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

May 9, 2018

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board will hold a regular business meeting Wednesday, May 16, 2018 at 10:00 a.m. or as soon thereafter the public workshop in the **Tourism and Economic Development Conference Room, Hamilton County Courthouse Annex located at 1153 US Hwy 41 NW, Jasper, Florida (location map attached)**. This is an important meeting of the Board. All Board members are encouraged to attend this meeting.

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

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

Attachments

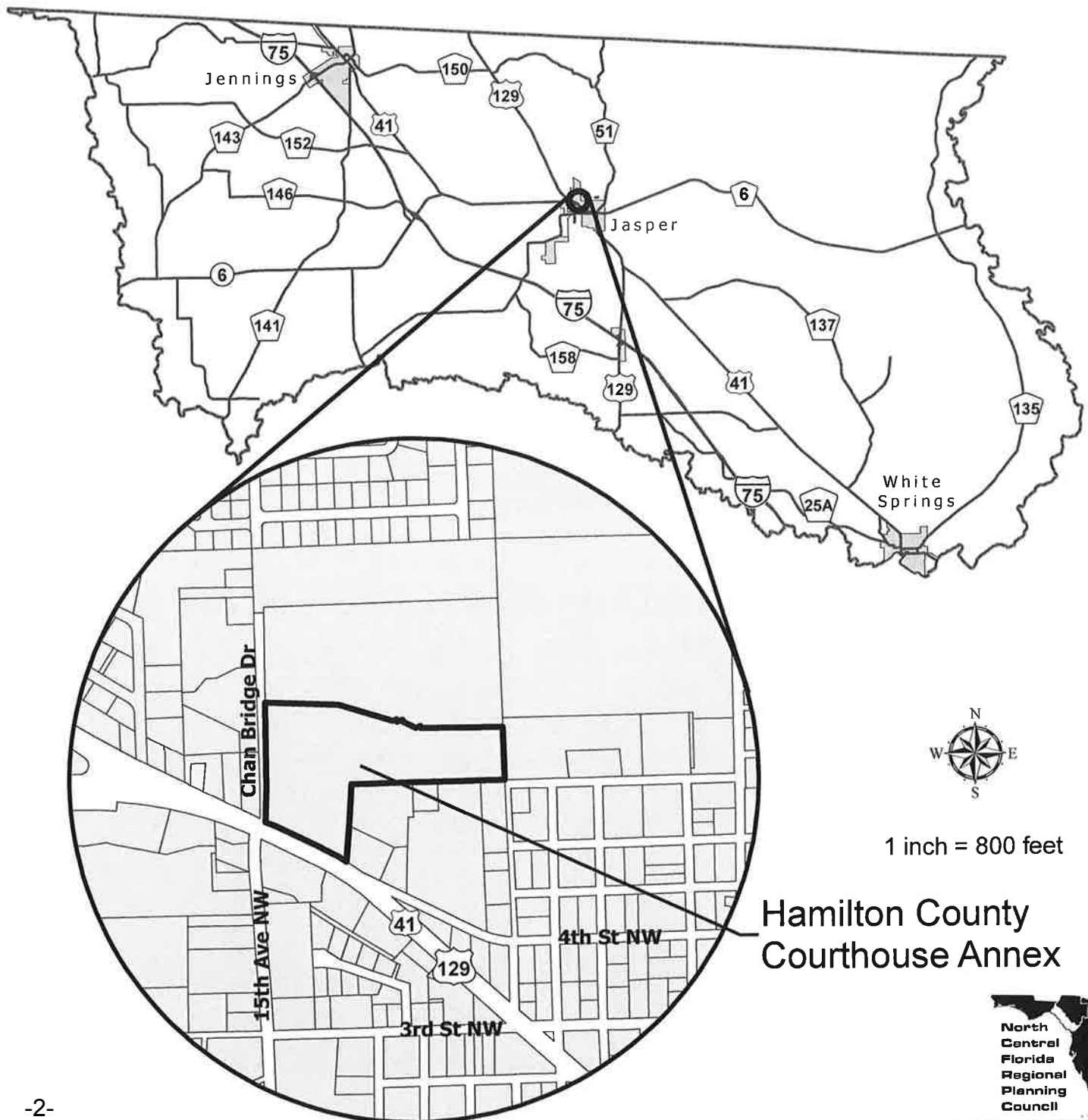
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Hamilton County Courthouse Annex

1153 U.S. Highway 41/129

Jasper, Florida 32052

Directions: From the intersection of Interstate 75 and U.S. Highway 129 (exit 451) in the Hamilton County, turn North onto U.S. Highway 129, travel approximately 5 miles to U.S. Highway 41/129 (also known as Hatley St), turn left (West) onto U.S. Highway 41/129 (also known as Hatley St), travel approximately 1 mile and the Hamilton County Courthouse Annex will be on the right, on the Northern side of U.S. Highway 41/129.





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

BUSINESS MEETING AND AGENDA

**Tourism and Economic Development Conference Room
Hamilton County Courthouse Annex
1153 US Hwy 41 NW
Jasper, Florida**

**Wednesday
May 16, 2018
10:00 a.m. or as soon
thereafter the public
workshop**

I. Business Meeting – Call To Order

II. Consent Agenda

ACTION REQUIRED

A. Approval of the Meeting Agenda

B. Approval of the February 21, 2018 Minutes Page 7

III. Comments and Concerns

A. Board Members

B. Citizens

IV. General Business

A. New Business

- | | | |
|--|----------------|---------------------------|
| 1. Introduction to Florida's Coordinated Transportation System (Lynn Godfrey) | Page 13 | NO ACTION REQUIRED |
| 2. Recommend Chair (Lynn Godfrey) | Page 45 | ACTION REQUIRED |
| 3. Elect Vice-Chair (Lynn Godfrey) | Page 47 | ACTION REQUIRED |
| 4. Suwannee Valley Transit Authority Fiscal Year 2018/19 Service Rates (Larry Sessions) | Page 49 | ACTION REQUIRED |

- | | | | |
|----|---|-----------------|---------------------------|
| 5. | 2016/21 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan - Annual Update (Lynn Godfrey) | Page 51 | ACTION REQUIRED |
| 6. | 2018/19 Mobility Enhancement Grant Application (Larry Sessions) | Page 153 | NO ACTION REQUIRED |
| 7. | Suwannee Valley Transit Authority Operations Reports (Larry Sessions) | Page 155 | NO ACTION REQUIRED |

B. Other Business

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

C. Future Meeting Dates

1. **September 19, 2018 at 10:00 a.m. in Lake City, Florida**
2. **November 7, 2018 at 10:00 a.m. in Live Oak, Florida**
3. **February 20, 2019 at 10:00 a.m. in Jasper, Florida**
4. **May 15, 2019 at 10:00 a.m. in Lake City, Florida**

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

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

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

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

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

BUSINESS MEETING

UF/IFAS Suwannee County Extension Office
1302 11th Street SW
Live Oak, Florida 32064

Wednesday
February 21, 2018
10:00 a.m.

VOTING MEMBERS PRESENT

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

ALTERNATE MEMBERS PRESENT

Darlene Strimple, Workforce Development Board Representative

VOTING MEMBERS ABSENT

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

OTHERS PRESENT

Teresa Fortner, Suwannee Valley Transit Authority
Larry Sessions, Suwannee Valley Transit Authority

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. Business Meeting Call To Order

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

A. Invocation

Matthew Pearson gave the invocation

B. Pledge of Allegiance

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

II. Consent Agenda

Commissioner Hale stated that Suwannee Valley Transit Authority requested the addition of the following agenda items:

1. IV. A. 2. Mobility Enhancement Grant Project; and
2. IV. A. 3. Suwannee Valley Transit Authority Passenger Code of Conduct

Ms. Godfrey stated that Suwannee Valley Transit Authority is also requesting approval of the 2018/19 Rural Area Capital Assistance Grant application. She asked the Board to add this item to the agenda as IV. A. 5.

ACTION: Ralph Kitchens moved to amend the agenda to include items IV. A. 2., IV. A. 3 and IV. A. 5. Barbara Lemley seconded; motion passed unanimously.

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

III. Comments and Concerns

Members

Ralph Kitchens asked if the passenger fare increase approved at the last meeting has had a fiscal impact on Suwannee Valley Transit Authority.

Mr. Larry Sessions, Suwannee Valley Transit Authority Administrator, stated that it is too soon to tell what impact the passenger fare increase has had. He said he will report on that issue at the next meeting.

Citizens

There were no citizen comments.

IV. General Business

A. New Business

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

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that transportation projects selected for funding must be included in the Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan. She said Fiscal Year 2018/19 transportation grant projects for Columbia, Hamilton and Suwannee Counties have been included in the Transportation Disadvantaged Service Plan for the Board's approval.

She also stated that Suwannee Valley Transit Authority is recommending changes to the Transportation Disadvantaged and Mobility Enhancement Grant Program eligibility criteria and certification application. She said the draft changes to the eligibility criteria and certification application are included in the Transportation Disadvantaged Service Plan for the Board's approval.

Mr. Sessions discussed the changes to the eligibility criteria and certification application.

ACTION: Sandra Collins moved to approve the amendments to the 2017/18 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan. Bruce Evans seconded; motion passed unanimously.

2. Mobility Enhancement Grant Project

Mr. Sessions discussed the Mobility Enhancement Grant project.

3. Suwannee Valley Transit Authority Passenger Code of Conduct

Mr. Sessions stated that they are having issues with some passengers' lack of personal hygiene. He said he would like to establish a policy concerning this issue and for the policy to be included in the Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan.

The Board discussed establishing a passenger hygiene policy. The Board recommended that the Suwannee Valley Transit Authority Board establish a policy and that it be included in the 2018/19 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan and Rider Guide.

4. Suwannee Valley Transit Authority Operations Reports

Mr. Sessions discussed the operations reports. He said passenger trips have increased and vehicle miles have decreased indicating an improvement in service efficiency. He also said Suwannee Valley Transit Authority is overspending the Transportation Disadvantaged Program funds monthly. He said he has met with Florida Commission for the Transportation Disadvantaged staff to request additional funding. He said that, if Suwannee Valley Transit Authority does not receive additional funding, they may have to eliminate trips for shopping purposes.

5. 2018/19 Rural Area Capital Assistance Grant Application

Mr. Sessions stated that Suwannee Valley Transit Authority is submitting an application for 2018/19 Rural Area Capital Assistance Grant Program funds to purchase a vehicle. He said Suwannee Valley Transit Authority will not have to provide local matching funds if they receive an award. He said this grant application requires Board approval in order to receive funding.

ACTION: Sandra Buck-Camp moved to approve Suwannee Valley Transit Authority's 2018/19 Rural Area Capital Assistance Grant Program application. Jeffrey Bradley seconded; motion passed unanimously.

B. Other Business

1. Board Members

Chair Hale expressed his appreciation to Suwannee Valley Transit Authority for helping a citizen get to her medical appointment at the last minute. He said she does not have family in the area to help her get to her appointments.

Jeffrey Bradley also commended Suwannee Valley Transit Authority for helping him with transportation oftentimes on the same day he needs it.

2. Citizens

There were no citizen comments.

C. Future Meeting Dates

Chair Hale announced the next meeting will be held May 16, 2018 at 10:00 a.m. in Live Oak, Florida.

The Board agreed to accept the tentative future meeting dates.

ADJOURNMENT

The meeting adjourned at 10:35 a.m.

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

Date

Florida Commission for the



Transportation
Disadvantaged

An Introduction to Florida's Coordinated Transportation System

Commission for the Transportation Disadvantaged

April 8, 2016



**Transportation
Disadvantaged**

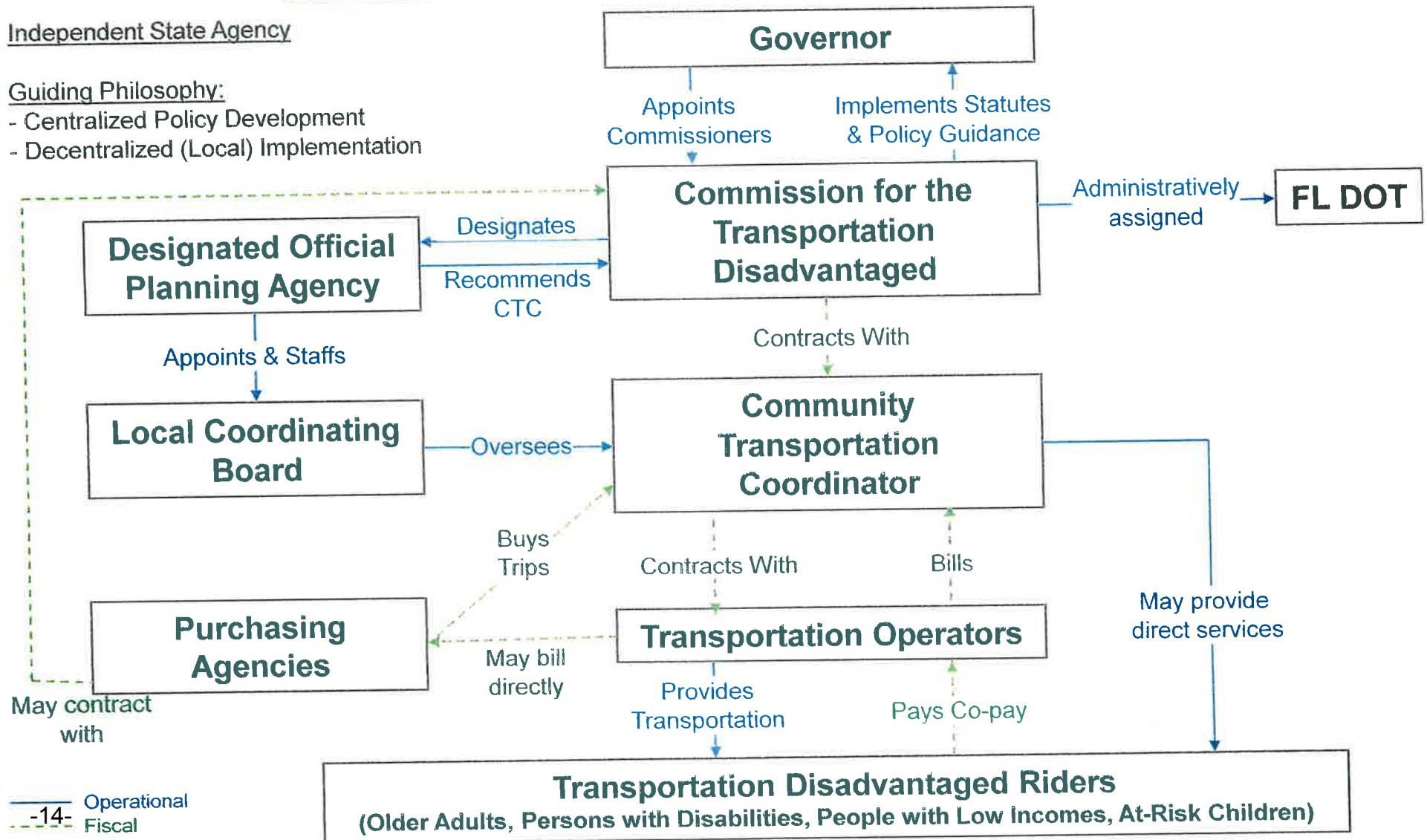
Florida's Coordinated Transportation System Organizational Structure

Transportation Disadvantaged Riders

Independent State Agency

Guiding Philosophy:

- Centralized Policy Development
- Decentralized (Local) Implementation





Who Do We Serve?

- Older Adults
- Persons with Disabilities
- People with Low Income
- At-Risk Children





**Transportation
Disadvantaged**

They Could Need A Ride To...



- Medical Services
- Work
- School
- Grocery Store





Commission for the Transportation Disadvantaged

Governing Documents

- Chapter 427.013, Florida Statutes
- Rule 41-2.003, Florida Administrative Code



Commission for the Transportation Disadvantaged

Purpose (427.013 F.S.):

Accomplish the **coordination** of transportation services provided to the transportation disadvantaged.

Coordination Defined: 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

Goal (427.013 F.S.):

To assure the cost-effective provision of transportation by qualified CTCs or transportation operators.



Commission for the Transportation Disadvantaged

Duties

- Develops policies and procedures for the coordination of transportation services for the Transportation Disadvantaged.
- Designates the planning agency in areas outside the purview of an MPO.
- Approves the appointment of CTCs.
- Contract with CTCs/STPs.



Designated Official Planning Agency

The Planning Agency assists the Commission at the local level in accomplishing the coordination of transportation services to the transportation disadvantaged.



Designated Official Planning Agency

Planning Agencies are:

- Metropolitan Planning Organizations;
- County/City Governments;
- Regional Planning Councils; or
- Local Planning Organizations who are performing planning activities in designated service areas.

A Planning Agency may be responsible for multiple services areas.



Designated Official Planning Agency

Duties

- Appoints members to the Local Coordinating Board
- Provides staff to the Local Coordinating Board
 - Quarterly Meetings (Meeting Schedule, Agendas, Minutes, By-Laws, Grievance Procedures, Training)
 - Annual Public Hearing



Designated Official Planning Agency

Duties (Continued)

- Recommends to the Commission a Community Transportation Coordinator (CTC)
 - Competitive Procurement Process
(Local Procurement Process/(Chapter 287, F.S.)
 - Memorandum of Agreement between the Commission and CTC
 - CTC designation is for five years
- Evaluates the CTC (Planner & LCB) annually



Designated Official Planning Agency

Duties (Continued)

- Reviews annually the Annual Operating Report prepared by the CTC and submits it to the Local Coordinating Board for approval.
- In coordination with the CTC and the Local Coordinating Board, develops a Transportation Disadvantaged Service Plan (TDSP)



Local Coordinating Board

Purpose

- Identify local service needs
- Provide information, advice and direction to the CTC on the coordination of services to be provided through the Coordinated Transportation System
- Serve as an advisory body to the Commission regarding a particular service area



Local Coordinating Board

Duties

- Assists CTC in establishing eligibility guidelines and trip priorities
- Evaluates CTC annually
- Reviews and approve Transportation Disadvantaged Service Plan (TDSP) and Memorandum of Agreement (MOA)
- Appoints Grievance Committee to process and investigate complaints



Local Coordinating Board

Duties (Continued)

- Meets at least quarterly
- Reviews and recommends other funding applications
- Reviews strategies of service provision to the area
- Evaluates multicounty or regional transportation opportunities



Community Transportation Coordinator

Duties

- Plans, administers, monitors, coordinates, arranges and delivers coordinated Transportation Disadvantaged services originating in their designated service area
 - Operates centralized call center
 - Determines transportation eligibility
 - Schedules trips
 - Performs gatekeeping duties
 - Invoices purchasing agencies



Community Transportation Coordinator

Duties (Continued)

- Develops a Transportation Disadvantaged Service Plan with Local Coordinating Board.
- Prepares and submits Annual Operating Report
- Recommends eligibility guidelines and trip prioritization to the Local Coordinating Board for non-sponsored trips.



Purchasing Agency

Purchasing Agency: An agency that purchases transportation services for the transportation disadvantaged.

- Agency for Health Care Administration
- Agency for Persons with Disabilities
- Agency for Workforce Innovation
- Department of Children and Families
- Department of Community Affairs
- Department of Education
- Department of Elder Affairs
- Department of Health
- Department of Juvenile Justice
- Florida Department of Transportation



Rider

Transportation Disadvantaged Rider Eligibility

Those persons who cannot obtain their own transportation due to their age, disability or income.





CTD Eligibility Criteria

Adopted May 22, 1997

At a minimum:

- No other funding available
- No other means of transportation is available
- Cannot utilize public transit
- Physical or mental disability
- Age
- Income status is a specified percent of the poverty level
- No self-declarations allowed
- Ability to pay

Chapter 112, Florida Statutes

Voting Conflicts of Interest

1

Chapter 112, Florida Statutes

- Public officer includes any person serving on an advisory body.
- Board members are considered public officers.
- Board members may not vote on any matter that would be to their special private gain or loss.



