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October 5, 2021

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Bradford County Transportation Disadvantaged Coordinating Board will hold a business meeting **Tuesday, October 12, 2021 at 10:00 a.m.** in the **Board of County Commissioners Meeting Room** located in the **Bradford County Courthouse, 945 North Temple Ave., Starke, Florida.** The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Please note that Board members may participate (and vote), via communications media technology, however, **four (4)** Board members must be present in person to establish a physical quorum to vote on agenda items that require formal action.

Per the updated Centers for Disease Control and Prevention guidelines, fully vaccinated people are not required to wear a mask or physically distance except where required by federal, state, and local laws, rules, and regulations including local business and workplace guidance. It is recommended that unvaccinated people wear a mask that covers the nose and mouth and stay six feet apart from others who do not live with you.

Attached is the meeting agenda and supporting materials. If you have any questions concerning the meeting, please do not hesitate to contact me at 1-800-226-0690 extension 110.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this public meeting is asked to advise our office at least **2 business days** before the meeting by contacting 352.955.2200 extension 110. If you are hearing or speech impaired, please contact our office using the Florida Relay Service, 1.800. 955.8771 (TDD) or 1.800. 955.8770 (Voice).

Attachment

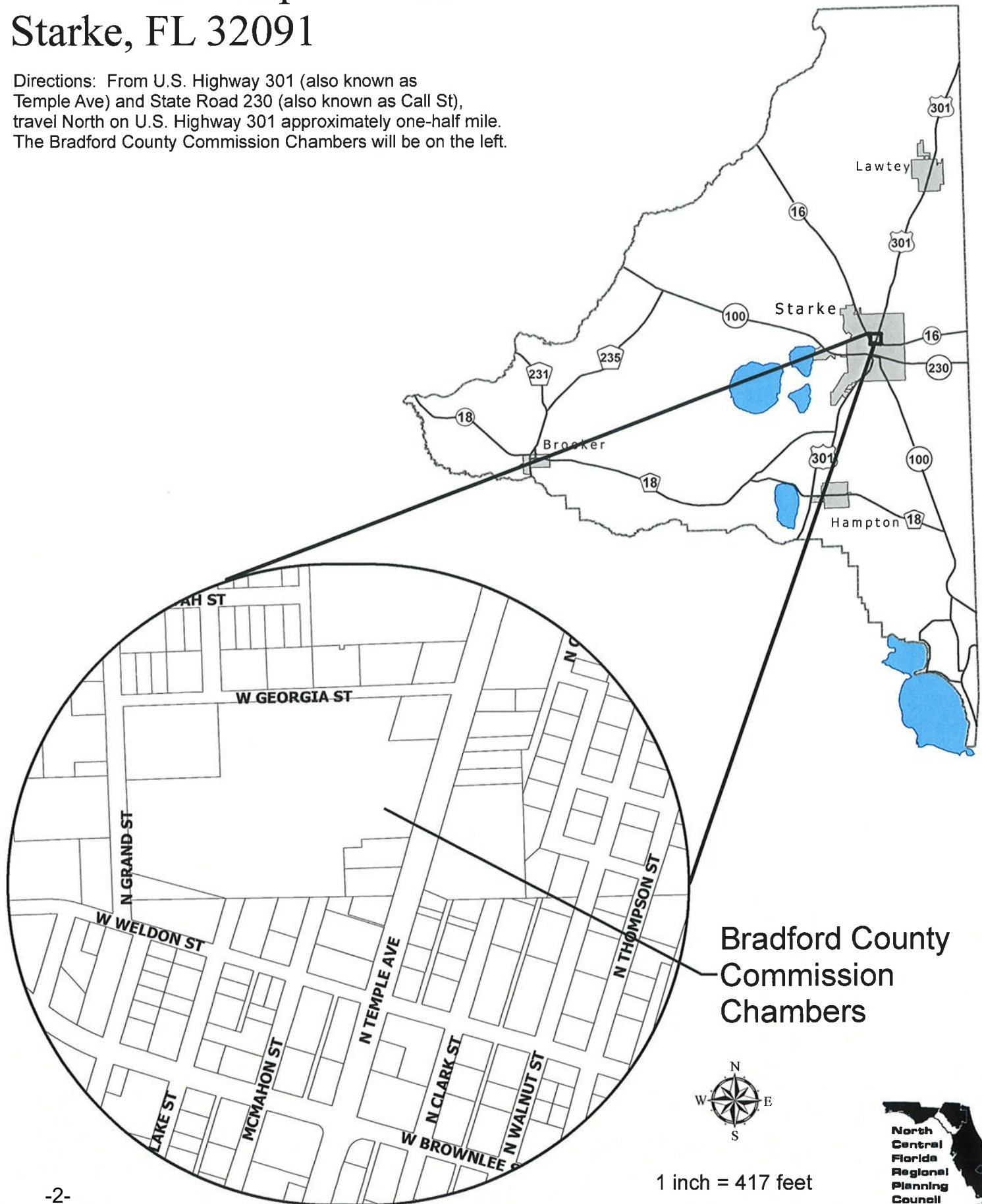
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# Bradford County Commission Chambers

