Grant, Michael [R]  
Jacquet, Al [D]  
Killebrew, Sam H. [R]  
La Rosa, Mike [R]  
McGhee, Kionne L. [D]  
Santiago, David [R]  
Trumbull, Jay [R]  
Watson, Barbara [D]

Steve Holmes  
Executive Director  
Florida Commission for the Transportation Disadvantaged

HOUSE TRANSPORTATION AND TOURISM APPROPRIATIONS SUBCOMMITTEE  
CHAIRMAN'S BUDGET RECOMMENDATIONS

County	2016-17 Total CTD Funding (Minus Match)	Chairman's Recommendations	Difference
Alachua	\$742,339	\$622,605	(\$119,734)
Baker	\$235,417	\$200,987	(\$34,430)
Bay	\$518,101	\$432,859	(\$85,242)
Bradford	\$141,126	\$120,663	(\$20,463)
Brevard	\$1,649,524	\$1,538,832	(\$110,692)
Broward	\$3,804,426	\$3,885,355	\$80,929
Calhoun	\$205,054	\$187,361	(\$17,693)
Charlotte	\$368,683	\$370,237	\$1,554
Citrus	\$438,528	\$409,827	(\$28,701)
Clay	\$508,625	\$402,558	(\$106,067)
Collier	\$824,464	\$823,272	(\$1,192)
Columbia	\$340,587	\$304,108	(\$36,479)
DeSoto	\$237,401	\$217,333	(\$20,068)
Dixie	\$209,885	\$188,332	(\$21,553)
Duval	\$1,596,930	\$1,550,412	(\$46,518)
Escambia	\$667,066	\$633,832	(\$33,234)
Flagler	\$354,195	\$284,524	(\$69,671)
Franklin	\$189,595	\$160,483	(\$29,112)
Gadsden	\$412,857	\$362,524	(\$50,333)
Gilchrist	\$120,325	\$107,974	(\$12,351)
Glades	\$215,773	\$199,527	(\$16,246)
Gulf	\$204,399	\$180,134	(\$24,265)
Hamilton	\$154,336	\$140,086	(\$14,250)
Hardee	\$264,320	\$236,535	(\$27,785)
Hendry	\$364,281	\$329,856	(\$34,425)
Hernando	\$395,675	\$318,287	(\$77,388)
Highlands	\$519,804	\$475,268	(\$44,536)
Hillsborough	\$2,303,556	\$1,868,823	(\$434,733)
Holmes	\$221,216	\$195,844	(\$25,372)
Indian River	\$368,077	\$320,680	(\$47,397)
Jackson	\$471,175	\$418,370	(\$52,805)
Jefferson	\$195,666	\$180,075	(\$15,591)
Lafayette	\$157,648	\$141,779	(\$15,869)
Lake	\$732,055	\$699,562	(\$32,493)
Lee	\$913,254	\$875,012	(\$38,242)
Leon	\$548,220	\$529,983	(\$18,237)
Levy	\$426,612	\$363,966	(\$62,646)
Liberty	\$284,449	\$249,104	(\$35,345)
Madison	\$247,077	\$211,540	(\$35,537)
Manatee	\$641,791	\$617,962	(\$23,829)
Marion	\$934,010	\$796,708	(\$137,302)
Martin	\$379,429	\$293,541	(\$85,888)
Miami-Dade	\$5,882,719	\$6,341,831	\$459,112
Monroe	\$426,204	\$347,710	(\$78,494)
Nassau	\$334,832	\$290,725	(\$44,107)
Okaloosa	\$509,030	\$492,270	(\$16,760)
Okeechobee	\$252,647	\$233,935	(\$18,712)
Orange	\$2,431,332	\$2,356,854	(\$74,478)
Osceola	\$1,065,456	\$1,001,994	(\$63,462)
Palm Beach	\$2,942,044	\$2,929,638	(\$12,406)
Pasco	\$683,091	\$665,175	(\$17,916)
Pinellas	\$2,861,360	\$3,094,397	\$233,037
Polk	\$1,240,554	\$1,186,980	(\$53,574)
Putnam	\$477,054	\$376,222	(\$100,832)
Saint Johns	\$634,064	\$476,345	(\$157,719)
Saint Lucie	\$546,584	\$525,341	(\$21,243)
Santa Rosa	\$443,157	\$394,810	(\$48,347)
Sarasota	\$1,040,894	\$942,118	(\$98,776)
Seminole	\$767,181	\$774,476	\$7,295
Sumter	\$343,158	\$279,528	(\$63,630)
Suwannee	\$267,243	\$234,562	(\$32,681)
Taylor	\$326,758	\$290,325	(\$36,433)
Union	\$105,242	\$92,050	(\$13,192)
Volusia	\$1,190,253	\$1,148,054	(\$42,199)
Wakulla	\$220,100	\$192,666	(\$27,434)
Walton	\$439,332	\$377,658	(\$61,674)
Washington	\$248,846	\$217,292	(\$31,554)
<b>TOTALS</b>	<b>\$50,187,086</b>	<b>\$47,709,675</b>	<b>(\$2,477,411)</b>

3/29/2017

# ATTENDANCE RECORD

## UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	04/12/2016	07/12/2016	10/11/2016	01/10/2017
Chair	Commissioner Woody Kitler	P	A	P	A
Florida Department of Transportation	Sandra Collins	P	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Amanda Bryant				
Alternate Member	Frederick Johnson				
Florida Agency for Health Care Administration	Deweece Ogden	P	P	P	P
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	Melinda Jordan	A	A	A	A
Alternate Member	Jeffrey Aboumrad	P	P	P	P
Public Education	Mike Pittman	A	A	A	A
Alternate Member	(Vacant)				
Citizen Advocate	Doyle Archer	A	A	A	A
Alternate Member	(Vacant)				
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	Barbara Fischer	P	P	P	P
Alternate Member	(Vacant)				
Persons with Disabilities	Bill McGill	P	P	P	P
Alternate Member	(Vacant)				
Florida Association for Community Action	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Regional Workforce Board	Selvin Cray				
Alternate Member	Sifoa Nunu	A	A	A	A
Local Medical Community	(Vacant)				
Alternate Member	(Vacant)				

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

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



# Are You Interested in Public Transportation Services in Union County?



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

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



For more information please contact:  
Ms. Lynn Godfrey, Senior Planner  
North Central Florida Regional Planning Council  
352.955.2200, extension 110  
[godfrey@ncfrpc.org](mailto:godfrey@ncfrpc.org)  
<http://www.ncfrpc.org/>