2

Chapter 112, Florida Statutes

- Board members shall make every reasonable effort to disclose the nature of their interest as a public record in a memorandum filed with staff.
- The memorandum shall be incorporated in the meeting minutes.



3

Chapter 112, Florida Statutes

- Board members shall, prior to a vote being taken, publicly state the nature of their interest in the matter from which they are abstaining from voting.
- Within 15 days after the vote occurs, Board members shall disclose the nature of their interest as a public record in a memorandum filed with staff.



4

Chapter 112, Florida Statutes

- No Board member shall participate in any matter which would be to the Board member's special private gain or loss without first disclosing the nature of their interest in the matter.
- In the event that disclosure has not been made prior to the meeting or that any conflict is unknown prior to the meeting, the disclosure shall be made orally at the meeting when it becomes known that a conflict exists.
- A written memorandum disclosing the nature of the conflict shall be filed within 15 days after the oral disclosure.



Select Year: 2017 [Go](#)

The 2017 Florida Statutes

[Title X](#)

PUBLIC OFFICERS, EMPLOYEES, AND RECORDS

[Chapter 112](#)

PUBLIC OFFICERS AND EMPLOYEES: GENERAL PROVISIONS

[View Entire Chapter](#)**112.3143 Voting conflicts.—**

(1) As used in this section:

(a) "Principal by whom retained" means an individual or entity, other than an agency as defined in s. 112.312(2), that for compensation, salary, pay, consideration, or similar thing of value, has permitted or directed another to act for the individual or entity, and includes, but is not limited to, one's client, employer, or the parent, subsidiary, or sibling organization of one's client or employer.

(b) "Public officer" includes any person elected or appointed to hold office in any agency, including any person serving on an advisory body.

(c) "Relative" means any father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, or daughter-in-law.

(d) "Special private gain or loss" means an economic benefit or harm that would inure to the officer, his or her relative, business associate, or principal, unless the measure affects a class that includes the officer, his or her relative, business associate, or principal, in which case, at least the following factors must be considered when determining whether a special private gain or loss exists:

1. The size of the class affected by the vote.
2. The nature of the interests involved.
3. The degree to which the interests of all members of the class are affected by the vote.
4. The degree to which the officer, his or her relative, business associate, or principal receives a greater benefit or harm when compared to other members of the class.

The degree to which there is uncertainty at the time of the vote as to whether there would be any economic benefit or harm to the public officer, his or her relative, business associate, or principal and, if so, the nature or degree of the economic benefit or harm must also be considered.

(2)(a) A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2), or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote.

(b) A member of the Legislature may satisfy the disclosure requirements of this section by filing a disclosure form created pursuant to the rules of the member's respective house if the member discloses the information required by this subsection.

(3)(a) No county, municipal, or other local public officer shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss: which he or she knows would inure to the special private gain or loss of any principal by whom he or she is retained or to the parent organization or subsidiary of a corporate principal by which he or she is retained, other than an agency as defined in s. 112.312(2); or which he or she knows would inure to the special private gain or loss of a relative or business associate of the public officer. Such public officer shall, prior to the vote being taken, publicly state to the assembly the nature of the officer's interest in the matter from which he or she is abstaining from voting and, within 15 days after the vote occurs, disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes.

(b) However, a commissioner of a community redevelopment agency created or designated pursuant to s. 163.356 or s. 163.357, or an officer of an independent special tax district elected on a one-acre, one-vote basis, is not prohibited from voting, when voting in said capacity.

(4) No appointed public officer shall participate in any matter which would inure to the officer's special private gain or loss, which the officer knows would inure to the special private gain or loss of any principal by whom he or she is retained or to the parent organization or subsidiary of a corporate principal by which he or she is retained; or which he or she knows would inure to the special private gain or loss of a relative or business associate of the public officer, without first disclosing the nature of his or her interest in the matter.

(a) Such disclosure, indicating the nature of the conflict, shall be made in a written memorandum filed with the person responsible for recording the minutes of the meeting prior to the meeting in which consideration of the matter will take place, and shall be incorporated into the minutes. Any such memorandum shall become a public record upon filing, shall immediately be provided to the other members of the agency, and shall be read publicly at the next meeting held subsequent to the filing of this written memorandum.

(b) In the event that disclosure has not been made prior to the meeting or that any conflict is unknown prior to the meeting, the disclosure shall be made orally at the meeting when it becomes known that a conflict exists. A written memorandum disclosing the nature of the conflict shall then be filed within 15 days after the oral disclosure with the person responsible for recording the minutes of the meeting and shall be incorporated into the minutes of the meeting at which the oral disclosure was made. Any such memorandum shall become a public record upon filing, shall immediately be provided to the other members of the agency, and shall be read publicly at the next meeting held subsequent to the filing of this written memorandum.

(c) For purposes of this subsection, the term "participate" means any attempt to influence the decision by oral or written communication, whether made by the officer or at the officer's direction.

(5) If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

(6) Whenever a public officer or former public officer is being considered for appointment or reappointment to public office, the appointing body shall consider the number and nature of the memoranda of conflict previously filed under this section by said officer.

History.—s. 5, ch. 75-208; s. 2, ch. 84-318; s. 1, ch. 84-357; s. 2, ch. 86-148; s. 5, ch. 91-85; s. 3, ch. 94-277; s. 1408, ch. 95-147; s. 43, ch. 99-2; s. 6, ch. 2013-36.

FORM 8A MEMORANDUM OF VOTING CONFLICT FOR STATE OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE
MAILING ADDRESS	NAME OF STATE AGENCY
CITY COUNTY	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTIVE
DATE ON WHICH VOTE OCCURRED	

WHO MUST FILE FORM 8A

This form is for use by any person serving at the State level of government on an appointed or elected board, council, commission, authority, committee, or as a member of the Legislature. It applies to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

ELECTED OFFICERS:

As a person holding elective state office, you may not vote on a matter that you know would inure to your special private gain or loss. However, you may vote on other matters, including measures that would inure to the special private gain or loss of a principal by whom you are retained (including the parent or subsidiary or sibling organization of a principal by which you are retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. If you vote on such a measure or if you abstain from voting on a measure that would affect you, you must make every reasonable effort to disclose the nature of your interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for you to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote.

For purposes of this law, a "relative" includes only your father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A "business associate" means any person or entity engaged in or carrying on a business enterprise with you as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

A member of the Legislature may satisfy the disclosure requirements of this section by filing a disclosure form created pursuant to the rules of the member's respective house if the member discloses the information required by this subsection, or by use of Form 8A.

* * * * *

APPOINTED OFFICERS:

As a person holding appointive state office, you are subject to the abstention and disclosure requirements stated above for Elected Officers. You also must disclose the nature of the conflict before voting or before making any attempt to influence the decision by oral or written communication, whether made by you or at your direction.

For purposes of this law, a "relative" includes only your father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A "business associate" means any person or entity engaged in or carrying on a business enterprise with you as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes.
- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION OR VOTE AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

DISCLOSURE OF STATE OFFICER'S INTEREST

I, _____, hereby disclose that on _____, 20 _____:

(a) A measure came or will come before my agency which (check one or more)

- ☐ inured to my special private gain or loss;
- ☐ inured to the special gain or loss of my business associate, _____;
- ☐ inured to the special gain or loss of my relative, _____;
- ☐ inured to the special gain or loss of _____, by
whom I am retained; or
- ☐ inured to the special gain or loss of _____, which
is the parent, subsidiary, or sibling organization of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

Date Filed

Signature

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.

Chapter 286, Florida Statutes

Florida Sunshine Law

1

Chapter 286, Florida Statutes

- Board meetings must be open to the public.
- Reasonable notice of Board meetings must be given.
- Minutes of Board meetings must be taken.

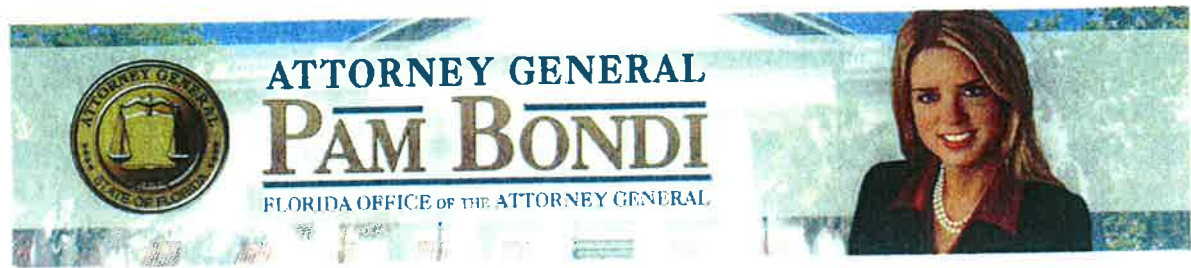


2

Chapter 286, Florida Statutes

- Applies to any board or commission of any state agency or authority or of any agency or authority of any county, municipal corporation or political subdivision.
- A meeting is considered any gathering of two or more Board members to discuss any matter which will come before the Board for action.





Open Government - Frequently Asked Questions

The following questions and answers are intended to be used as a reference only -- interested parties should refer to the Florida Statutes and applicable case law before drawing legal conclusions.

- What is the Sunshine Law?
 - What are the requirements of the Sunshine law?
 - What agencies are covered under the Sunshine Law?
 - Are federal agencies covered by the Sunshine Law?
 - Does the Sunshine Law apply to the Legislature?
 - Does the Sunshine Law apply to members-elect?
 - What qualifies as a meeting?
 - Can a public agency hold closed meetings?
 - Does the law require that a public meeting be audio taped?
 - Can a city restrict a citizen's right to speak at a meeting?
 - As a private citizen, can I videotape a public meeting?
 - Can a board vote by secret ballot?
 - Can two members of a public board attend social functions together?
 - What is a public record?
 - Can I request public documents over the telephone and do I have to tell why I want them?
 - How much can an agency charge for public documents?
 - Does an agency have to explain why it denies access to public records?
 - When does a document sent to a public agency become a public document?
 - Are public employee personnel records considered public records?
 - Can an agency refuse to allow public records to be inspected or copied if requested to do so by the maker or sender of the documents?
 - Are arrest records public documents?
 - Is an agency required to give out information from public records or produce public records in a particular form as requested by an individual?
 - What agency can prosecute violators?
 - What is the difference between the Sunshine Amendment and the Sunshine Law?
 - How can I find out more about the open meetings and public records laws?
-
- What is the Sunshine Law?
Florida's Government-in-the-Sunshine law provides a right of access to governmental proceedings at both the state and local levels. It applies to any gathering of two or more members of the same board to discuss some matter which will foresee ably come before that board for action. There is also a constitutionally guaranteed right of access. Virtually all state and local collegial public bodies are covered by the open meetings requirements with the exception of the judiciary and the state Legislature which has its own constitutional provision relating to access.
 - What are the requirements of the Sunshine law?
The Sunshine law requires that 1) meetings of boards or commissions must be open to the public; 2) reasonable notice of such meetings must be given, and 3) minutes of the meeting must be taken.
 - What agencies are covered under the Sunshine Law?
The Government-in-the-Sunshine Law applies to "any board or commission of any state agency or authority or of any agency or authority of any county, municipal corporation or political subdivision." Thus, it applies to public collegial bodies within the state at both the local as well as state level. It applies equally to elected or appointed boards or commissions.
 - Are federal agencies covered by the Sunshine Law?
Federal agencies operating in the state do not come under Florida's Sunshine law.
 - Does the Sunshine Law apply to the Legislature?

Florida's Constitution provides that meetings of the Legislature be open and noticed except those specifically exempted by the Legislature or specifically closed by the Constitution. Each house is responsible through its rules of procedures for interpreting, implementing and enforcing these provisions. Information on the rules governing openness in the Legislature can be obtained from the respective houses.

- **Does the Sunshine Law apply to members-elect?**
Members-elect of public boards or commissions are covered by the Sunshine law immediately upon their election to public office.
- **What qualifies as a meeting?**
The Sunshine law applies to all discussions or deliberations as well as the formal action taken by a board or commission. The law, in essence, is applicable to any gathering, whether formal or casual, of two or more members of the same board or commission to discuss some matter on which foreseeable action will be taken by the public board or commission. There is no requirement that a quorum be present for a meeting to be covered under the law.
- **Can a public agency hold closed meetings?**
There are a limited number of exemptions which would allow a public agency to close a meeting. These include, but are not limited to, certain discussions with the board's attorney over pending litigation and portions of collective bargaining sessions. In addition, specific portions of meetings of some agencies (usually state agencies) may be closed when those agencies are making probable cause determinations or considering confidential records.
- **Does the law require that a public meeting be audio taped?**
There is no requirement under the Sunshine law that tape recordings be made by a public board or commission, but if they are made, they become public records.
- **Can a city restrict a citizen's right to speak at a meeting?**
Public agencies are allowed to adopt reasonable rules and regulations which ensure the orderly conduct of a public meeting and which require orderly behavior on the part of the public attending. This includes limiting the amount of time an individual can speak and, when a large number of people attend and wish to speak, requesting that a representative of each side of the issue speak rather than every one present.
- **As a private citizen, can I videotape a public meeting?**
A public board may not prohibit a citizen from videotaping a public meeting through the use of nondisruptive video recording devices.
- **Can a board vote by secret ballot?**
The Sunshine law requires that meetings of public boards or commissions be "open to the public at all times." Thus, use of preassigned numbers, codes or secret ballots would violate the law.
- **Can two members of a public board attend social functions together?**
Members of a public board are not prohibited under the Sunshine law from meeting together socially, provided that matters which may come before the board are not discussed at such gatherings.
- **What is a public record?**
The Florida Supreme Court has determined that public records are all materials made or received by an agency in connection with official business which are used to perpetuate, communicate or formalize knowledge. They are not limited to traditional written documents. Tapes, photographs, films and sound recordings are also considered public records subject to inspection unless a statutory exemption exists.
- **Can I request public documents over the telephone and do I have to tell why I want them?**
Nothing in the public records law requires that a request for public records be in writing or in person, although individuals may wish to make their request in writing to ensure they have an accurate record of what they requested. Unless otherwise exempted, a custodian of public records must honor a request for records, whether it is made in person, over the telephone, or in writing, provided the required fees are paid. In addition, nothing in the law requires the requestor to disclose the reason for the request.
- **How much can an agency charge for public documents?**
The law provides that the custodian shall furnish a copy of public records upon payment of the fee prescribed by law. If no fee is prescribed, an agency is normally allowed to charge up to 15 cents per one-sided copy for copies that are 14" x 8 1/2" or less. A charge of up to \$1 per copy may be assessed for a certified copy of a public record. If the nature and volume of the records to be copied requires extensive use of information technology resources or extensive clerical or supervisory assistance, or both, the agency may charge a reasonable service charge based on the actual cost incurred.
- **Does an agency have to explain why it denies access to public records?**
A custodian of a public record who contends that the record or part of a record is exempt from inspection must state the basis for that exemption, including the statutory citation. Additionally, when asked, the custodian must state in writing the reasons for concluding the record is exempt.
- **When does a document sent to a public agency become a public document?**
As soon as a document is received by a public agency, it becomes a public record, unless there is a legislatively created exemption which makes it confidential and not subject to disclosure.
- **Are public employee personnel records considered public records?**
The rule on personnel records is the same as for other public documents ... unless the Legislature has specifically

exempted an agency's personnel records or authorized the agency to adopt rules limiting public access to the records, personnel records are open to public inspection. There are, however, numerous statutory exemptions that apply to personnel records.

- **Can an agency refuse to allow public records to be inspected or copied if requested to do so by the maker or sender of the documents?**

No. To allow the maker or sender of documents to dictate the circumstances under which documents are deemed confidential would permit private parties instead of the Legislature to determine which public records are public and which are not.

- **Are arrest records public documents?**

Arrest reports prepared by a law enforcement agency after the arrest of a subject are generally considered to be open for public inspection. At the same time, however, certain information such as the identity of a sexual battery victim is exempt.

- **Is an agency required to give out information from public records or produce public records in a particular form as requested by an individual?**

The Sunshine Law provides for a right of access to inspect and copy existing public records. It does not mandate that the custodian give out information from the records nor does it mandate that an agency create new records to accommodate a request for information.

- **What agency can prosecute violators?**

The local state attorney has the statutory authority to prosecute alleged criminal violations of the open meetings and public records law. Certain civil remedies are also available.

- **What is the difference between the Sunshine Amendment and the Sunshine Law?**

The Sunshine Amendment was added to Florida's Constitution in 1976 and provides for full and public disclosure of the financial interests of all public officers, candidates and employees. The Sunshine Law provides for open meetings for governmental boards

- **How can I find out more about the open meetings and public records laws?**

Probably the most comprehensive guide to understanding the requirements and exemptions to Florida's open government laws is the Government-in-the-Sunshine manual compiled by the Attorney General's Office. The manual is updated each year and is available for purchase through the First Amendment Foundation in Tallahassee. For information on obtaining a copy, contact the **First Amendment Foundation at (850) 224-4555**.

Florida Toll Free Numbers:

- Fraud Hotline 1-866-966-7226
- Lemon Law 1-800-321-5366



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May 9, 2018

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Recommend Chair

RECOMMENDATION

Recommend one of the Local Elected Official Representatives for Columbia, Hamilton or Suwannee Counties as the Board's Chair.

BACKGROUND

Chapter I. F. (1) of the Board's Bylaws requires the North Central Florida Regional Planning Council appoint the Chair for all Board meetings. The appointed Chair shall be an elected official from one of the counties in the designated service area.

According to the Board's Bylaws, the Board shall annually recommend a Chair to the North Central Florida Regional Planning Council. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. The Chair shall preside at all meetings. The appointed Chair shall not be eligible to serve a one year successive term of appointment. Commissioner Don Hale is currently serving as Chair of the Board.

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

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May 9, 2018

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Elect Vice-Chair

RECOMMENDATION

Elect one of the Local Elected Official Representatives for Columbia, Hamilton or Suwannee Counties as the Board's Vice-Chair.

BACKGROUND

Chapter I. F. (2) of the Board's Bylaws requires the Board to elect a Vice-Chair annually. The Vice-Chair shall be one of the Local Elected Official Representatives for Columbia, Hamilton or Suwannee Counties. Commissioner Beth Burnam is currently serving as the Board's Vice-Chair. The Vice-Chair shall not be eligible to serve a one-year successive term of appointment.

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

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May 9, 2018

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Fiscal Year 2018/19 Transportation Disadvantaged Program Rate Calculation Model and Service Rates

STAFF RECOMMENDATION

Approve Suwannee Valley Transit Authority's Fiscal Year 2018/19 Transportation Disadvantaged Program Rate Calculation Model and Service Rates.

BACKGROUND

The Transportation Disadvantaged Program Trip and Equipment Grant Agreement must include the service rates charged for Transportation Disadvantaged Program sponsored trips. The Transportation Disadvantaged Program Rate Calculation Model must be completed and submitted to the Florida Commission for the Transportation Disadvantaged to support the proposed service rates. The Transportation Disadvantaged Program Rate Calculation Model is required to be reviewed and approved by the local Transportation Disadvantaged Coordinating Board.

Suwannee Valley Transit Authority will distribute their Fiscal Year 2018/19 Transportation Disadvantaged Program Rate Calculation Model worksheets and service rates at the meeting.

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

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May 9, 2018

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2016/21 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan Annual Update

STAFF RECOMMENDATION

Approve the 2016/21 Columbia, Hamilton and Suwannee County Transportation Disadvantaged Service Plan - Annual Update.