## 945 North Temple Avenue

### Starke, FL 32091

Directions: From U.S. Highway 301 (also known as Temple Ave) and State Road 230 (also known as Call St), travel North on U.S. Highway 301 approximately one-half mile. The Bradford County Commission Chambers will be on the left.





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**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING ANNOUNCEMENT AND AGENDA**

Board of County Commissioners Meeting Room  
Bradford County Courthouse  
945 North Temple Avenue  
Starke, Florida

Dial in Number: Toll free 1.888.585.9008  
Conference Code: 864 183 272

Tuesday  
October 12, 2021  
10:00 a.m.

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

**A. Roll Call**

**B. Approval of the Meeting Agenda**

**ACTION REQUIRED**

**C. Approval of the April 13, 2021 Minutes**

**Page 7**

**ACTION REQUIRED**

**II. NEW BUSINESS**

**A. Suwannee River Economic Council, Inc.  
Fiscal Year 2021/22 Service Rates**

**Page 11**

**ACTION REQUIRED**

The Board needs to approve Suwannee River Economic Council, Inc.'s Fiscal Year 2021/22 Service Rates

**B. Bylaws**

**Page 17**

**ACTION REQUIRED**

The Board needs to approve the Bylaws

**C. Grievance Procedures**

**Page 37**

**ACTION REQUIRED**

The Board needs to approve the Grievance Procedures

**D. 2020/21 Annual Performance Evaluation**

**Page 55**

**ACTION REQUIRED**

The Board needs to approve Suwannee River Economic Council, Inc.'s 2020/21 annual performance evaluation

- E. Elect Vice-Chair** **Page 107** **ACTION REQUIRED**  
The Board needs to elect a Vice-Chair
- F. Appoint Grievance Committee Members** **Page 109** **ACTION REQUIRED**  
The Chair needs to appoint two Board members to the Grievance Committee
- G. 2020/21 Annual Operating Report** **Page 111** **NO ACTION REQUIRED**  
The Board needs to review the 2020/21 Bradford County Annual Operating Report
- H. Suwannee River Economic Council, Inc. Operations Reports** **Page 127** **NO ACTION REQUIRED**

**III. OTHER BUSINESS**

- A. Comments**

**IV. FUTURE MEETING DATES**

- A. January 11, 2022 at 10:00 a.m.**  
**B. April 12, 2022 at 10:00 a.m.**  
**C. July 12, 2022 at 10:00 a.m.**  
**D. October 11, 2022 at 10:00 a.m.**

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

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



**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

| <b>MEMBER/REPRESENTING</b>   | <b>ALTERNATE/REPRESENTING</b>   |
|--|---|
| Commissioner Danny Riddick<br>Local Elected Official/Chair                               |   |
| Christina Nalsen<br>Florida Department of Transportation                                 | Lauren Adams<br>Florida Department of Transportation                            |
| John Wisker<br>Florida Department of Children and Families<br>Grievance Committee Member | Vacant<br>Florida Department of Children and Families                           |
| Jeffrey Aboumrad<br>Florida Department of Education<br>Grievance Committee Member        | Vacant<br>Florida Department of Education                                       |
| Libby Murphy<br>Florida Department of Elder Affairs                                      | Vacant<br>Florida Department of Elder Affairs                                   |
| Reeda Harris<br>Florida Agency for Health Care Administration                            | Pamela Hagley<br>Florida Agency for Health Care Administration                  |
| Sheryl Dick-Stanford<br>Florida Agency for Persons with Disabilities                     | Sylvia Bamburg<br>Florida Agency for Persons with Disabilities                  |
| Phyllis Marty<br>Regional Workforce Board  | Anna Mendoza<br>Regional Workforce Board  |
| Vacant<br>Florida Association for Community Action<br>Term ending June 30, 2023          | Vacant<br>Florida Association for Community Action<br>Term ending June 30, 2023 |
| Vacant<br>Public Education   | Vacant<br>Public Education  |
| Barbara Fischer<br>Veterans<br>Grievance Committee Member<br>Term ending June 30, 2023   | Vacant<br>Veterans<br>Term ending June 30, 2023                                 |
| Vacant<br>Citizen Advocate<br>Term ending June 30, 2024                                  | Vacant<br>Citizen Advocate<br>Term ending June 30, 2024                         |
| Vacant<br>Citizen Advocate - User<br>Term ending June 30, 2024                           | Vacant<br>Citizen Advocate - User<br>Term ending June 30, 2024                  |
| Vacant<br>Persons with Disabilities<br>Term ending June 30, 2024                         | Vacant<br>Persons with Disabilities<br>Term ending June 30, 2024                |
| Vacant<br>Elderly<br>Term ending June 30, 2023   | Vacant<br>Elderly<br>Term ending June 30, 2023                                  |
| Vacant<br>Medical Community<br>Term ending June 30, 2022                                 | Vacant<br>Medical Community<br>Term ending June 30, 2022                        |
| Vacant<br>Children at Risk<br>Term ending June 30, 2022                                  | Vacant<br>Children at Risk<br>Term ending June 30, 2022                         |
| Vacant<br>Private Transit<br>Term ending June 30, 2022                                   | Vacant<br>Private Transit<br>Term ending June 30, 2022                          |

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



**BRADFORD COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**BUSINESS MEETING**

Board of County Commissioners Meeting Room  
Bradford County Courthouse  
945 North Temple Avenue  
Starke, Florida

Dial in Number: Toll free 1.888.585.9008  
Conference Code: 864 183 272

Tuesday  
April 13, 2021  
10:03 a.m.

**VOTING MEMBERS PRESENT IN PERSON**

Commissioner Danny Riddick, Chair  
Sandra Collins, Florida Department of Transportation Representative, Vice-Chair  
Barbara Fischer, Veterans Representative  
Libby Murphy, Florida Department of Elder Affairs Representative  
Sherry Ruskowski, Persons with Disabilities Representative

**VOTING MEMBERS PRESENT VIA COMMUNICATIONS MEDIA TECHNOLOGY**

Jeffrey Aboumrad, Florida Department of Education Representative  
John Wisker, Florida Department of Children and Families

**VOTING MEMBERS ABSENT**

Sheryl Dick-Stanford, Florida Agency for Persons with Disabilities  
Christina Nalsen, Florida Department of Transportation  
Dewece Ogden, Florida Agency for Health Care Administration Representative

**OTHERS PRESENT**

Matthew Pearson, Suwannee River Economic Council, Inc.

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Chair Riddick called the business meeting to order at 10:03 a.m.