BACKGROUND

Chapter 427, Florida Statutes requires Suwannee Valley Transit Authority 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 2016/21 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan - Annual Update. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

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Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan - Annual Update

July 1, 2016 - June 30, 2021

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board



2016/21 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan Annual Update

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

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

Don Hale, Chair

with Assistance from



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

and



Suwannee Valley Transit Authority
1907 Voyles Street
Live Oak, FL 32064-4975
386.362.5332

May 16, 2018

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Appendices

Appendix A: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance ProceduresA-1

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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 Columbia, Hamilton and Suwannee Counties. 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 Columbia, Hamilton and Suwannee Counties. 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. The Vice-Chair shall be one of the elected officials from Columbia, Hamilton or Suwannee Counties.

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

- An elected official from each county of the multi-county service area.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Families.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.
- A person who is recognized by the Florida Department of Veterans Affairs as representing veterans.
- A person who is recognized by the President of the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age 60 representing the elderly.
- A person with a disability representing the disabled.
- A general citizen advocate.
- A citizen advocate who is a user of transportation disadvantaged services.
- A representative of the State Coordinating Council for Early Childhood Services.
- The Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elder Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration Medicaid Program.
- A representative of a 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 Valley Transit Authority is the designated Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties.

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

- 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 Valley Transit Authority is a public governmental entity providing transportation services for the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. In 1972, Suwannee Valley Transit Authority 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.

A Board of Directors manages the administrative operations of Suwannee Valley Transit Authority. Suwannee Valley Transit Authority's Board of Directors is composed of two County Commissioners from each County in the service area, a Florida Department of Transportation representative and an ex-officio member from Suwannee River Economic Council, Inc.

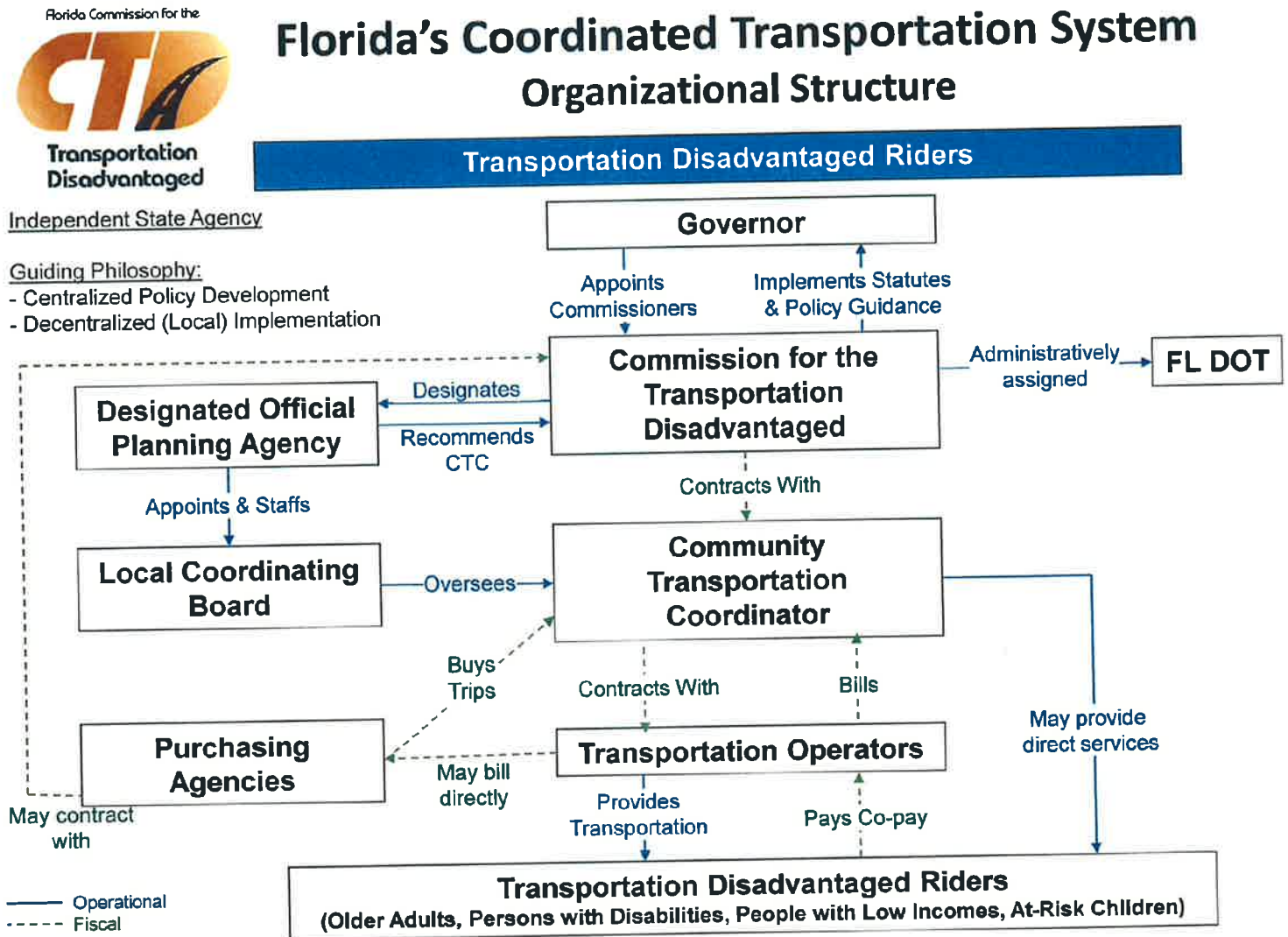
Suwannee Valley Transit Authority's Administrator directs the operation of the transit system. Suwannee Valley Transit Authority also employs maintenance, operational and fiscal personnel.

Suwannee Valley Transit Authority was designated the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties by the Florida Commission for the Transportation Disadvantaged in 1990. Suwannee Valley Transit Authority was selected as the Community Transportation Coordinator through a non-competitive selection process. The Florida Commission for the Transportation Disadvantaged re-designated Suwannee Valley Transit Authority as the Community Transportation Coordinator for a five-year period through a non-competitive selection process in 2016.

The North Central Florida Regional Planning Council was Designated the Official Planning Agency for Columbia, Hamilton and Suwannee Counties in April 1990. The Council was selected through a non-competitive selection process.

3. Organization Chart

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



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Comprehensive Plans of Columbia, Hamilton and Suwannee Counties.

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 Columbia, Hamilton and Suwannee 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 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Board whose membership includes citizens and human service providers.


6. Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Membership Certification

COLUMBIA, HAMILTON AND SUWANNEE 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: 
Lorene J. Thomas, Chair

Date: 3/22/18

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official Suwannee County/Chair	Don Hale	Not Applicable	No Term
Local Elected Official Columbia County	Bucky Nash	Not Applicable	No Term
Local Elected Official Hamilton County	Beth Burnam	Not Applicable	No Term
Elderly	LJ Two Spirits Johnson	Vacant	6/30/2020
Disabled	Ralph Kitchens	Vacant	6/30/2018
Citizen Advocate	Barbara Jeffords Lemley	Louie Goodin	6/30/2018
Citizen Advocate/User	Richard Bryant	Vacant	6/30/2018
Children at Risk	Colleen Cody	Audre J. Washington	6/30/2019
Florida Association for Community Action	Matthew Pearson	Vacant	6/30/2020
Public Education	Daniel Taylor	Vacant	No Term
Florida Department of Transportation	Sandra Collins	Janell Damato	No Term
Florida Department of Children and Families	Kay Tice	Amanda Bryant	No Term
Florida Department of Elder Affairs	Bruce Evans	Dwight Law	No Term
Florida Department of Education	Jeff Aboumrad	Allison Gill	No Term
Florida Agency for Health Care Administration	Deweece Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Diane Head	Vacant	No Term
Veteran Services	Bo Beauchemin	Ellis A. Gray, III	6/30/2020
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2019
Local Medical Community	Sandra Buck Camp	Vacant	6/30/2019

7. Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Membership

Members, and their respective alternates, of Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board are identified below.

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

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

B. Service Area Profile and Demographics

1. Service Area Description

The unincorporated area of Columbia County is approximately 786 square miles or 503,040 acres in area. Columbia County is located in the north central portion of the state of Florida and is bordered on the north by the state of Georgia, on the east by Baker and Union Counties, on the south by Alachua and Gilchrist Counties and on the west by Hamilton and Suwannee Counties.. The Santa Fe River forms a boundary on the south and the Suwannee River forms a boundary on the northwest border of Columbia County.

The unincorporated area of Hamilton County is approximately 500 square miles or 318,180 acres in area. Hamilton County is located in the north central portion of the state of Florida and is bordered on the north by the state of Georgia with Lowndes and Echols Counties; on the east by Columbia County, on the south by Suwannee County and on the west by Madison County as shown on the following location map. The Withlacoochee River forms a boundary on the west and the Suwannee River forms a boundary on the eastern and southern borders of the County.

The unincorporated area of Suwannee County is approximately 650.0 square miles or 418,120 acres in area. Suwannee County is located in the north central portion of the state of Florida and is bordered on the north by Hamilton County; on the east by Columbia County, on the south by Gilchrist and Lafayette Counties and on the west by Madison County. The Suwannee River forms a boundary on the west side and the Ichetucknee and Santa Fe Rivers form a boundary on the south side.

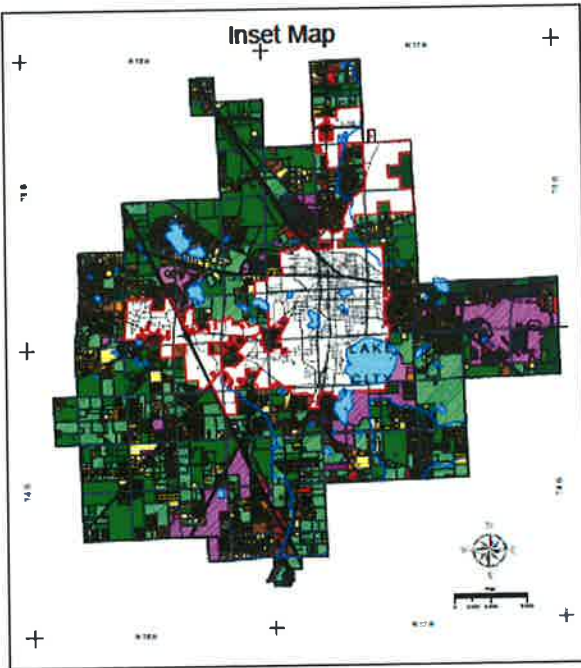
2. Demographics

a. Land Use

The purpose of this section is to provide information concerning existing land use in Columbia, Hamilton and Suwannee Counties. This information was obtained from the Comprehensive Plans for Columbia, Hamilton and Suwannee Counties.

Columbia County

Existing Land Use Map 2010



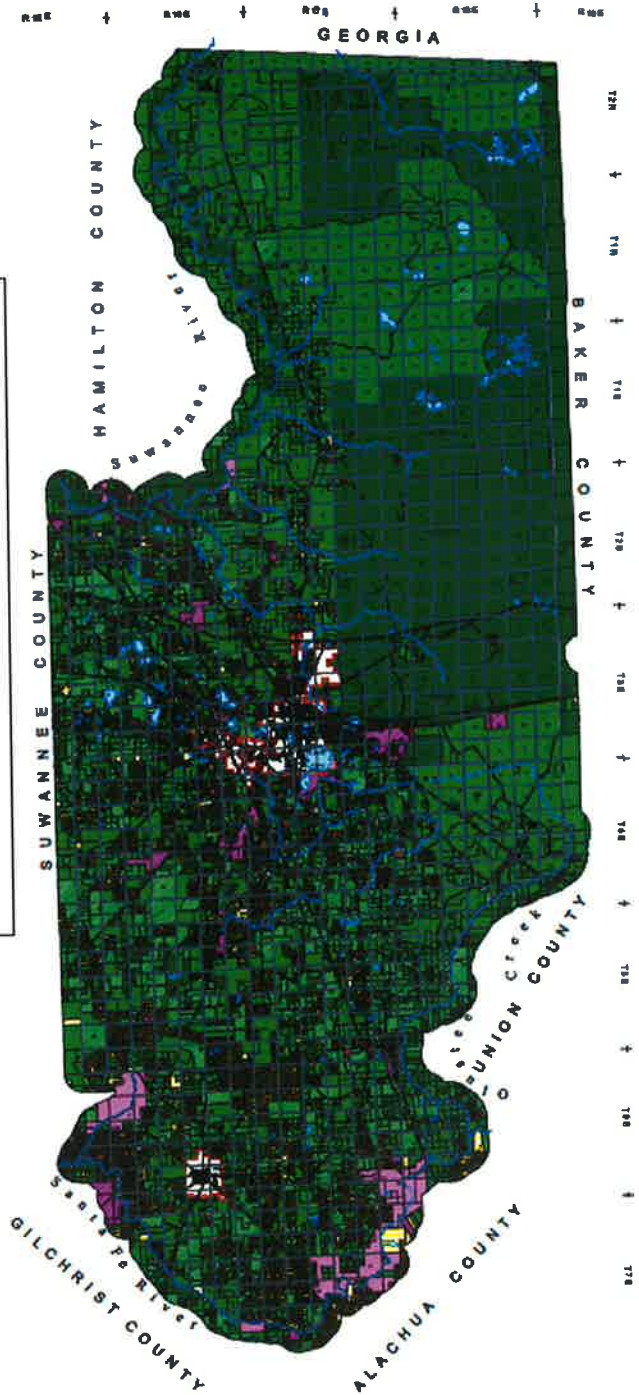
EXISTING LAND USE MAP CLASSIFICATIONS

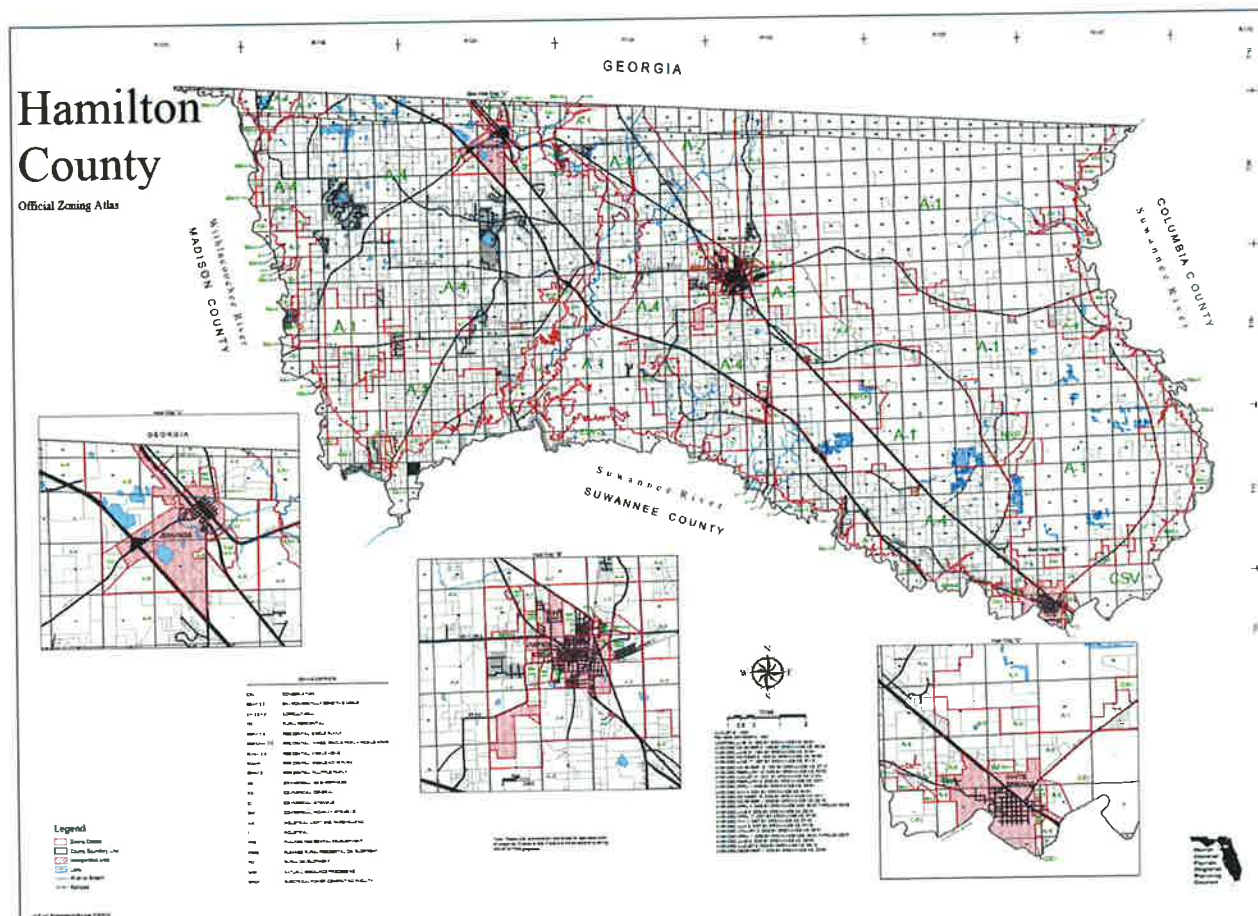
- Conservation
- Agriculture - Forest
- Agriculture - Row Crops/Pasture
- Vacant Land
- Recreation
- Public
- Institutional
- Residential - Low Density (≤ 2 d.u. per acre)
- Residential - Medium Density (2-4 d.u. per acre)
- Residential - High Density (4-8 d.u. per acre)
- Commercial
- Industrial