**A. Approval of the Meeting Agenda**

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

**B. Approval of the October 13, 2020 Minutes**

**ACTION:** Sherry Ruskowski moved to approve the October 13, 2020 meeting minutes. Barbara Fischer seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. 2018/23 Bradford County Transportation Disadvantaged Service Plan Annual Update**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Chapter 427, Florida Statutes requires Suwannee River Economic Council, Inc. prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the Board's approval. She reviewed the draft plan with the Board.

**ACTION:** Barbara Fischer moved to approve the 2018/23 Bradford County Transportation Disadvantaged Service Plan Annual Update. Sandra Collins seconded; motion passed unanimously.

**B. Resolutions of Appreciation**

Ms. Godfrey stated that, the Florida Commission for the Transportation Disadvantaged rescinded their December 17, 2020 Emergency Order allowing the local Transportation Disadvantaged Coordinating Boards to meet virtually on January 15, 2021. Therefore, she said the actions taken by the Board at its January 13, 2021 meeting were considered null and void. She said the Board approved giving resolutions of appreciation to the Suwannee River Economic Council, Inc. drivers and transportation staff for continuing to provide essential transportation services during the COVID-19 pandemic. She asked the Board to approve giving the resolutions of appreciation since the previous action was declared null and void.

**ACTION:** Sherry Ruskowski moved to give resolutions of appreciation to Suwannee River Economic Council, Inc. drivers and transportation staff for the outstanding work they are doing during the COVID-19 pandemic. Barbara Fischer seconded; motion passed unanimously.

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

Mr. Matthew Pearson, Suwannee River Economic Council, Inc. Executive Director, discussed Suwannee River Economic Council's operations reports for the October – December 2020 quarter. He said the number of trips decreased because the mealsite is still closed due to COVID-19. He said the trip numbers are still not up to the pre-pandemic numbers, but, are slowly increasing. He commended the Florida Department of Transportation for providing additional financial assistance to the Community Transportation Coordinators in order to continue providing transportation services.

Sandra Collins stated that she believes public transportation drivers should be considered essential workers during the COVID-19 pandemic. She commended Suwannee River Economic Council, Inc. for the outstanding job they are doing.

Mr. Pearson also discussed Suwannee River Economic Council, Inc. providing pay increases to their employees.

**III. OTHER BUSINESS**

**Comments**

Chair Riddick thanked Mr. Pearson and all of the Suwannee River Economic Council, Inc. staff for their efforts during the COVID-19 pandemic.

**IV. FUTURE MEETING DATES**

Chair Riddick stated that the next meeting of the Board will be held Tuesday, July 13, 2021 at 10:00 a.m.

The Board agreed to continue meeting in the Board of County Commissioners' meeting room.

**ADJOURNMENT**

The meeting adjourned at 10:30 a.m.

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Coordinating Board Chair

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Date







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October 5, 2021

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Fiscal Year 2021/22 Transportation Disadvantaged Program Rate Calculation Model and Service Rates

STAFF RECOMMENDATION

**Approve Suwannee River Economic Council, Inc.'s Fiscal Year 2021/22 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.

Attached are Suwannee River Economic Council, Inc.'s Fiscal Year 2021/22 Transportation Disadvantaged Program Rate Calculation Model worksheets and proposed service rates. If you have any questions concerning the attached materials, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Bradford\Memos\ratecalcmo.docx





## Transportation Disadvantaged Trust Fund Service Rates Form

|   |                                       |
|---|---------------------------------------|
| <b>Community Transportation Coordinator (CTC)</b> | Suwannee River Economic Council, Inc. |
| <b>Service Rate Effective Date</b>                | 7/1/2021                              |

| Grant Agreement Service Rates                  |                 |                   |
|--|-----------------|-------------------|
| Type of Service<br>Transportation Mode         | Unit of Measure | Cost<br>Per Unit  |
| * Ambulatory                                   | Passenger Mile  | \$1.99            |
| * Wheel Chair                                  | Passenger Mile  | \$3.42            |
| * Stretcher                                    | Passenger Mile  | Enter \$ Per Unit |
| Bus Pass – Daily                               | Pass            | Enter \$ Per Unit |
| Bus Pass – Weekly                              | Pass            | Enter \$ Per Unit |
| Bus Pass – Monthly                             | Pass            | Enter \$ Per Unit |
| Innovation & Service Development Grant Project | Passenger Trip  | \$18.33           |