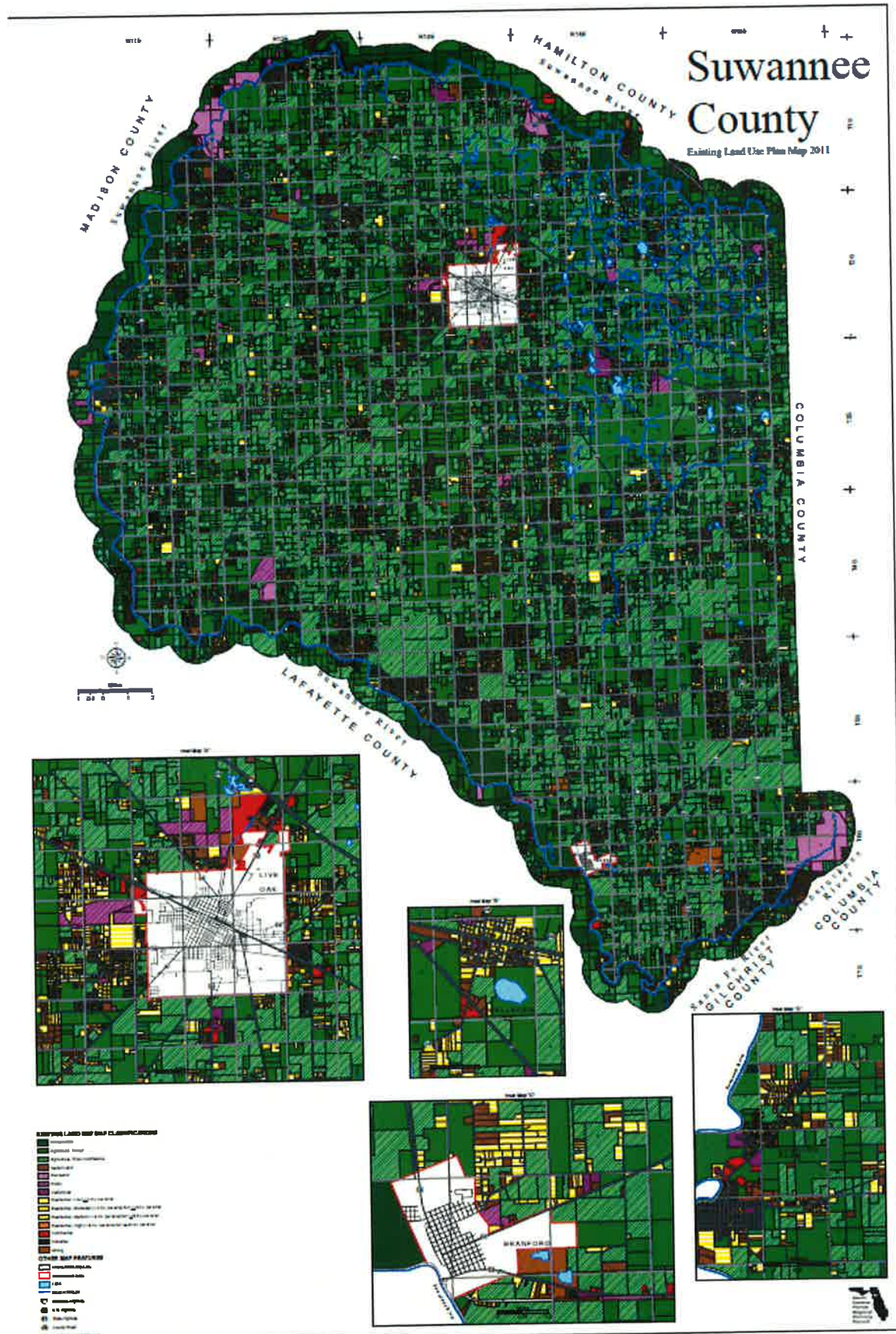
OTHER MAP FEATURES

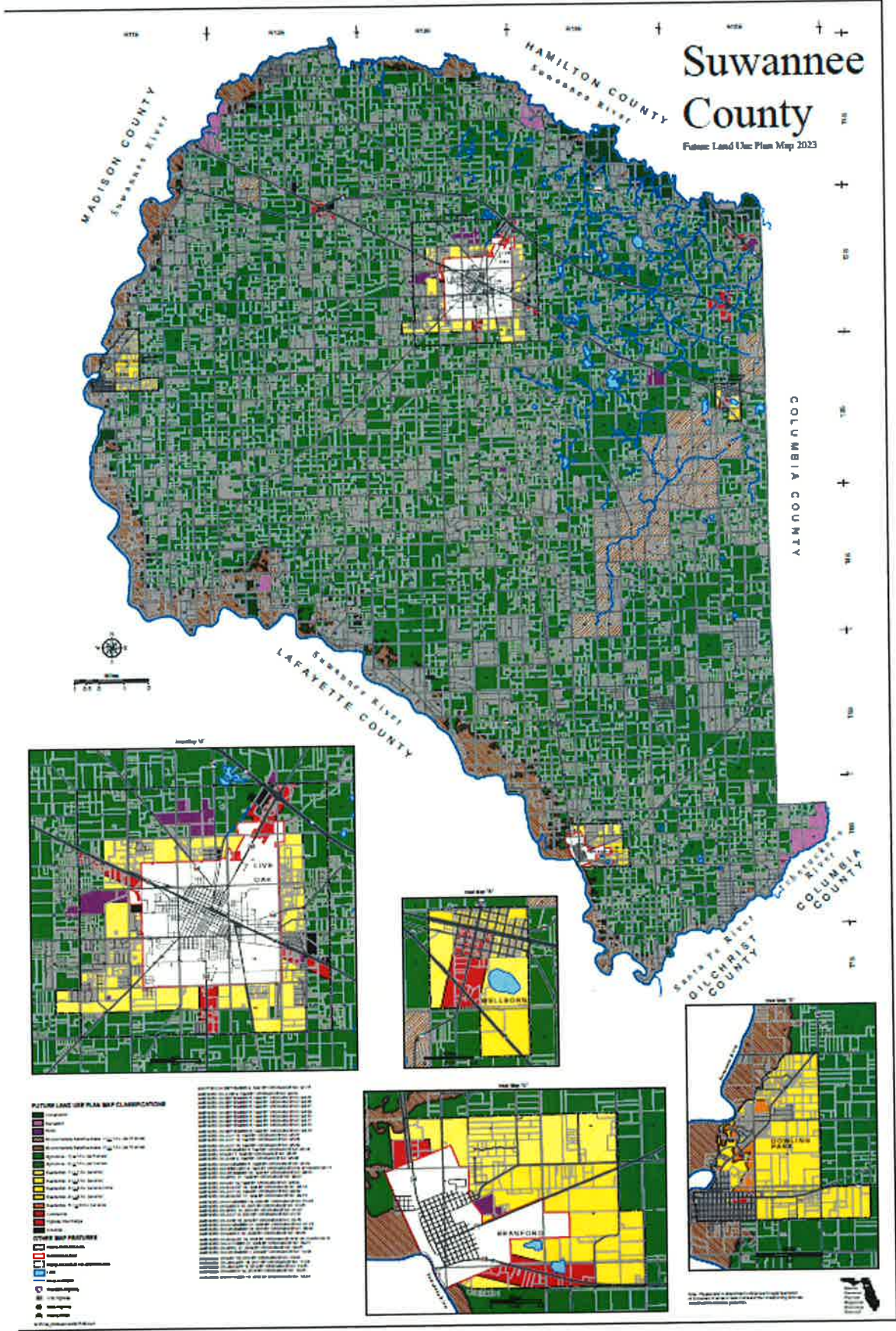
- County Boundary Line
- Incorporated Area
- Water
- Road or Stream
- Railroad

Map Date: 10/1/2010









b. Population/Composition

According to the Bureau of Economic and Business Research, Columbia County's estimated total population in 2017 was 68,943. The Bureau of Economic and Business Research estimates the population of the City of Lake City as 12,266, the Town of Fort White as 556, and the unincorporated area as 56,121.

According to Bureau of Economic and Business Research, Hamilton County's estimated total population in 2017 was 14,663. The Bureau of Economic and Business Research estimated the population of the City of Jasper as 3,051, the Town of Jennings as 864, the Town of White Springs as 765 and unincorporated area as 9,983.

According to the Bureau of Economic and Business Research, Suwannee County's estimated total population in 2016 was 44,690. The Bureau of Economic and Business Research estimated the population of the City of Live Oak as 6,860 the Town of Branford as 691 and unincorporated area as 37,139.

Table 1

**Population Counts and Estimates
Columbia County**

Area	Population Estimates 2017
Columbia County	68,943
Town of Fort White	556
City of Lake City	12,266
Unincorporated Area	56,121

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

Table 2

**Population Counts and Estimates
Hamilton County**

Area	Population Estimates 2017
Hamilton County	14,663
City of Jasper	3,051
Town of Jennings	864
Town of White Springs	765
Unincorporated Area	9,983

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

Table 3

**Population Count
Suwannee County**

Area	Population Estimates 2017
Suwannee County	44,690
Town of Branford	691
City of Live Oak	6,860
Unincorporated Area	37,139

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

According to the Bureau of Economic and Business Research, there were 3,944 inmates and patients residing in federal and state government-operated institutions in Columbia County. There were 2,557 inmates and patients residing in federal and state government-operated institutions in Hamilton County. There were 2,593 inmates and patients residing in federal and state government operated institutions in Suwannee County. 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.

i. Population Densities

Table 4 shows population density for Columbia, Hamilton and Suwannee Counties.

Table 4

**Population Density
Columbia, Hamilton and Suwannee Counties**

County	2016 Population Estimate	Square Miles	Persons per Square Mile
Columbia	69,299	797	84.7
Hamilton	14,361	514	28.8
Suwannee	43,794	688	60.3

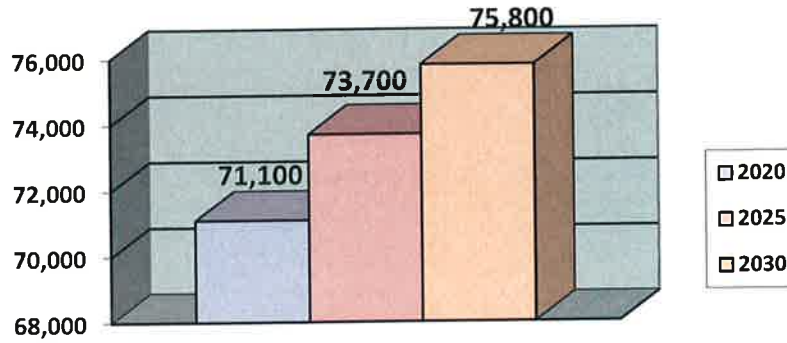
Source: 2010 U.S. Bureau of the Census, State & County Quick Facts.

ii. Population Projections

Illustrations I, II and III show population projections for 2015, 2020 and 2025.

Illustration I

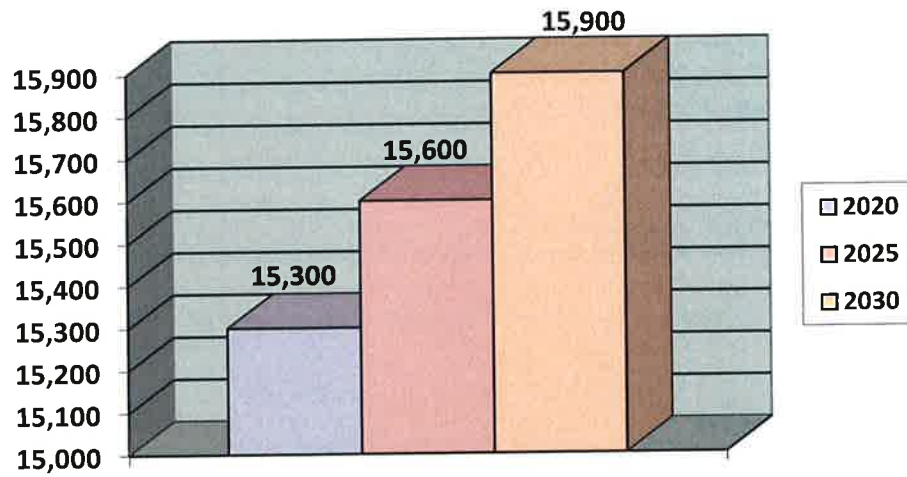
**Population Projections
Columbia County**



Source: Bureau of Economic and Business Research University of Florida

Illustration II

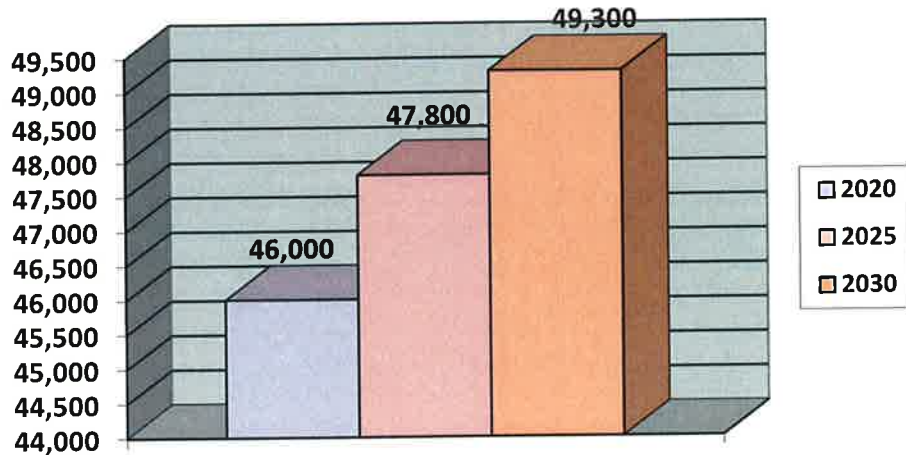
**Population Projections
Hamilton County**



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

Illustration III

**Population Projections
Suwannee County**



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

iii. 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 5 shows estimates of Columbia County's population by age group. The 25-54 year-old age group is the largest age group within Columbia County. The 65 years and older population comprises approximately 11 percent of the population.

Table 6 shows estimates of Hamilton County's population by age group. The 25-54 year-old age group is the largest age group within Hamilton County. The 65 years and older population is the smallest age group within the Hamilton County, comprising approximately 8 percent of the population.

Table 7 shows estimates of Suwannee County's population by age group. The 25-54 year-old age group is the largest age group within Suwannee County. The 65 years and older population is the smallest age group within Suwannee County, comprising approximately 13 percent of the population.

Table 5

**Population Estimates by Age Group
Columbia County, 2016**

Age Group	Population
0-4	4,026
5-17	10,656
18-24	6,633
25-54	25,186
55-64	9,780
65-79	9,531
80+	2,754

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

Table 6

**Population Estimates by Age Group
Hamilton County, 2016**

Age Group	Population
0-4	769
5-17	2,053
18-24	1,788
25-54	5,510
55-64	2,074
65-79	1,979
80+	492

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

Table 7

**Population Estimates by Age Group
Suwannee County, 2016**

Age Group	Population
0-4	2,441
5-17	6,952
18-24	3,773
25-54	16,110
55-64	5,971
65-79	6,803
80+	2,299

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

c. Disability

According to the Bureau of the Census 2012-2016 American Community Survey, Columbia County had an estimated disabled population of 11,947 in 2016. The population under 18 years of age with a disability was 1,012. The population 18 to 64 years of age with a disability was 5,896. The population 65 years and over with a disability was 5,039.

According to the Bureau of the Census 2012-2016 American Community Survey, Hamilton County had an estimated disabled population of 2,564 in 2016. The population under 18 years of age with a disability was 158. The population 18 to 64 years of age with a disability was 1,337. The population 65 years and over with a disability was 1,069.

According to the Bureau of the Census 2012-2016 American Community Survey, Suwannee County had an estimated disabled population of 7,905 in 2016. The population under 18 years of age with a disability was 635. The population 18 to 64 years of age with a disability was 3,951. The population 65 years and over with a disability was 3,319.

d. Employment

According to the Bureau of the Census 2012-2016 American Community Survey, the Columbia County labor force (individuals who are able to work but may not be employed) in 2016 was 54,974 with an estimated 52 percent labor force participation rate and an estimated 11.7 percent unemployment rate.

According the Bureau of the Census 2012-2016 American Community Survey, the Hamilton County labor force (individuals who are able to work but may not be employed) in 2016 was 11,961 with an estimated 37.7 percent labor force participation rate and an estimated 14 percent unemployment rate.

According to the Bureau of the Census 2012-2016 American Community Survey, the Suwannee County labor force (individuals who are able to work but may not be employed) in 2016 was 35,329 with an estimated 50.6 percent labor force participation rate and an estimated 10.3 percent unemployment rate.

e. Income

Table 8 shows income and poverty status data for Columbia, Hamilton and Suwannee Counties. Table 9 shows income levels that are currently used to define the federal poverty level. Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use.

Table 8

**Income and Poverty Status Data
Columbia, Hamilton and Suwannee Counties**

County	Median Household Income 2016	Percent of Persons With Incomes Below Poverty Level 2016
Columbia	\$42,848	17.8%
Hamilton	\$38,980	28.9%
Suwannee	\$37,796	20.4%

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

Table 9

**2018 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia**

Persons In Family/Household	2018 Poverty Guideline
1	\$12,140
2	\$16,460
3	\$20,780
4	\$25,100
5	\$29,420
6	\$33,740
7	\$38,060
8	\$42,380

* 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

The Florida Agency for Health Care Administration reported the number of Columbia County residents who were eligible for the Medicaid Program in 2017 was 17,655. The number of Hamilton County residents who were eligible for the Medicaid Program in 2017 was 3,792. The number of Suwannee County residents who were eligible for the Medicaid Program in 2017 was 11,459. Table 6 shows individuals who received Supplemental Security Income.

Table 10

**Supplemental Security Income Recipients
Columbia, Hamilton and Suwannee Counties
2016**

County	Aged Assistance	Blind and Disabled	Medicaid Eligible
Columbia	140	2,501	17,655
Hamilton	44	576	3,792
Suwannee	111	1,320	11,459

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

f. Housing

Table 11 presents data on housing units for Columbia, Hamilton and Suwannee Counties.

Table 11

**Housing
Columbia, Hamilton and Suwannee Counties**

County	Housing Units 2016	Median Value of Owner-Occupied Housing Units 2016	Households 2016	Persons per Household 2016
Columbia	28,249	\$105,100	23,911	2.65
Hamilton	5,686	\$71,000	4,717	2.32
Suwannee	18,763	\$88,700	15,315	2.75

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

g. Health

According to the Florida Health 2017 Physician Workforce Annual Report, there were 137 physicians practicing in Columbia County, 4 physicians practicing in Hamilton County and 28 physicians practicing in Suwannee County in 2017.

There are three hospitals located in Columbia County, no hospitals located Hamilton County and one hospital located Suwannee County.

h. Transportation

According to the Bureau of the Census 2012-2016 American Community Survey, 1,444 households in Columbia County had no vehicles available in 2016. 515 households in Hamilton County had no vehicles available. 987 households in Suwannee County had no vehicles available.

i. Major Trip Generators/Attractors

Being a rural area, there are a limited number of trip generators in Columbia, Hamilton and Suwannee Counties. Trips are distributed from the outlying areas to and from county seats for business, shopping and recreational activities. Major trip generators/attractors in Columbia County include: Florida Gateway College, the Veterans Affairs Medical Center, Shands at Lake Shore Hospital, Lake City Medical Center, and the Lake City Mall. Major trip generators/attractors for Hamilton County include: Hamilton Correctional Institution, Hamilton County Council on Aging Meal Site and PCS Phosphate. Major trip generators/attractors for Suwannee County include: Suwannee Health Care Center, Suwannee River Economic Council, Inc.'s meal site, Advent Christian Village, Pilgrim's Pride, Comprehensive Community Services and Florida Sheriff's Boys Ranch.

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Population Estimates

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 Columbia, Hamilton and Suwannee Counties.

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

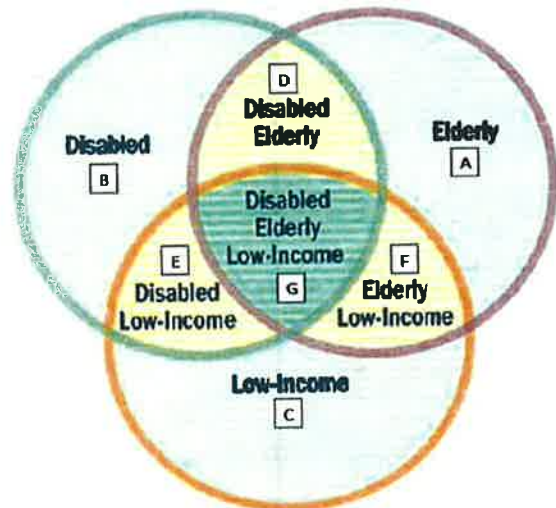
Columbia County

Census Data from **2016**

County Pop. By Age	Total Pop by Age	% of Total Pop	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
< 5 Years of Age	3,738	5.8%	1,176	1.8%	0	0.0%	0	0.00%
5-17	10,752	16.8%	9,647	15.1%	1,105	1.7%	233	0.36%
18-34	12,704	19.8%	11,187	17.5%	1,517	2.4%	195	0.30%
35-64	24,720	38.6%	19,577	30.6%	5,143	8.0%	1,345	2.10%
Total Non Elderly	51,914	81.1%	41,587	64.9%	7,765	12.1%	1,773	2.77%
65-74	7,129	11.1%	4,409	6.9%	2,720	4.2%	330	0.52%
75+	5,000	7.8%	2,232	3.5%	2,768	4.3%	210	0.33%
Total Elderly	12,129	18.9%	6,641	10.4%	5,488	8.6%	540	0.84%
Total	64,043	100%	48,228	75.3%	13,253	20.7%	2,313	3.61%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	1,773
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	5,992
G - Estimate elderly/disabled/low income	From Base Data (I14)	540
D - Estimate elderly/ disabled/not low income	Subtract I14 from G14	4,948
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	6,101
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	540
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	39,814
Total = Non-Duplicated		59,708

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	59,708	93.2%

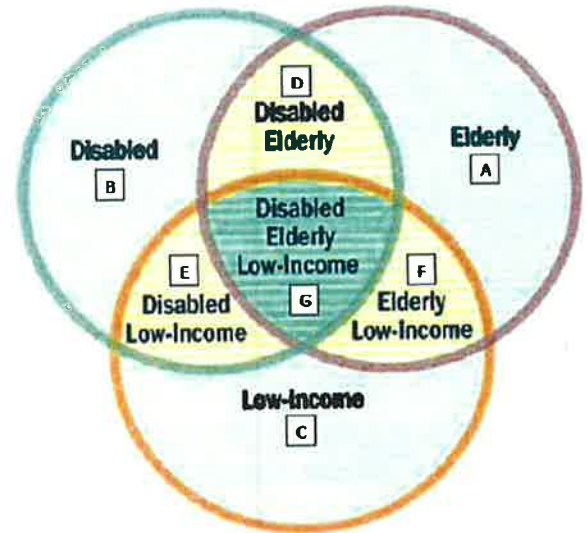


CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Hamilton County					Census Data from 2016			
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	2,713	18.9%	1,075	7.5%	187	6.9%	43	1.60%
18-64	9,438	65.7%	1,563	10.9%	1,793	19.0%	529	5.60%
Total Non Elderly	12,151	84.6%	2,638	18.4%	1,980	16.3%	572	4.71%
65+	2,211	15.4%	325	2.3%	977	44.2%	181	8.20%
Total Elderly	2,211	15.4%	325	2.3%	977	46.3%	181	8.20%
Total	14,362	100%	2,963	20.6%	2,958	20.6%	753	5.24%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I9)	572
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G9	1,408
G - Estimate elderly/disabled/low income	From Base Data (I11)	181
D- Estimate elderly/ disabled/not low income	Subtract I11 from G11	796
F - Estimate elderly/non-disabled/low income	Subtract I11 from E11	144
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C11	1,090
C - Estimate low income/not elderly/not disabled	Subtract I9 from E9	2,066
Total - Non-Duplicated		6,257

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	6,257	43.6%



CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Suwannee County

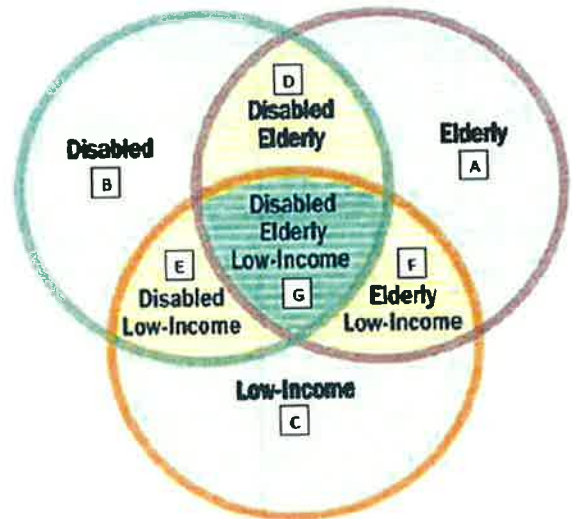
Census Data from **2016**

County Pop. By Age	Total Pop by Age	% of Total Pop	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
< 5 Years of Age	2,438	5.8%	1,255	3.0%	0	0.0%	0	0.00%
5-17	6,784	16.2%	2,334	5.6%	632	1.5%	344	0.82%
18-34	8,208	19.6%	2,416	5.8%	689	1.6%	449	1.07%
35-64	16,806	40.2%	2,251	5.4%	3,267	7.8%	864	2.06%
Total Non Elderly	34,236	81.8%	8,256	19.7%	4,588	11.0%	1,657	3.96%
65-74	4,404	10.5%	462	1.1%	1,605	3.8%	276	0.66%
75+	3,209	7.7%	138	0.3%	1,481	3.5%	233	0.56%
Total Elderly	7,613	18.2%	600	1.4%	3,086	7.4%	509	1.22%
Total	41,849	100%	8,856	21.2%	7,674	18.3%	2,166	5.18%

Double Counts Calculations

E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	1,657
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	2,931
G - Estimate elderly/disabled/low income	From Base Data (I14)	509
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	2,577
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	91
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	4,436
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	6,599
Total - Non-Duplicated		18,800

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	18,800	44.9%



CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Columbia County

Census Data from: **2016**

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
< 5 Years of Age	0	4.20%	-	-
5-17	1,105	4.20%	46	0.43%
18-34	1,517	6.30%	96	0.75%
35-64	5,143	13.84%	712	2.88%
Total Non Elderly	7,765		854	1.64%
65-74	2,720	27.12%	738	10.35%
75+	2,768	46.55%	1,289	25.77%
Total Elderly	5,488		2,026	16.71%
Total	13,253		2,880	4.50%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	244
11.70%	237
	481

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	610	244	854
<i>Elderly</i>	1,789	237	2,026
TOTAL	2,399	481	2,880

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

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
Assumes	45,915	Calculation of Daily Trips	
27.2%	xx % without auto access	Daily Trip Rates	Total
	12,489	Per Person	Daily Trips
100.0%	xx % without transit access		
	12,489		
Total Actual Critical TD Population			
<i>Severely Disabled</i>	2,880	0.049	141
<i>Low Income ND</i>	###	1.899	23,716
Totals	15,369		23,858

**Columbia, Hamilton and Suwannee
Transportation Disadvantaged Service Plan**

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Hamilton County

Census Data from: **2016**

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	187	6.90%	43	1.60%
18-64	1,793	19.00%	529	5.60%
Total Non Elderly	1,980	16.30%	572	4.71%
65+	977	44.20%	181	8.20%
Total Elderly	977	44.20%	181	8.20%
Total	2,958	20.59%	753	5.24%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	164
11.70%	21
	185

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	408	164	572
Elderly	160	21	181
TOTAL	568	185	753

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

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
<i>Assumes</i> 27.2%	2,210		
xx % without auto access	601		
100%	601		
xx % without transit access	601		
		Calculation of Daily Trips	
Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	753	0.049	37
Low Income ND	601	1.899	1,141
Totals	1,354		1,178

**Columbia, Hamilton and Suwannee
Transportation Disadvantaged Service Plan**

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Suwannee County

Census Data from: **2016**

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
< 5 Years of Age	0	4.20%	-	-
5-17	632	4.20%	27	0.39%
18-34	689	6.30%	43	0.53%
35-64	3,267	13.84%	452	2.69%
Total Non Elderly	4,588		522	1.53%
65-74	1,605	27.12%	435	9.68%
75+	1,481	46.55%	689	21.48%
Total Elderly	3,086		1,125	14.77%
Total	7,674		1,647	3.94%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	149
11.70%	132
	281

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	373	149	522
<i>Elderly</i>	993	132	1,125
TOTAL	1,366	281	1,647

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

Assumes			
27.4%			
100.0%			
Low Income & Not Disabled = C + F			
	6,690		
xx % without auto access	1,820		
xx % without transit access	1,820		
Calculation of Daily Trips			
		Daily Trip Rates	Total
		Per Person	Daily Trips
Total Actual Critical TD Population			
Severely Disabled	1,647	0.049	81
Low Income ND	###	1.899	3,456
Totals	3,466		3,536

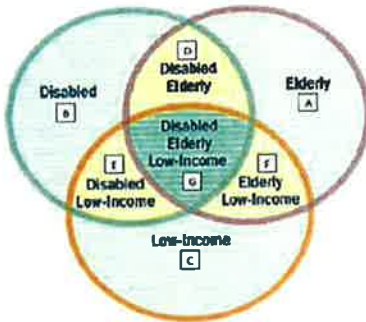
**CALCULATION OF DAILY TRIPS
FOR THE
CRITICAL NEED TD POPULATION**

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

Columbia County											
General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	1,773	1,786	1,799	1,813	1,826	1,840	1,853	1,867	1,881	1,894	1,908
B - Estimate non-elderly/ disabled/not low income	5,992	6,036	6,081	6,126	6,171	6,217	6,263	6,309	6,356	6,403	6,450
G - Estimate elderly/disabled/low income	540	544	548	552	556	560	564	569	573	577	581
D - Estimate elderly/ disabled/not low income	4,948	4,985	5,021	5,059	5,096	5,134	5,172	5,210	5,248	5,287	5,326
F - Estimate elderly/non-disabled/low income	6,101	6,146	6,192	6,237	6,283	6,330	6,377	6,424	6,471	6,519	6,567
A - Estimate elderly/non-disabled/not low income	540	544	548	552	556	560	564	569	573	577	581
C - Estimate low income/not elderly/not disabled	39,814	40,108	40,405	40,703	41,004	41,307	41,613	41,920	42,230	42,542	42,857
TOTAL GENERAL TD POPULATION	59,708	60,149	60,594	61,042	61,493	61,947	62,405	62,867	63,331	63,799	64,271
TOTAL POPULATION	64,043	64,516	64,993	65,474	65,958	66,445	66,936	67,431	67,929	68,431	68,937



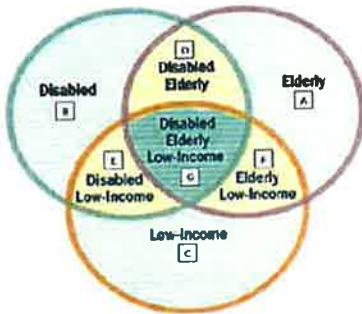
Columbia County											
Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	2,880	2,901	2,923	2,944	2,966	2,988	3,010	3,032	3,055	3,077	3,100
Low Income Not Disabled No Auto/Transit	12,489	12,581	12,674	12,763	12,862	12,957	13,053	13,150	13,247	13,345	13,443
Total Critical Need TD Population	15,369	15,482	15,597	15,712	15,828	15,945	16,063	16,182	16,301	16,422	16,543
Daily Trips - Critical Need TD Population											
Severely Disabled	141	142	143	144	145	146	147	149	150	151	152
Low Income - Not Disabled - No Access	23,716	23,892	24,068	24,246	24,425	24,606	24,788	24,971	25,156	25,342	25,529
Total Daily Trips Critical Need TD Population	23,858	24,261	24,671	25,088	25,512	25,963	26,423	26,890	27,366	27,851	28,288
Annual Trips	6,202,950	6,307,780	6,414,381	6,522,784	6,633,019	6,750,424	6,869,906	6,991,504	7,115,253	7,241,193	7,354,880

**Columbia, Hamilton and Suwannee
Transportation Disadvantaged Service Plan**

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Hamilton County

General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	572	577	582	587	592	597	602	608	613	618	623
B - Estimate non-elderly/ disabled/not low income	1,408	1,421	1,433	1,445	1,458	1,471	1,483	1,496	1,509	1,522	1,535
G - Estimate elderly/disabled/low income	181	183	184	186	188	189	191	193	194	196	198
D - Estimate elderly/ disabled/not low income	796	803	810	817	824	831	838	845	853	860	868
F - Estimate elderly/non-disabled/low income	144	145	146	147	149	150	151	153	154	155	157
A - Estimate elderly/non-disabled/not low income	1,090	1,099	1,109	1,119	1,128	1,138	1,148	1,158	1,168	1,178	1,188
C - Estimate low income/not elderly/not disabled	2,066	2,084	2,102	2,120	2,139	2,157	2,176	2,195	2,214	2,233	2,252
TOTAL GENERAL TD POPULATION	6,257	6,312	6,366	6,421	6,477	6,533	6,590	6,647	6,704	6,762	6,821
TOTAL POPULATION	14,362	14,486	14,612	14,738	14,866	14,995	15,125	15,256	15,388	15,521	15,655



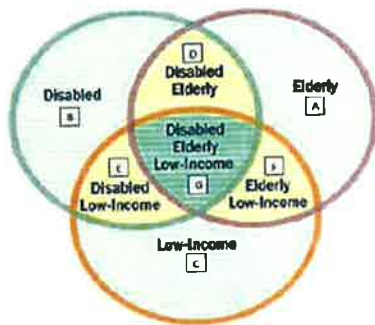
Hamilton County

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	753	760	766	773	780	786	793	800	807	814	821
Low Income Not Disabled No Auto/Transit	601	606	612	617	622	628	633	638	644	650	655
Total Critical Need TD Population	1,354	1,366	1,378	1,390	1,402	1,414	1,426	1,439	1,451	1,464	1,476
Daily Trips - Critical Need TD Population											
Severely Disabled	37	37	38	38	38	39	39	39	40	40	40
Low Income - Not Disabled - No Access	1,141	1,151	1,161	1,171	1,181	1,192	1,202	1,212	1,223	1,234	1,244
Total Daily Trips Critical Need TD Population	1,178	1,198	1,218	1,239	1,260	1,282	1,305	1,328	1,352	1,376	1,397
Annual Trips	306,361	311,539	316,804	322,158	327,602	333,401	339,302	345,308	351,420	357,640	363,255

**Columbia, Hamilton and Suwannee
Transportation Disadvantaged Service Plan**

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Suwannee County											
General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	1,657	1,669	1,682	1,694	1,707	1,720	1,732	1,745	1,758	1,771	1,785
B - Estimate non-elderly/ disabled/not low income	2,931	2,953	2,975	2,997	3,019	3,042	3,064	3,087	3,110	3,133	3,157
G - Estimate elderly/disabled/low income	509	513	517	520	524	528	532	536	540	544	548
D - Estimate elderly/ disabled/not low income	2,577	2,596	2,616	2,635	2,655	2,674	2,694	2,714	2,735	2,755	2,775
F - Estimate elderly/non-disabled/low income	91	92	92	93	94	94	95	96	97	97	98
A - Estimate elderly/non-disabled/not low income	4,436	4,469	4,502	4,536	4,570	4,604	4,638	4,672	4,707	4,742	4,778
C - Estimate low income/not elderly/not disabled	6,599	6,648	6,698	6,747	6,798	6,848	6,899	6,951	7,002	7,055	7,107
TOTAL GENERAL TD POPULATION	18,800	18,940	19,081	19,223	19,366	19,510	19,656	19,802	19,949	20,098	20,248
TOTAL POPULATION	41,849	42,161	42,474	42,791	43,109	43,430	43,754	44,079	44,408	44,738	45,071



Suwannee County											
Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	1,647	1,659	1,671	1,684	1,696	1,709	1,722	1,735	1,747	1,760	1,774
Low Income Not Disabled No Auto/Transit	1,820	1,833	1,847	1,861	1,874	1,888	1,902	1,917	1,931	1,945	1,960
Total Critical Need TD Population	3,466	3,492	3,518	3,544	3,571	3,597	3,624	3,651	3,678	3,706	3,733
Daily Trips - Critical Need TD Population											
Severely Disabled	81	81	82	83	83	84	84	85	86	86	87
Low Income - Not Disabled - No Access	3,456	3,481	3,507	3,533	3,560	3,585	3,613	3,640	3,667	3,694	3,722
Total Daily Trips Critical Need TD Population	3,536	3,596	3,657	3,719	3,781	3,849	3,916	3,986	4,056	4,128	4,193
Annual Trips	919,429	934,967	950,768	966,836	983,176	1,000,578	1,018,288	1,036,312	1,054,655	1,073,322	1,090,173

3. Barriers to Coordination

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

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

4. Needs Assessment

United States Code Section 5310 Capital Grant Program

APPLICANT	PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	PROJECT COST	PROJECT FUNDING SOURCE
The Arc North Florida, Inc.	Purchase replacement vehicle to provide transportation to individuals with intellectual and developmental disabilities.	2018/19	Hamilton County Suwannee County	\$70,227.00	United States Code Section 5310
				\$8,778.40	Florida Department of Transportation
				\$8,778.40	The Arc of North Florida, Inc.
CARC - Advocates for Citizens with Disabilities, Inc.	Purchase replacement vehicle.	2018/19	Columbia County	\$61,035.20	United States Code Section 5310
				\$7,629.40	Florida Department of Transportation
				\$7629.40	CARC - Advocates for Citizens with Disabilities, Inc.
Florida Center for the Blind	Purchase one minivan and one sedan	2018/19	Columbia County	\$62,570.00	United States Code Section 5310
				\$7,822.00	Florida Department of Transportation
				\$7,822.00	Florida Center for the Blind

**Columbia, Hamilton and Suwannee
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Suwannee Valley Transit Authority	Purchase generator/installation/set up Purchase 60 Tires	2018/19	Columbia County Hamilton County Suwannee County	\$43,898.00	United States Code Section 5310
				\$5,487.00	Florida Department of Transportation
				\$5,487.00	Suwannee Valley Transit Authority

United States Code Section 5311 Grant Program

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	Transportation Operations	2018/19	Columbia County	\$239,208.00	United States Code Section 5311
				\$239,208.00	Suwannee Valley Transit Authority
Suwannee Valley Transit Authority	Transportation Operations	2018/19	Hamilton County	\$48,728.00	United States Code Section 5311
				\$48,728.00	Suwannee Valley Transit Authority
Suwannee Valley Transit Authority	Transportation Operations	2018/19	Suwannee County	\$155,042.00	United States Code Section 5311
				\$155,042.00	Suwannee Valley Transit Authority

United States Code Section 5339 Grant Program

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	One replacement vehicle.	2018/19	Columbia County Hamilton County Suwannee County	\$70,259.00	United States Code Section 5339

Rural Area Capital Assistance Program

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	Purchase one vehicle.	2018/19	Columbia County Hamilton County Suwannee County	\$88,383.00	Rural Area Capital Equipment Support Grant

Transportation Disadvantaged Program/Trip & Equipment Grant

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	Provide trips to transportation disadvantaged individuals.	2017/18 <u>2018/19</u>	Columbia County	\$324,419.00 <u>\$300,840.00</u>	Transportation Disadvantaged Trust Fund
				\$32,440.00 <u>\$33,425.00</u>	Suwannee Valley Transit Authority
			Hamilton County	\$198,350.00 <u>\$180,652.00</u>	Transportation Disadvantaged Trust Fund
				\$19,835.00 <u>\$20,073.00</u>	Suwannee Valley Transit Authority
			Suwannee County	\$284,912.00 <u>\$258,657.00</u>	Transportation Disadvantaged Trust Fund
				\$28,491.00 <u>\$28,740.00</u>	Suwannee Valley Transit Authority

Transportation Disadvantaged Program/Mobility Enhancement Grant

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	Provide "on-demand" same day service to eligible passengers within the City of Lake City for medical, pharmacy and shopping purposes.	2017/18	Columbia County/Lake City	\$60,416	Transportation Disadvantaged Trust Fund Mobility Enhancement Grant
				\$6,712	Suwannee Valley Transit Authority

5. Goals, Objectives and Strategies

- GOAL I:** **Coordinate transportation services provided to disadvantaged individuals that are funded with local, state and federal government funds.**
- OBJECTIVE:** Identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through Suwannee Valley Transit Authority. Inform each non-coordinated agency about Chapter 427, Florida Statutes.
- Strategy 1(a):** Identify agencies located in Columbia, Hamilton and Suwannee Counties that are receiving local, state and/or federal funds to transport clients or to purchase vehicles.
- Strategy 1(b):** Contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc.
- Strategy 1(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 of the residents of Columbia, Hamilton and Suwannee Counties.**
- OBJECTIVE:** Report to the local Coordinating Board the unmet transportation needs of the residents of Columbia, Hamilton and Suwannee Counties.
- Strategy 2(a):** Report quarterly the number and types of transportation services that are requested which it is unable to provide.
- Strategy 2(b):** Report any identified unmet needs in the service area.
- GOAL III:** **Provide transportation services that are consumer oriented and effectively group riders.**
- OBJECTIVE:** Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.
- Strategy 3(a):** Report on a quarterly basis the number of single passenger trips provided by county.
- Strategy 3(b):** Encourage passengers to arrange their appointment times in order to group trips.
- Strategy 3(c):** Attempt to reduce the number of single passenger trips.
- Strategy 3(d):** Measure the total passenger trips per vehicles quarterly by county.
- GOAL IV:** **Eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.**

- OBJECTIVE:** Comply with the requirements of the Americans with Disabilities Act regarding the access to and provision of transportation services.
- Strategy 4(a):** Train its staff members regarding the utilization of special equipment for the disabled as well as the abilities of persons with disabilities.
- Strategy 4(c):** Ensure the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.
- GOAL V:** **Evaluate Suwannee Valley Transit Authority's performance based on specific criteria.**
- OBJECTIVE:** Annually use the most recent Florida Commission for the Transportation Disadvantaged Evaluation Workbook to evaluate Suwannee Valley Transit Authority's performance.
- GOAL VI:** **Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost effective and efficient manner.**
- OBJECTIVE:** Adhere to a strict budget of Transportation Disadvantaged Trust Funds and shall follow the local Coordinating Board's trip priorities to ensure that these funds are spent in the most efficient manner.
- Strategy 6(a):** Determine the most efficient manner to spend the Transportation Disadvantaged Trust Funds.
- Strategy 6(b):** Inform the local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VII:** **Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.**
- OBJECTIVE:** Complete all reports in a timely manner which require local Coordinating Board review and/or approval.
- Strategy 7(a):** Complete and submit reports to the Designated Official 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.
- Strategy 7(b):** Continue to require all subcontractors and coordination contractors to report quarterly operating data by County.
- GOAL VIII:** **Maintain/improve the quality of service.**
- OBJECTIVE:** Monitor the quality of service provided by Suwannee Valley Transit Authority.
- Strategy 8(a):** Monitor the quality of service based on input from riders, purchasers and operators.
- Strategy 8(b):** Make recommendations to Suwannee Valley Transit Authority to improve the quality of service.