**Preliminary Information Worksheet**
Version 1.4

**CTC Name:** Suwannee River Economic Council, Inc.  
**County (Service Area):** Bradford  
**Contact Person:** Matt Pearson, Executive Director  
**Phone #** 386-362-4115 ext. 223

**Check Applicable Characteristic:**

**ORGANIZATIONAL TYPE:**

☐ Governmental  
☒ Private Non-Profit  
☐ Private For Profit

**NETWORK TYPE:**

☐ Fully Brokered  
☒ Partially Brokered  
☐ Sole Source



**Bradford County**  
**Transportation Disadvantaged Service Plan**

|  | Prior Year's<br>ACTUALS<br>from<br>July 1st of<br>2019<br>to<br>June 30th of<br>2020 | Current Year's<br>APPROVED<br>Budget, as<br>amended<br>from<br>July 1st of<br>2020<br>to<br>June 30th of<br>2021 | Upcoming<br>Year's<br>PROPOSED<br>Budget<br>from<br>July 1st of<br>2021<br>to<br>June 30th of<br>2022 | % Change<br>from Prior<br>Year to<br>Current<br>Year | Proposed<br>% Change<br>from<br>Current<br>Year to<br>Upcoming<br>Year | Confirm whether revenues are collected as a system subsidy VS<br>a purchase of service at a unit price.<br><br>Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|--|--|--|---|--|--|---|
| REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!) |  |  |   |  |  |   |
| Local Non-Govt   |  |  |   |  |  |   |
| Farebox  |  |  |   |  |  | Other = SREC match funds  |
| Medicaid Co-Pay Received   |  |  |   |  |  |   |
| Donations/ Contributions   |  |  |   |  |  |   |
| In-Kind, Contributed Services  |  |  |   |  |  |   |
| Other  | \$ 23,208  | \$ 24,926  | \$ 22,406   | 7.4%   | -10.1%   |   |
| Bus Pass Program Revenue   |  |  |   |  |  |   |
| CTD  |  |  |   |  |  |   |
| Non-Spons. Trip Program  | \$ 206,975   | \$ 224,337   | \$ 201,651  | 8.4%   | -10.1%   | Other = ISD grant   |
| Non-Spons. Capital Equipment   |  |  |   |  |  |   |
| Rural Capital Equipment  | \$ 72,546  |  |   | -100.0%  |  |   |
| Other TD (specify in explanation)  | \$ 2,810   |  |   | -100.0%  |  |   |
| Bus Pass Program Revenue   |  |  |   |  |  |   |
| USDOT & FDOT   |  |  |   |  |  |   |
| 49 USC 5307  |  |  |   |  |  |   |
| 49 USC 5310  |  |  |   |  |  |   |
| 49 USC 5311 (Operating)  | \$ 244,940   | \$ 50,000  | \$ 180,250  | -79.6%   | 260.5%   |   |
| 49 USC 5311(Capital)   |  |  |   |  |  |   |
| Block Grant  |  |  |   |  |  |   |
| Service Development  |  |  |   |  |  |   |
| Commuter Assistance  |  |  |   |  |  |   |
| Other DOT (specify in explanation)                                       |  |  |   |  |  |   |
| Bus Pass Program Revenue   |  |  |   |  |  |   |
| AHCA   |  |  |   |  |  |   |
| Medicaid   | \$ 88,771  | \$ 130,245   | \$ 85,700   | 46.7%  | -34.2%   |   |
| Other AHCA (specify in explanation)                                      |  |  |   |  |  |   |
| Bus Pass Program Revenue   |  |  |   |  |  |   |
| DOEA   |  |  |   |  |  |   |
| Older Americans Act  | \$ 16,159  | \$ 29,012  | \$ 10,150   | 79.5%  | -65.0%   |   |
| Community Care for Elderly   |  |  |   |  |  |   |
| Other DOEA (specify in explanation)                                      |  |  |   |  |  |   |
| Bus Pass Program Revenue   |  |  |   |  |  |   |
| Balancing Revenue is Short By =  |  | None   | None  |  |  |   |
| Total Revenues =   | \$655,409  | \$458,520  | \$500,157   | -30.0%   | 9.1%   |   |