OBJECTIVE IX: Provide courteous and professional service.

Strategy: Provide sensitivity and courtesy training to staff annually.

GOAL X: Ensure the provision of safe transportation services.

OBJECTIVE: Ensure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and drivers.

Strategy 10(a): Comply with its System Safety Program Plan. The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Chapter 14-90, Florida Administrative Code.

Strategy 10(b): Certify to the local Coordinating Board annually that it has monitored its subcontractors to ensure their compliance with Chapter 14-90, Florida Administrative Code.

Strategy 10(c): Train all drivers in the coordinated system annually.

GOAL XI: Comply with Federal Transit Administration substance abuse testing requirements.

Strategy 11(a): Certify compliance with substance abuse testing requirements.

GOAL XII: Promote cost and service efficiency through efficient routing, scheduling and operation procedures.

OBJECTIVE: Encourage the provision of the greatest number of trips using the most cost effective methods possible.

Strategy 12(a): Maintain a data base with pertinent information relative to clients needs and limitations.

GOAL XIII: Improve efficiency and effectiveness of the coordinated transportation system.

OBJECTIVE: Attempt to improve efficiency and effectiveness areas identified in the annual performance evaluation.

6. Implementation Plan

Strategies	Implementation Date
(1) Identify agencies 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.	(1) Annually (2) Annually

Strategies	Implementation Date
(1) Identify agencies that receive local, state and/or federal funds that do not include transportation services in their budgets. (2) Review applications for funding to encourage the inclusion of transportation services in agency budgets.	(1) Ongoing (2) As necessary
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests. (3) Ask for additional local funding to help meet the growing demand for transportation disadvantaged services in Columbia, Hamilton and Suwannee Counties.	(1) Quarterly (2) Quarterly (3) Ongoing
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Report the number of single passenger trips provided by county. (3) Encourage passengers to arrange appointments to group trips. (4) Attempt to reduce the number of single passenger trips. (5) Measure total passenger trips per vehicle by county.	(1) Ongoing (2) Quarterly (3) Quarterly (4) Annually (5) Quarterly
(1) Provide alternative methods for accessing transportation services for individuals with disabilities. (2) Make use of special equipment for, and the abilities of, persons with disabilities. (3) Ensure that the transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to persons without disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Evaluate the performance of Suwannee Valley Transit Authority in general and relative to Commission standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	(1) Annually
(1) Adhere to a budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Annually (2) Annually (3) Quarterly
(1) Complete all reports for review and/or approval in a timely manner. (2) Final reports shall be completed and submitted to Designated Official Planning Agency staff a minimum of two weeks prior to next local Coordinating Board meeting. (3) Continue to require all subcontractors and coordination contractors to report quarterly operating data by county.	(1) Ongoing (2) Ongoing (3) Quarterly
(1) Address all written grievances in a timely manner according to the Grievance Procedures. (2) Document all grievances and the grievance process. (3) Report service complaints on a quarterly basis.	(1) Ongoing (2) Ongoing (3) Quarterly
(1) Provide courteous and professional service. (2) Provide sensitivity and courtesy training.	(1) Ongoing (2) Annually

Strategies	Implementation Date
(1) Encourage the provision of the greatest number of trips using the most cost effective methods possible. (2) Maintain a data base with pertinent information relative to clients needs and limitations.	(1) Ongoing (2) Ongoing
(1) The System Safety Program Plan shall meet all established requirements and adhere to Section 341, Florida Statutes and Chapter 14-90, Florida Administrative Code. (2) Certify that Suwannee Valley Transit Authority complies with its System Safety Program Plan and that subcontractors have been monitored for their compliance with Chapter 14-90, Florida Administrative Code.	(1) Annually (2) Annually

Chapter II: Service Plan

A. Operations

The operations element is a profile of the coordinated transportation system and provides basic information about Suwannee Valley Transit Authority's daily operations.

Suwannee Valley Transit Authority is a governmental organization created in 1974 as a regional public transportation authority by an inter-local agreement between Columbia, Hamilton and Suwannee County governments. The Florida Commission for the Transportation Disadvantaged designated Suwannee Valley Transit Authority the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties pursuant to Chapter 427 Florida Statutes in 1990. As the Community Transportation Coordinator, Suwannee Valley Transit Authority is responsible for coordinating the provision of transportation services to the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. Suwannee Valley Transit Authority was re-designated the Community Transportation Coordinator through June 30, 2021. The Florida Commission for the Transportation Disadvantaged designated Columbia, Hamilton and Suwannee Counties as a combined service area under Florida's Transportation Disadvantaged Program July 1, 2013.

1. Types, Hours and Days of Service

a. Types of Service

Suwannee Valley Transit Authority provides door-to-door, curb-to-curb, shared-ride, flex route and on-demand transportation services. Transportation services are arranged on a subscription, on-demand, and advance reservation basis. There are currently no fixed route transportation services available in the service area. Except for specialty contract services, Suwannee Valley Transit Authority transportation is a shared ride service. Suwannee Valley Transit Authority reserves the right to request riders make reasonable adjustments to their desired transport times in order to most effectively coordinate trips.

Suwannee Valley Transit Authority is required to transport all "common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight may not be transported. Passengers who cannot propel their wheelchair independently must have an escort. Suwannee Valley Transit Authority will only transport wheelchairs that can be safely secured using the standard 4-point tie down wheelchair restraint devices. Passengers must be able to transfer from to a bus seat for all non-standard wheelchairs (such as a scooter). All wheelchair passengers must use seat/lap belts and shoulder harnesses.

b. Hours and Days of Service

Transportation Disadvantaged Program: Monday through Saturday from 6:00 a.m. to 5:00 p.m. excluding holidays.

Mobility Enhancement Grant Program (SVTA Express) Monday through Friday from 8:00 a.m. to 5:00 p.m. excluding holidays. This service is available within the Lake City limits on an availability basis. On-demand service is provided to the following locations within Lake City:

- Shands at Lake Shore
- Lake City Medical Center
- Other destinations within the Lake City limits

c. Holidays

With the exception of cancer care and dialysis trips, Transportation Disadvantaged Program and Mobility Enhancement Grant Program (SVTA Express) sponsored service will not be provided on the following observed holidays:

Veteran's Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Eve
Christmas Day
New Year's Day
Martin Luther King, Jr.'s Birthday
Presidents' Day
Memorial Day
Independence Day
Labor Day
Columbus Day

2. Accessing Services

a. Reservations

Transportation Disadvantaged Program: Monday through Friday from 6:00 a.m. to 5:00 p.m. excluding observed holidays. Trip reservations can be made by calling 386.362.5332.

Mobility Enhancement Grant Program (SVTA Express): Monday through Friday 8:00 a.m. to 5:00 p.m. excluding observed holidays. Trips must be requested at least 30 minutes in advance.

Trip reservations can be made by calling 386.362.5332. When making a reservation, passengers should have the following information available: date, time and pickup/drop off location of appointment; name of service provider, telephone numbers, and points of contact.

b. Advance Notification

Transportation Disadvantaged Program: Trip reservations must be made before 3:00 p.m. three (3) days before the day of transport. For example, reservations must be made no later than the prior Wednesday by 3:00 p.m. for service needed on Monday, unless the Wednesday is a holiday, in which case the reservation must be made on Tuesday by 3:00 p.m.

Suwannee Valley Transit Authority can grant an exception to the three day rule if the rider presents good cause. Good cause is substantiated by factors such as, but not limited to, any of the following:

- Urgent Care, (with Doctor's note);
- Post-surgical and/or medical follow-up care specified by a health care provider to occur in fewer than three workdays;
- Imminent availability of an appointment with a specialist when the next available appointment would require a delay of two weeks or more; or
- The result of administrative or technical delay requiring an appointment to be rescheduled.

Mobility Enhancement Grant Program (SVTA Express): Trips must be requested at least 30 minutes in advance.

Agency sponsored trip requests will be taken according to contractual arrangements.

c. Trip Cancellation Process

Trips must be cancelled 24 hours in advance of the scheduled pickup time. Passengers who do not cancel their transportation 24 hours in advance and refuse transportation once the driver arrives at the point of pick up will be considered a no-show. Same-day cancellations count as no-shows unless the rider was unable to cancel the trip 24 hours in advance.

d. No-Show Policy

Drivers shall wait five minutes after the scheduled pick-up time for passengers to board the vehicle. Drivers picking up patients returning from dialysis appointments may wait more than 5 minutes upon request as long as the wait time does not jeopardize the return drop off time of other passengers on the vehicle. After the driver has waited five minutes, the driver will place a no-show hanger on the doorknob. After three (3) no-shows within 60 days, the passenger is subject to a service termination for 30 days. After the passenger is reinstated to the program, if three (3) more infractions occur within 60 days, the suspension period will be 45 days. If the client is reinstated to the program and three (3) more infractions occur within 60 days, the suspension will be 90 days.

If the passenger provides acceptable, verifiable evidence that the no-show was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a no-show. Suwannee Valley Transit Authority will not issue a no-show to a passenger if the vehicle sent to transport the passenger will not accommodate the passenger's ability to board the vehicle.

Passengers may only be removed from suspension by their sponsoring agency. Suwannee Valley Transit Authority will determine passenger suspensions for passengers transported under the Florida's Transportation Disadvantaged Program. If a passenger feels that he/she has been unfairly suspended, they may file a grievance with the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board.

e. After Hours Service

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

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

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

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

Transportation Disadvantaged Program: \$2.00 per one-way trip

Mobility Enhancement Grant Program (SVTA Express): \$2.00 per one-way trip

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

Transportation services provided under Florida's Transportation Disadvantaged Program and Mobility Enhancement Grant Program (SVTA Express) are funded by the Transportation Disadvantaged Trust Fund. The purpose of the Transportation Disadvantaged Program and Mobility Enhancement Grant Program (SVTA Express) is to provide transportation services to individuals who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities as defined in s. 411.202.

Individuals are required to apply for eligibility certification for their transportation to be sponsored by the Transportation Disadvantaged Program and Mobility Enhancement Grant Program (SVTA Express). Suwannee Valley Transit Authority will use the following criteria in order 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.

Suwannee Valley Transit Authority's Transportation Disadvantaged Program Eligibility Certification application is shown below. Individuals must apply for eligibility recertification biennially. Eligibility may be revoked if it is determined an individual's eligibility status has changed. Individuals eligible for transportation under Florida's Managed Medical Assistance Program may also be eligible for Transportation Disadvantaged Program sponsored service. Suwannee Valley Transit Authority will provide one trip for new applicants while eligibility is being determined.

SUWANNEE VALLEY TRANSIT AUTHORITY
TRANSPORTATION DISADVANTAGED ASSESSMENT SCREENING FORM: YR 20-----

SECTION 1-PERSONAL INFORMATION

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

HOUSEHOLD MEMBERS

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

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

SECTION 2-AVAILABILITY OF OTHER TRANSPORTATION

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

SECTION 3-COMMON DESTINATIONS

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

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

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

SECTION 4-SPECIAL NEEDS

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

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

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

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

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

Monthly Income:

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

Total Household Income \$ _____

Monthly Expenses:

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

Total Monthly Household Expenses \$ _____

SECTION 6-CERTIFICATION AND ACKNOWLEDGEMENT

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

APPLICANT SIGNATURE: _____

DATE: _____

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

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

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

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

OFFICIAL USE ONLY

DO NOT WRITE IN THIS SPACE

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

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

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

2/1/2018

h. Transportation Disadvantaged Program Trip Priorities

Due to limited funding allocated to Columbia, Hamilton and Suwannee Counties through the Transportation Disadvantaged Trust Fund, Suwannee Valley Transit Authority may be required to prioritize Transportation Disadvantaged Program sponsored trip requests. Prioritization of trip requests shall consider: cost effectiveness and efficiency, trip purpose, unmet needs, and available resources.

Suwannee Valley Transit Authority in cooperation with the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds in ranking order:

- 1) Vital Care - Medical (Dialysis and Cancer Care)
- 2) Other Medical
- 3) Employment
- 4) Grocery shopping
- 5) Educational
- 6) Social service agency trips
- 7) Shopping
- 8) Recreation and other

Suwannee Valley Transit Authority shall notify Transportation Disadvantaged Program eligible individuals and other interested persons/agencies of the implementation of the Transportation Disadvantaged trip priorities due to Transportation Disadvantaged Trust Fund availability. Suwannee Valley Transit Authority shall notify eligible individuals of the types of trips that are available for sponsorship under the Transportation Disadvantaged Program.

i. **Mobility Enhancement Grant Program (SVTA Express)**

Service sponsored by the Mobility Enhancement Grant Program (SVTA Express) is provided within the Lake City limits to the following locations within Lake City:

- Shands at Lake Shore
- Lake City Medical Center
- Other destinations within the Lake City limits

3. **Public Transit Utilization**

Suwannee Valley Transit Authority provides a deviated fixed route service between the Live Oak, Lake City and Gainesville communities. Passengers are placed on these routes as much as possible.

4. School Bus Utilization

Suwannee Valley Transit Authority has not identified a need for joint use agreements with the Columbia, Hamilton or Suwannee County School Districts.

5. Vehicle Inventory

Suwannee Valley Transit Authority's vehicle inventory is shown below.



Suwannee Valley Transit Authority Vehicle Inventory

7/10/2017

Year	Make	Model	Vehicle Type	VIN Number	FDOT Control # (if applicable)	Agency Vehicle #	Ramp or Lift (specify)	# of Seats and WIC Positions	Other Equipment	Use	Average Miles/Yr	Current Mileage	Funding Source	Name of Title Holder	Acquisition Date	Cost	% Federal funding	Location	Condition	Expected Date of Retirement	Date of Disposition (if applicable)	Sale Price (if applicable)	Status
2016	Dodge	Caravan	F	2C4RDGBG6R237607		01	NA	6/0	C-T	ELD/DIS	21272.5	32,579	S Conroy Cap	DOT	12/29/2015	\$ 22,095.00	100	LC	In Service	12/27/2020	N/A	N/A	
2017	Dodge	Caravan	F	2C4RDGBGXR637736		02	NA	6/0		ELD/DIS	32245	19,612	S Conroy Cap	DOT	11/30/2016	\$ 24,200.00	100	LO	In Service	11/29/2021	N/A	N/A	
2015	Ford	E450	D	1FDFE4F59FDA35290		03	lift	14/2	C-T	ELD/DIS	56021.4	59,705	S Conroy Cap	DOT	6/16/2016	\$ 79,394.00	100	LO	In Service	6/15/2021	N/A	N/A	
2016	Ford	E450	D	1FDFE4F50GDC55337	91283	04	lift	14/2	C-T	ELD/DIS	35895.5	31,470	S Conroy Cap	DOT	8/24/2016	\$ 79,394.00	100	LO	In Service	8/23/2021	N/A	N/A	
2003	Thomas	Trolley	B	1T0Z30B2331130870	166	5	lift	32/2	C-T	ELD/DIS	5330.35	69,353	FDOT 5310	DOT	7/9/2004	\$ 175,000.00	90	LO	In Service	7/6/2016	N/A	N/A	
2016	Ford	E350	D	1FDWE3FL5GDC32266	91288	06	lift	9/2	C-T	ELD/DIS	45856.9	32,037	S Conroy Cap	DOT	10/28/2016	\$ 68,868.00	100	LO	In Service	10/27/2021	N/A	N/A	
2016	Odyssey	E350	D	1FDFE4F54GDC55339		07	lift	16/2	C-T	ELD/DIS	180753	6,933	S Conroy Cap	DOT	6/26/2017	\$ 81,881.00	100	LC	In Service	6/25/2022	N/A	N/A	
2012	Ford	F550	D	1FDGFSGY0CEB97504		10	lift	16/2	C-T	ELD/DIS	29954.9	150,431	S Conroy Cap	DOT	7/3/2012	\$ 79,404.00	100	LO	In Service	7/2/2017	N/A	N/A	
2009	Chevy	3500	D	1GBJG21K481232919		11	lift	9/2	C-T	ELD/DIS	Levy Cty	293,351	SVTA FUNDS	SVTA	4/24/2017	\$ 1,000.00	0	LC	In Service	1/1/2014	N/A	N/A	
2006	Chevy	3500	D	1GBJG31U361264615		12	lift	9/2		ELD/DIS	Levy Cty	386,669	SVTA FUNDS	SVTA	4/24/2017	\$ 1,000.00	0	LO	In Service	1/1/2011	N/A	N/A	
2009	Chevy	3500	D	1GBJG31K491102902		13	lift	14/2	C-T	ELD/DIS	Levy Cty	308,543	SVTA FUNDS	SVTA	4/24/2017	\$ 1,000.00	0	LO	In Service	1/1/2014	N/A	N/A	
2011	Chevy	GMT-610	D	1GB9G2B6281174734		14	lift	8/2	C-T	ELD/DIS	37553.1	188,383	S Conroy Cap	DOT	7/5/2012	\$ 64,836.00	100	LO	Under Repair	10/30/2017	N/A	N/A	
2009	Chevy	Gashen	D	1GBJG31KX81232570		15	lift	8/2	C-T	ELD/DIS	26176.3	213,211	S Conroy Cap	SVTA	5/20/2009	\$ 50,000.00	100	LO	Redlined	5/19/2014	N/A	N/A	
2006	Ford	E350	F	1FBNE311X6D828964		16	NA	16	C-T	ELD/DIS	Levy Cty	46,702	SVTA FUNDS	SVTA	11/2/2017	\$ 6,000.00	0	LO	In Service	11/1/2022	NA	N/A	
2009	Chevy	3500	D	1GBJG31K291107936	80205	17	lift	9/2	C-T	ELD/DIS	27933.3	224,308	ARRA 5311 C	DOT	7/1/2009	\$ 80,000.00	100	LC	In Service	6/30/2014	N/A	N/A	
2013	Ford	F550	D	1FDGFSGT2DEB00406	91214	18	lift	16/2	C-T	ELD/DIS	43057.5	179,662	FDOT 5310	DOT	5/9/2013	\$ 86,633.00	90	LO	In Service	5/8/2018	N/A	N/A	
2010	Dodge	Caravan	E	2D4RN4DEXAR455096	80254	1020	ramp	7/1	C-T	ELD/DIS	27939.7	174,068	FTA-ARRA 5311 C	DOT	4/19/2011	\$ 42,000.00	100	LO	In Service	4/17/2016	N/A	N/A	
2011	Champion	Bus	B	4UZA80DT0ACAT2710	80252	1122	lift	29/2	C	ELD/DIS	3855.47	25,182	FTA-ARRA 5311 C	SVTA	12/30/2010	\$ 183,298.00	100	LO	Redlined	12/28/2017	N/A	N/A	
2011	Champion	Bus	B	4UZA80DT4ACAT2711	80251	1123	lift	29/2	C-T	ELD/DIS	6876.36	44,913	FTA-ARRA 5311 C	SVTA	12/30/2010	\$ 183,298.00	100	LO	Redlined	12/28/2017	N/A	N/A	
2011	Champion	Bus	B	4UZA80DT4ACAT2712	80250	1124	lift	29/2	C	ELD/DIS	3911.04	25,545	FTA-ARRA 5311 C	SVTA	12/30/2010	\$ 183,298.00	100	LO	Redlined	12/28/2017	N/A	N/A	
2001	Blue Bird	Bus	B	1BAGBCPA42F202651	52	25	lift	24/2	C-T	ELD/DIS	** unknown	unknown	FDOT 5310	SVTA	7/24/2001	\$ 40,000.00	90	LO	Redlined	7/22/2008	N/A	N/A	
1997	Thomas	Bus	B	1T7HN829V1152213		27	NA	41/0		ELD/DIS	4276.4	87,754	SVTA FUNDS	SVTA	1/6/1997	\$ 8,500.00	0	LO	In Service	1/3/2009	N/A	N/A	
2010	Eldorado	Bus	B	1N9MNA65AC084275	80241	1028	ramp	31/2	C-T	ELD/DIS	18415.5	130,220	FTA-ARRA 5311 C	DOT	6/16/2010	\$ 289,000.00	100	LC	In Service	8/14/2029	N/A	N/A	
2010	Eldorado	Bus	B	1N9MNA67AC084276	80242	1029	ramp	31/2	C-T	ELD/DIS	11072.5	78,296	FTA-ARRA 5311 C	DOT	6/16/2010	\$ 289,000.00	100	LC	In Service	8/15/2045	N/A	N/A	
2010	Eldorado	Bus	B	1N9MNA69AC084277	80243	1030	ramp	31/2	C-T	ELD/DIS	16694.8	118,053	FTA-ARRA 5311 C	DOT	6/16/2010	\$ 289,000.00	100	LC	In Service	7/4/2033	N/A	N/A	

Page 1 of 2

12/15/201

Vehicle #25 (Speedometer no longer works--could not give an accurate mileage)

6. Bus Transit System Annual Safety and Security 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): 2018

Certification Year: (Previous): 2017

Name and Address of Bus Transit System: Suwannee Valley Transit Authority
1907 Voyles Street, SW
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: 2/8/18
(Individual Responsible for Assurance of Compliance)

Name: Larry Sessions Title: Administrator

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

Name: Suwannee Valley Transit Authority

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

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

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

7. Inter-County Services

Suwannee Valley Transit Authority has informal agreements with surrounding County Community Transportation Coordinators to coordinate out of county trips when feasible. Suwannee Valley Transit Authority also has an agreement with Alachua County which allows Suwannee Valley Transit Authority to transport residents of Columbia, Hamilton and Suwannee Counties to medical facilities located in Alachua County.

8. Natural Disaster/Emergency Preparedness

Suwannee Valley Transit Authority is the primary transportation provider identified in the Columbia, Suwannee and Hamilton County Emergency Management Plans. During any emergency declared by the county or state, Suwannee Valley Transit Authority will suspend all non-emergency medical transport if possible, and devote its entire service to the County/State Emergency Operations Center.

For those riders dependent on Suwannee Valley Transit Authority for his/her transportation (such as for dialysis) the beneficiary must register with his/her county's Emergency Operations Department.

Suwannee Valley Transit Authority has prepared and trained with each county's Emergency Operations Department to respond to the needs of the area. In the event of a schedule change caused by emergencies such as natural disaster, tornadoes, hurricane or flooding, Suwannee Valley Transit Authority will notify each contracting agency so that they may notify their programs and customers. Suwannee Valley Transit Authority will notify all scheduled riders of the changes to include cancellation of their reservation if transport is considered hazardous. In the event of a natural disaster, Suwannee Valley Transit Authority will provide service as directed by Suwannee County Emergency Operations Department for transporting citizens to shelters and/or evacuation. Suwannee Valley Transit Authority is set up to be operated out of Suwannee Valley Transit Authority's facilities to coordinate with Emergency Operations Department operations during the time of emergency evacuations.

All Suwannee Valley Transit Authority vehicles are equipped with push-to-talk for immediate communication with the base dispatcher. Every driver has instructions to contact the transportation office during work hours, or a member of the management team after work hours, weekends and holidays if an emergency occurs. When the office receives information concerning breakdowns, delays or accidents, the purchasing agency whose customers are involved will be notified as quickly as possible. The responsible contact person will assist agency personnel to help resolve problems. Suwannee Valley Transit Authority Safety System Program Plan contains additional emergency and security procedures.

If an accident occurs, the law enforcement agency for that area will be notified and a relief vehicle will be dispatched to ensure that passenger delays are kept to a minimum. Suwannee Valley Transit Authority will notify the sponsoring agency of the delay as soon as possible. Emergency Medical Services will be called in the event of injury.

In the event of a breakdown a relief vehicle and mechanic (with service truck) will be dispatched to ensure the passengers are as close to schedule as possible. Suwannee Valley Transit Authority will call the destination to ensure the passengers will be seen when the passenger is going to be more than 15 minutes late for their appointment time.

9. Marketing

Suwannee Valley Transit Authority utilizes various media forums to inform the public about transportation services available through Suwannee Valley Transit Authority. The information is disseminated through brochures, public service announcements in local publications, public speaking engagements various community leadership organizations, interagency affiliations and attendance at County Commission meetings. Because most of the transportation services provided by Suwannee Valley Transit Authority are for government funded social service programs, marketing efforts are largely aimed toward social service programs.

Due to limited funding received through the Transportation Disadvantaged Trust Fund, there are currently no efforts to market the availability of service under Florida's Transportation Disadvantaged Program. As new funding sources or programs become available, announcements will be made through various methods as appropriate to the population being targeted by such funding.

10. Acceptable Alternatives

Not applicable.

11. Service Standards

In accordance with Rule 41-2 of the Florida Administrative Code, the following is a list of the uniform service standards and criteria applicable to each service area and applicable to services provided under Florida's Transportation Disadvantaged Program and for individually funded trips to the general public. Suwannee Valley Transit Authority may expand or otherwise define the criteria for these standards according to their specific local situation. These standards are jointly developed and agreed between Suwannee Valley Transit Authority and the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board. Standards for other sponsoring agencies may vary depending on the details of each purchase of service contract.

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 Valley Transit Authority shall comply with the requirements of the Federal Transit Administration Substance Abuse Policy and drug and alcohol testing program.

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 14 and under will be required to be accompanied by an escort that is over 18 years old. Parents are responsible for their child's behavior while riding on a Suwannee Valley Transit Authority vehicle. Any passenger that is not able to be self-sufficient (maneuver about on their own; maintain control of bodily functions; provide hygiene care for oneself) must have an escort present at all times while riding on Suwannee Valley Transit Authority vehicles. Escorts must be able to provide the necessary assistance to the passenger in the event of any need. Escorts must remain with the passenger while on a Suwannee Valley Transit Authority vehicle and aid the passenger as required. Escorts will be transported at the regular co-pay rate. Suwannee Valley Transit Authority does not provide escorts.

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 an approved child restraint device, or otherwise be in compliance with state regulations at the time. This device shall be provided by the child's escort, and it must be clean and sanitized.

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 are allowed to have personal property which they can place in their lap or stow under the seat. The size of personal property is restricted to what can be held by the passenger or stowed in an area not to interfere with other passengers or becomes a safety hazard. No animals, with the exception of service animals, will be transported. All oxygen must be portable, self-administered and secured. Drivers cannot assist with oxygen needs. Suwannee Valley Transit Authority is not responsible for lost items or items left on Suwannee Valley Transit Authority vehicles.

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 Valley Transit Authority 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 Valley Transit Authority 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 Valley Transit Authority will identify appropriate in-county service providers whenever possible. Suwannee Valley Transit Authority will require medical provider certification for any out of county trip and make efforts to assist the rider and/or his physician in securing appointments within the region.

h. Vehicle Cleanliness

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

Local Policy: The interior and exterior of all vehicles operating in the coordinated transportation system shall be cleaned at least 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 Valley Transit Authority without reasonable cause fails to make payments to subcontractors and suppliers within seven (7) working days after receipt by Suwannee Valley Transit Authority of full or partial payment, Suwannee Valley Transit Authority 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.

Suwannee Valley Transit Authority shall comply with this standard using software the Florida Commission for the Transportation Disadvantaged has found to be acceptable.

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 Valley Transit Authority 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 Valley Transit Authority shall comply with this standard. Suwannee Valley Transit Authority's drivers shall wear a uniform, with name tag, and Suwannee Valley Transit Authority identification badge.

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 Valley Transit Authority shall comply with this standard. Suwannee Valley Transit Authority drivers will not enter into any residence, medical facility, or any other building. The passenger is expected to maneuver themselves when using a wheelchair or other mobility device. Suwannee Valley Transit Authority will guide passengers who use mobility devices, but will not operate or push or maneuver such devices.

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 vehicles is prohibited unless medically necessary (as with dialysis riders) or for trips that have extended wait or travel times. Stops for food, smoke breaks, drinks, or errands are not permitted by Suwannee Valley Transit Authority.

Passengers must be prepared for extended pickup, drop-off, or on-board travel times. Passengers are responsible for having provisions readily available in case of extended wait or travel times. Provisions include but are not limited to food, water, medications, sanitary items, and other supplements needed during wait times.

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 - For each no-show where the driver is on location, the driver will place a no-show card (a bright yellow door knob hanger) on the doorknob, around the door, gate, or entrance area. After three (3) no-shows within 60 days, the passenger is subject to a service termination for 30 days. After the passenger is reinstated to the program, if three (3) more infractions occur within 60 days, the suspension period will be 45 days. If the client is reinstated to the program and three (3) more infractions occur within 60 days, the suspension will be 90 days.

If the passenger provides acceptable, verifiable evidence that the no-show was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a no-show. Suwannee Valley Transit Authority will not issue a no-show to a passenger if the vehicle sent to transport the passenger will not accommodate the passenger's ability to board the vehicle.

Passengers may only be removed from suspension by their sponsoring agency. Suwannee Valley Transit Authority will determine passenger suspensions for passengers transported under the Florida's Transportation Disadvantaged Program. If a passenger feels that he/she has been unfairly suspended, they may file an appeal through the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures.

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 Valley Transit Authority shall comply with this standard. Two way communications means either an analog/digital two way FM radio system or a 'true hands free' cell phone system.

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: All Suwannee Valley Transit Authority shall comply with Rule 14-90, Florida Administrative Code and the Suwannee Valley Transit Authority's System Safety Program Plan regarding vehicle air conditioning and heating.

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 ("spill") kits as required by state and federal regulations. These first aid kits must be approved by Suwannee Valley Transit Authority. Suwannee Valley Transit Authority is contracted with the Suwannee County Fire Department for the agency's first aid kit program. It is Suwannee Valley Transit Authority's goal for all Suwannee Valley Transit Authority drivers to be certified in First Aid by a recognized first aid training program within 6 months of employment.

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: Suwannee Valley Transit Authority drivers are required to be trained in cardiopulmonary resuscitation. Suwannee Valley Transit Authority is contracted with the Suwannee County Fire Department for CPR/First Aid training. All Suwannee Valley Transit Authority drivers shall maintain a current Cardiopulmonary Resuscitation/First Aid certificate

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 must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement prior to hire. Suwannee Valley Transit Authority will check the Motor Vehicle Report of each driver prior to hire, and on a routine and systematic basis.

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, drivers, purchasing agencies and passengers.

Local Policies:

Transportation Disadvantaged Program:

- Trip Origination: Passengers shall be picked up two hours before or one hour after their scheduled pick-up time. Passengers will be given pick-up times when they make their trip reservations.
- Return Trip: Passengers will be picked up 0-60 minutes after their scheduled return pick-up time. For example: 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 6:00 p.m. Passengers who do not schedule return trip pickup times, will be given a return pick-up time of 90 minutes after the scheduled drop off time.
- Will Call Return Trip: A "will-call" return trip will be offered when a passenger is not ready at their requested return trip pick-up time. As a courtesy, Suwannee Valley Transit Authority will dispatch a vehicle back to their return trip pick-up location within two hours of the time the "will-call" request was made.

Mobility Enhancement Program (SVTA Express):

- Passengers will be picked-up within 30 minutes from the time they schedule their trip.

w. On-Time Performance

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

Local Policy: Suwannee Valley Transit Authority shall have a 90 percent on-time performance rate for all completed 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 an advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy:

Transportation Disadvantaged Program: Trip reservations must be made before 3:00 p.m. three (3) days before the day of transport. For example, reservations must be made no later than the prior Wednesday by 3:00 p.m. for service needed on Monday, unless the Wednesday is a holiday, in which case the reservation must be made on Tuesday by 3:00 p.m.

Suwannee Valley Transit Authority can grant an exception to the three day rule if the rider presents good cause. Good cause is substantiated by factors such as, but not limited to, any of the following:

- Urgent Care, (with Doctor's note);
- Post-surgical and/or medical follow-up care specified by a health care provider to occur in fewer than three workdays;
- Imminent availability of an appointment with a specialist when the next available appointment would require a delay of two weeks or more; or
- The result of administrative or technical delay requiring an appointment to be rescheduled.

Mobility Enhancement Grant Program (SVTA Express): Trips must be requested at least 30 minutes in advance.

y. Safety

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

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

z. Reliability

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

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

aa. Call-Hold Time

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

Local Policy: Suwannee Valley Transit Authority's phone system is not sophisticated enough to accurately measure call hold time at this time.

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.

12. Local Grievance Procedure/Process

a. Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures are shown in Appendix A.

b. Suwannee Valley Transit Authority Complaint And Grievance Procedure

Service Complaints

Service complaints may include but are not limited to:

- Late trips (late pickup, drop-off or missed appointment)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial

Filing Service Complaints

Service complaints must be submitted within 15 calendar days following the date of occurrence. Verbal complaints may be called into Suwannee Valley Transit Authority at (386) 362-5332 during normal business hours. Complaints may also be submitted to Suwannee Valley Transit Authority via mail, FAX, or email. Complaint forms may be requested by contacting the Suwannee Valley Transit Authority administrative offices.

Suwannee Valley Transit Authority will research complaints and issue complaint reports within thirty (30) calendar days after receiving a complaint. Suwannee Valley Transit Authority will maintain a log documenting all complaints. The complaint log will be provided to the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board.

Suwannee Valley Transit Authority staff will inform complainants of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures if the complaint involves service sponsored by Florida's Transportation Disadvantaged Program.

Filing Grievances

Unresolved service complaints may be filed as grievances with the Suwannee Valley Transit Authority Board of Directors.

Complaint/Grievance Form

Page 1 of _____
by: _____

Date Received _____

Section I: Complainant/Grievant

Name: _____

Physical Address: _____

Mailing Address (if different): _____

Contact Phone #: _____

Email: _____

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

Organization: _____

Person(s): _____

Telephone number (if known): _____

Section III: Complaint/Grievance

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

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

My complaint/grievance is: _____

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

Signature _____

Date _____

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

Suwannee Valley Transit Authority
1907 Voyles St., SW
Live Oak, Florida, 32064

13. Passenger Code of Conduct



Suwannee Valley Transit Authority

Code of Conduct

Passengers are required to follow these rules of conduct to insure the safety, welfare and comfort of other riders, drivers, Suwannee Valley Transit Authority employees, the Suwannee Valley Transit Authority organization, and the public at large:

1. Use of tobacco, alcohol, or illegal drugs is not permitted on vehicles or Suwannee Valley Transit Authority facilities, including covered transit sheltered areas. Riders who appear to be overly under the influence of alcohol or drugs will not be permitted to board vehicles or participate in Suwannee Valley Transit Authority sponsored events.
2. Eating & drinking are not permitted on vehicles unless medically necessary and in an approved properly working drink holder.
3. Abusive, threatening, vulgar, obscene, harassing, degrading, bullying or racially charged language, actions or discourtesy of any kind is not allowed, and will not be tolerated. Patrons may not create a hostile scene.
4. Rider is responsible for applicable co-payment or fare and must have exact change.
5. Rider must not engage the driver in conversation or distract the driver in any way.
6. Rider must use earphones when using personal listening devices. Volume on the ear phones shall be kept at a level which does not disturb other passengers or the driver.
7. Rider may not ask driver to make special stops during transport.
8. Rider is responsible for all personal items. SVTA is not responsible for missing or lost items or misplaced property.
9. Riders must use seat belts if available and wheelchairs must be properly secured and fastened before Suwannee Valley Transit Authority vehicle can move. It is the rider's responsibility to buckle up.
10. Wheelchairs and walking devices must be in good repair.
11. Riders who need special assistance must have an escort. The escort must be over 18 and must be available at all times during the trip to aid the rider as needed.

12. Appropriate clothing (including shirt and shoes) is required.
13. No throwing of items.
14. No vandalism or graffiti of Suwannee Valley Transit Authority vehicles or property.
15. Congregating or loitering on a Suwannee Valley Transit Authority vehicle, transit shelter or other passenger facility in any way that causes an inconvenience to other passengers is prohibited.
16. No rider shall interfere with the safe operation of any Suwannee Valley Transit Authority vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.
17. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.
18. Conversations between riders or on cell phones shall be kept at a reasonable volume on Suwannee Valley Transit Authority vehicles or at transit shelters or other passenger facilities.
19. Possession of weapons or flammable materials is prohibited on a Suwannee Valley Transit Authority vehicle or at a Suwannee Valley Transit Authority transit shelter or event location.
20. Animals are not allowed unless it is a trained service animal for a disabled rider.
21. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a vehicle, or on bus benches, or seats located at any bus stops, facilities, transit areas, buildings or any other Suwannee Valley Transit Authority properties.
22. Passengers may not bring objects on board a vehicle which block an aisle, or occupies a seat, if doing so causes a danger or displaces other passengers.
23. Passengers are prohibited from extending an object or portions of one's body through a window of a Suwannee Valley Transit Authority vehicle.
24. Panhandling, sales, or soliciting activities are prohibited on board a Suwannee Valley Transit Authority vehicle or at a Suwannee Valley Transit Authority shelter or other facility.
25. Infant strollers and similar articles must be folded prior to boarding a Suwannee Valley Transit Authority vehicle.
26. Children under 14 years of age must be accompanied by an adult or guardian 18 years of age or older. Exceptions are allowed if pregnant.

Penalties

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

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

14. Evaluation Process

Suwannee Valley Transit Authority does not have any subcontracted providers.

B. Cost/Revenue Allocation and Rate Structure Justification



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Suwannee Valley Transit Authority
Service Rate Effective Date	7/1/2017

Grant Agreement Service Rates

Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$2.16
* Wheel Chair	Passenger Mile	\$3.70
* Stretcher	Select Unit of Measure	Enter \$ Per Unit
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
Mobility Enhancement Grant Program (SVTA Express)	Passenger Trip	\$21.52
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
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
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Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
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 Valley Transit Authority
County: Columbia, Hamilton, Suwannee

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

	Prior Year's ACTUALS from Oct 1st of 2015 to Sept 30th of 2016	Current Year's APPROVED Budget, as amended from Oct 1st of 2016 to Sept 30th of 2017	Upcoming Year's PROPOSED Budget from Oct 1st of 2017 to Sept 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 (CTCA Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 23,606	\$ 23,311	\$ 24,476	-1.3%	5.0%
Medicaid Co-Pay Received	\$ -	\$ -	\$ -		
Donations/Contributions	\$ 825	\$ -	\$ -	-100.0%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Other	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

Local Government

District School Board	\$ -	\$ -	\$ -		
Compl. ADA Services	\$ -	\$ -	\$ -		
County Cash	\$ 100,036	\$ 76,948	\$ 110,089	-23.1%	43.1%
County In-Kind, Contributed Services	\$ -	\$ -	\$ -		
City Cash	\$ -	\$ -	\$ -		
City In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Other Cash	\$ -	\$ -	\$ -		
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

CTD

Non-Spons. Trip Program	\$ 711,159	\$ 762,166	\$ 762,166	7.2%	0.0%
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -		
Rural Capital Equipment	\$ 101,684	\$ 105,001	\$ 105,001	3.3%	0.0%
Other TD (specify in explanation)	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

USDOT & FDOT

49 USC 5307	\$ -	\$ -	\$ -	-		Other DOT USC 5339 Grant - \$79,394.00
49 USC 5310	\$ 58,929	\$ 95,081	\$ 121,430	61.3%	27.7%	
49 USC 5311 (Operating)	\$ 519,810	\$ 694,604	\$ 694,604	33.6%	0.0%	
49 USC 5311 (Capital)	\$ -	\$ -	\$ -	-		
Block Grant	\$ -	\$ -	\$ -	-		
Service Development	\$ -	\$ -	\$ -	-		
Commuter Assistance	\$ 15,892	\$ 13,278	\$ -	-16.5%	-100.0%	
Other DOT (specify in explanation)	\$ 79,394	\$ 79,394	\$ 89,060	0.0%	12.2%	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	-		

AHCA

Medicaid	\$ 7,397	\$ 6,647	\$ 6,647	-10.1%	0.0%
Other AHCA (specify in explanation)	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

DCF

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

DOH

Children Medical Services	\$ -	\$ -	\$ -			Other DOH - Ryan White Foundation - \$388.20
County Public Health	\$ -	\$ -	\$ -			
Other DOH (specify in explanation)	\$ 388	\$ 388	\$ 388	-0.1%	0.0%	
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

DOE (state)

Carl Perkins	\$ -	\$ -	\$ -		
Div of Blind Services	\$ -	\$ -	\$ -		
Vocational Rehabilitation	\$ 100	\$ 100	\$ 100	0.0%	0.0%
Day Care Programs	\$ -	\$ -	\$ -		
Other DOE (specify in explanation)	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

AWI

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

DOEA

Older Americans Act	\$ 25,000	\$ 25,000	\$ 25,000	0.0%	0.0%
Community Care for Elderly	\$ -	\$ -	\$ -		
Other DOEA (specify in explanation)	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

DCA

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority
County: Columbia, Hamilton, Suwannee

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

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

APD

Office of Disability Determination	\$ -	\$ -	\$ -		
Developmental Services	\$ 76,490	\$ 74,928	\$ 74,928	-2.0%	0.0%
Other APD (specify in explanation)	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

DJL

(specify in explanation)	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

Other Fed or State

FL Dept Of Revenue	\$ 16,191	\$ 16,360	\$ 16,360	1.0%	0.0%
xxx	\$ -	\$ -	\$ -		
xxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

Other Revenues

Interest Earnings	\$ 7	\$ 7	\$ 7	-6.4%	0.0%
Misc/Leasing & Equipment Sale	\$ 30,409	\$ 6,956	\$ 6,956	-77.1%	0.0%
Third Party Transp/Advertising	\$ 30,092	\$ 27,511	\$ 30,630	-8.6%	11.3%
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -		
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Balancing Revenue is Short By =

Total Revenues =	\$1,797,409	\$2,007,879	\$2,067,842	11.7%	3.0%
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EXPENDITURES (CTC Operators ONLY / Do NOT include Coordination Contractors)

Operating Expenditures

Labor	\$ 874,434	\$ 940,721	\$ 1,051,338	7.6%	11.8%
Fringe Benefits	\$ 285,780	\$ 313,574	\$ 350,446	9.7%	11.8%
Services	\$ 44,872	\$ 46,246	\$ 48,558	3.1%	5.0%
Materials and Supplies	\$ 176,749	\$ 170,186	\$ 178,695	-3.7%	5.0%
Utilities	\$ 27,175	\$ 29,445	\$ 30,917	8.4%	5.0%
Casualty and Liability	\$ 70,084	\$ 85,000	\$ 62,466	21.3%	-26.5%
Taxes	\$ 163	\$ 500	\$ 525	207.5%	5.0%
Purchased Transportation:					
Purchased Bus Pass Expenses	\$ -	\$ -	\$ -		
School Bus Utilization Expenses	\$ -	\$ -	\$ -		
Contracted Transportation Services	\$ -	\$ -	\$ -		
Other	\$ -	\$ -	\$ -		
Miscellaneous	\$ 4,281	\$ 5,500	\$ 5,775	28.6%	5.0%
Operating Debt Service - Principal & Interest	\$ 3,996	\$ 2,500	\$ 2,625	-37.4%	5.0%
Leases and Rentals	\$ 3,898	\$ 3,000	\$ 3,150	-23.0%	5.0%
Contrib. to Capital Equip. Replacement Fund	\$ -	\$ 131,532	\$ 17,856		-86.4%
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect	\$ -	\$ -	\$ -		

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 249,905	\$ 279,476	\$ 315,491	11.8%	12.9%
Equip. Purchases with Local Revenue	\$ 11,163	\$ -	\$ -	-100.0%	
Equip. Purchases with Rate Generated Rev.	\$ -	\$ -	\$ -		
Capital Debt Service - Principal & Interest	\$ -	\$ -	\$ -		

ACTUAL YEAR GAIN

Total Expenditures =	\$1,782,500	\$2,007,880	\$2,067,843	14.6%	3.0%
-----------------------------	--------------------	--------------------	--------------------	--------------	-------------

Worksheet for Program-wide Rates

CTC: Suwannee Valley T Version 1.4
County: Columbia, Hamilton, Suwannee

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 = 440,406

Rate Per Passenger Mile = \$ 2.25

Total Projected Passenger Trips = 36,074

Rate Per Passenger Trip = \$ 27.48

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length = 12.2 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 4.70

Rate Per Passenger Trip = \$ 57.32

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Suwannee Valley Version 1.4
County: Columbia, Hamilton, Suwannee

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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		

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	Do NOT Complete Section II 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	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Suwannee Valley Version 1.4
County: Columbia, Hamilton, Suwannee

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

SECTION III: Escort Service

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

☐ Yes
☒ No

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

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

☒ Pass Trip
☐ Pass Mile

Leave Blank

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

Leave Blank

4. How much will you charge each escort?

Leave Blank

SECTION IV: Group Service Loading

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

Do NOT
Complete
Section IV

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

Leave Blank

Loading Rate
0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 440,406 =
Rate per Passenger Mile =

RATES FOR FY: 2017 - 2018				
Ambul	Wheel Chair	Stretcher	Group	
413,982	26,424	Leave Blank	Leave Blank	0
\$2.16	\$3.70	\$0.00	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 36,074 =
Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
33,910	2,164	Leave Blank	Leave Blank	
\$26.35	\$45.17	\$0.00	\$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	Leave Blank	\$0.00
\$2.16	\$3.70	\$0.00	\$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	
\$4.50	\$7.72	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$64.97	\$94.23	\$0.00	\$0.00	\$0.00
			per passenger	per group

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.

C. 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: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

Transportation Disadvantaged Grievance Procedures

August 9, 2017

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

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

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



Don Hale, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
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August 9, 2017

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Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Columbia, Hamilton and Suwannee 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 Columbia, Hamilton and Suwannee 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.

**Columbia, Hamilton and Suwannee 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.

**Columbia, Hamilton and Suwannee 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) Chair. The Chair shall be one of the local elected officials from Columbia, Hamilton or Suwannee Counties who is not serving as Chair or Vice-Chair of the Board. In the event the local elected official not serving as Chair or Vice-Chair of the Board does not wish to serve as Chair of the Grievance Committee, the Vice-Chair shall serve as Chair of the Grievance Committee. The Grievance Committee shall elect a 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 as long as the procedure requirements stated in Section J. (9) and (10) are met. The Grievance Committee may meet following Board meetings to hear complaints. 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.

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Procedures**

- (4) **Voting.** A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.
- (5) **Conflict of Interest.** In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall 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.
- (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:

Columbia, Hamilton and Suwannee 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.

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Procedures**

- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other Interested parties.
- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

Columbia, Hamilton and Suwannee 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

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Procedures**

- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

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

M. Prohibition Against Retaliation

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

N. Alternative Recourse

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

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee 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 Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 9th day of August 2017.



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

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
** Secondary Responsibility



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May 9, 2018

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2018/19 Mobility Enhancement Grant Application

STAFF RECOMMENDATION

Review Suwannee Valley Transit Authority's 2018/19 Mobility Enhancement Grant application.

BACKGROUND

The Florida Legislature authorized the Florida Commission for the Transportation Disadvantaged to competitively award funds to Community Transportation Coordinators through a Mobility Enhancement Grant Program. Eligible projects must accomplish the following:

- 1) enhance the access of older adults, persons with disabilities, and low-income individuals to healthcare, shopping, education, employment, public services, and recreation;
- 2) assist in the development, improvement, and use of transportation systems in non-urbanized areas;
- 3) promote the efficient coordination of services;
- 4) support inter-city bus transportation; or
- 5) encourage private transportation provider participation.

Suwannee Valley Transit Authority will distribute their application for Fiscal Year 2018/19 Mobility Enhancement Grant funds at the meeting.

t:\lynn\td2018\chs\memos\megappl.docx



IV.A.7

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May 9, 2018

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Suwannee Valley Transit Authority Operations Reports

RECOMMENDATION

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

BACKGROUND

Attached are the following reports:

1. Suwannee Valley Transit Authority Operations Report January - March 2018;
2. Fiscal Year 2017/18 Transportation Disadvantaged Trust Fund Status Report;
3. Commendation/Complaint Reports; and
4. Unmet Transportation Needs Report.

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

Attachments

t:\lynn\td2018\chs\memos\statmay.docx

SVTA QUARTERLY OPERATING REPORT
COLUMBIA HAMILTON SUWANNEE
JANUARY FEBRUARY MARCH 2018

OPERATING DATA	OPERATOR										TOTAL
	JAN	FEB	MARCH								
TOTAL TRIPS				0	0	0	0	0	0	0	0
Arc of N FL	511	510	581	0	0	0	0	0	0	0	1,602
TD Trust Fund	2,751	2,479	2,331	0	0	0	0	0	0	0	7,561
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
Disability Determination	0	0	0	0	0	0	0	0	0	0	0
Ryan White	0	0	0	0	0	0	0	0	0	0	0
Acess 2 Care	0	0	0	0	0	0	0	0	0	0	0
Other	455	402	524	0	0	0	0	0	0	0	1,381
	3,717	3,391	3,436	0	0	0	0	0	0	0	10,544
TOTAL DOLLARS INVOICED				0	0	0	0	0	0	0	\$0.00
Arc of N FL				0	0	0	0	0	0	0	\$0.00
TD Trust Fund				0	0	0	0	0	0	0	\$0.00
Vocational Rehabilitation				0	0	0	0	0	0	0	\$0.00
Disability Determination				0	0	0	0	0	0	0	\$0.00
Ryan White				0	0	0	0	0	0	0	\$0.00
Acess 2 Care				0	0	0	0	0	0	0	\$0.00
Other				0	0	0	0	0	0	0	\$0.00
									VERIFIED		\$0.00
TRIP PURPOSE											
Church	0	0	0								0
Day Treatment	34	0	0	0	0	0	0	0	0	0	34
Dialysis	749	667	619	0	0	0	0	0	0	0	2,035
Education/Training	1,001	1,001	1,056	0	0	0	0	0	0	0	3,058
Event	0	0	0								0
Medical/Life Sustaining	541	444	463	0	0	0	0	0	0	0	1,448
Nutrition	255	271	297	0	0	0	0	0	0	0	823
Other	212	140	143	0	0	0	0	0	0	0	495
Pharmacy	39	29	53	0	0	0	0	0	0	0	121
School	448	457	462	0	0	0	0	0	0	0	1,367
Shopping	259	217	191	0	0	0	0	0	0	0	667
Social	90	50	62	0	0	0	0	0	0	0	202
Social Services	0	7	0								7
Substance Abuse Treatment	8	10	4								22
Volunteer	38	36	38	0	0	0	0	0	0	0	112
Work	43	62	48	0	0	0	0	0	0	0	153
	3,717	3,391	3,436	0	0	0	0	0	verified		10,544
NUMBER OF TRIPS DENIED	0	2	0	0	0	0	0	0			2

FUNDS BY COUNTY

JANUARY – MARCH 2018

COLUMBIA	AMOUNT BILLED TO CTD		HAMILTON	AMOUNT BILLED TO CTD		SUWANNEE	AMOUNT BILLED TO CTD
JANUARY 2018			JANUARY 2018			JANUARY 2018	
AMBULATORY	26,037.33		AMBULATORY	24,192.86		AMBULATORY	16,857.59
WC	9,505.34		WC	1,320.64		WC	7,041.17
TOTAL BILLED TO CTD	35,572.67		TOTAL BILLED TO CTD	25,513.50		TOTAL BILLED TO CTD	23,898.76
FEBRUARY 2018			FEBRUARY 2018			FEBRUARY 2018	
AMBULATORY	21,768.98		AMBULATORY	13,853.48		AMBULATORY	16,074.29
WC	7,851.84		WC	1,674.18		WC	6,255.18
TOTAL BILLED TO CTD	29,620.82		TOTAL BILLED TO CTD	15,527.66		TOTAL BILLED TO CTD	22,329.47
MARCH 2018			MARCH 2018			MARCH 2018	
AMBULATORY	19,298.89		AMBULATORY	16,193.48		AMBULATORY	13,404.72
WC	6,178.85		WC	1,359.53		WC	7,833.16
TOTAL BILLED TO CTD	25,477.74		TOTAL BILLED TO CTD	25,477.74		TOTAL BILLED TO CTD	21,237.88
TOTAL BILLED TO CTD	90,671.23		TOTAL BILLED TO CTD	66,518.90		TOTAL BILLED TO CTD	67,466.11

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

COMMENDATIONS

EMPLOYEE NAME/#	SVTA Staff
COMMENDATION #	2018_01
DATE	2/2/2018
TIME	3:17 PM
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Columbia
COMMENDATION TAKEN BY	Shirley Cribbs
COMMENDATION	She wants to let all the staff know she appreciates the service we provide and the kindness and helpfulness of the employees.

EMPLOYEE NAME/#	Karen Monroe
COMMENDATION #	2018_02
DATE	2/2/2018
TIME	3:17 PM
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Columbia
COMMENDATION TAKEN BY	Shirley Cribbs
COMMENDATION	Karen was so kind, patient and helpful when setting up her appointments.

EMPLOYEE NAME/#	Harvey #134
COMMENDATION #	2018_03
DATE	2/22/2018
TIME	
RIDER NAME	
COMMENDATION MADE BY	
CONTACT #	
RIDER'S COUNTY OF RESIDENCE	Suwannee
COMMENDATION TAKEN BY	Send Letter

COMMENDATION

This was the riders first experience with SVTA. She stated that she was very nervous and leary about her ride. She said that Harvey met her at her door, and put her at ease. He was so nice and polite. He explained everything very well. The ride was wonderful. Not only did he treat her this way, but he was that way toward everyone. She said that he has a hard job but knows how to do it well and makes it joyful. "Keep up the good work you all are doing."

COMPLAINTS	
COMPLAINT #	2018_01
DATE	2/20/2018
TIME	
COMPLAINANT'S NAME	
COMPLAINANT'S POC	
COMPLAINANT'S ISSUE	Rider called in and spoke with Dispatch, after her return home ride to say that her ride to and from her appointment was..."a ride from h***". She stated that the driver bounced her around so much that she had bruises on her arm and back. She also said that the vehicle that she was in did not have a shoulder strap. She said that she did not ever want to ride with that driver again.
COUNTY OF RESIDENCE	Columbia
SVTA'S ACTION TAKEN	Dispatch told her that he would pass the message on to the Driver Supervisor. called again on February 21 and left a message to say that no-one had ever called her back. The Driver Supervisor, along with Teresa, Admin Support, called her back to discuss the situation. We asked her at what time was her ride so bad, on the first leg of her trip, or the second. She stated both. We asked her why she did not report the rough ride after being dropped off at her appointment. (We could have sent a different driver to pick her up on her return trip back home while we investigated her complaint.) We told her we would pull the video from the vehicle and review it. Jeff and I watched both legs of her trip. was transported in vehicle #45, in the rear seat. She did have on a shoulder strap. We did not see any fast breaking, turning, swerving, etc. We did see where it looked like she went over a couple of speed bumps. But, that is normal driving conditions and we saw nothing out of the ordinary.
RESOLUTION	No action taken.

TRIP DENIAL REPORT

JAN-MARCH 2018

	JAN 2018		
DATE	PICK UP	DESTINATION	DENIAL REASON
			We have turned down many requests, due to overbilling for Transportation Disadvantage trips in the past. We are eliminating shopping trips to provide as many medical trips as possible. We have stopped entering trips in the system if we know we are unable to grant the request. We are implementing a new spreadsheet to keep track of the denials. Moving forward, we should have better data to report.

	FEB 2018		
DATE	PICK UP	DESTINATION	DENIAL REASON
2/7/2018	LAKE CITY	MEDICAL	OUT OF SERVICE AREA (OCALA)
2/26/2018	LIVE OAK	WORK	LIMITED FUNDING

	MARCH 2018		
DATE	PICK UP	DESTINATION	DENIAL REASON

ATTENDANCE RECORD

COLUMBIA, HAMILTON AND SUWANNEE TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	5/17/17	8/9/17	11/15/17	2/21/18
Chair	Commissioner Beth Burnam	P	P	P	P
Columbia County Elected Official	Commissioner Bucky Nash	P	P	P	P
Suwannee County Elected Official	Commissioner Don Hale	P	P	P	P
Florida Department of Transportation	Sandra Collins	P	P	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Kay Tice	P	P	A	P
Alternate Member	Amanda Bryant	A	A	A	A
Florida Agency for Health Care Administration	Deweese Ogden	P	A	P	A
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	Jeffrey Aboumrad	A	A	P	A
Alternate Member	Allison Gill	A	A	A	A
Public Education	Daniel Taylor	A	A	A	A
Alternate Member	Vacant				
Florida Department of Elder Affairs	Bruce Evans	A	A	A	P
Alternate Member	Dwight Law	P	P	A	A
Citizen Advocate	Barbara Jeffords Lemley		P	A	P
Alternate Member	Louie Goodin	A	A	A	A
Citizen Advocate - User	Richard Bryant	P	P	P	A
Alternate Member	Jeffrey Bradley		P	P	P
Elderly	LJ Two Spirits Johnson	P	A	P	A
Alternate Member	Vacant				
Veterans	Bo Beauchemin	P	P	P	P
Alternate Member	Ellis Gray, III	A	A	A	A
Persons with Disabilities	Ralph P. Kitchens Jr.	P	P	P	P
Alternate Member	Denise Morgan	P	A	A	A
Florida Association of Community Action	Matthew Pearson	P	P	P	P
Alternate Member	Vacant				
Children at Risk	Colleen Cody	Yvonne Rodriquez	P	A	P
Alternate Member	Audre J. Washington	P	A	A	A
Private Transit	Vacant				
Alternate Member	Vacant				
Regional Workforce Board	Diane Head	A	P	A	P
Alternate Member	Darlene Strimple	P	P	P	P
Medical Community	Sandra Buck-Camp	P	P	P	P
Alternate Member	Vacant				

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

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