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

**Operating Expenditures**

|                        |            |            |            |        |       |
|------------------------|------------|------------|------------|--------|-------|
| Labor                  | \$ 189,036 | \$ 203,944 | \$ 216,907 | 7.9%   | 6.4%  |
| Fringe Benefits        | \$ 114,226 | \$ 118,060 | \$ 126,114 | 3.4%   | 6.8%  |
| Services               | \$ 16,433  | \$ 12,540  | \$ 18,194  | -23.7% | 45.1% |
| Materials and Supplies | \$ 36,242  | \$ 42,406  | \$ 49,029  | 17.0%  | 15.6% |
| Utilities              | \$ 13,696  | \$ 15,182  | \$ 17,342  | 10.8%  | 14.2% |
| Casualty and Liability | \$ 31,071  | \$ 26,290  | \$ 34,675  | -15.4% | 31.9% |
| Taxes                  | \$ 556     | \$ 607     | \$ 665     | 9.2%   | 9.6%  |

**Purchased Transportation:**

|   |           |           |           |       |        |
|---|-----------|-----------|-----------|-------|--------|
| Purchased Bus Pass Expenses                   | \$ -      |           |           |       |        |
| School Bus Utilization Expenses               | \$ -      |           |           |       |        |
| Contracted Transportation Services            | \$ -      |           |           |       |        |
| Other   | \$ -      |           |           |       |        |
| Miscellaneous                                 | \$ 1,671  | \$ 2,472  | \$ 2,545  | 47.9% | 3.0%   |
| Operating Debt Service - Principal & Interest |           |           |           |       |        |
| Leases and Rentals                            | \$ 11,153 | \$ 11,894 | \$ 12,075 | 6.6%  | 1.5%   |
| Contrib. to Capital Equip. Replacement Fund   |           | \$ 199    | \$ 205    |       | 3.0%   |
| In-Kind, Contributed Services                 | \$ -      | \$ -      | \$ -      |       |        |
| Allocated Indirect                            | \$ 22,758 | \$ 24,926 | \$ 22,406 | 9.5%  | -10.1% |

**Capital Expenditures**

|   |           |  |  |         |  |
|---|-----------|--|--|---------|--|
| Equip. Purchases with Grant Funds           | \$ 72,739 |  |  | -100.0% |  |
| Equip. Purchases with Local Revenue         |           |  |  |         |  |
| Equip. Purchases with Rate Generated Rev.   |           |  |  |         |  |
| Capital Debt Service - Principal & Interest |           |  |  |         |  |

**ACTUAL YEAR GAIN**

\$145,828

**Total Expenditures =**

\$509,581

\$458,520

\$500,157

-10.0%

9.1%

**PROGRAM-WIDE RATES**

Total Projected Passenger Miles = 150,000

Rate Per Passenger Mile = \$ 2.13

Total Projected Passenger Trips = 9,850

Rate Per Passenger Trip = \$ 32.48

**Fiscal Year**

2021 - 2022

Avg. Passenger Trip Length 15.2 Miles

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

Rate Per Passenger Mile = \$ 3.33

Rate Per Passenger Trip = \$ 50.78

**RATES FOR FY: 2021 - 2022**

|   | Ambul   | Chair   | Stretcher | Leave Blank | Leave |
|---|---------|---------|-----------|-------------|-------|
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 150,000 | 135,500 | 14,500    |             |       |
| Rate per Passenger Mile =   | \$1.99  | \$3.42  | \$0.00    |             |       |





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October 5, 2021

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

RECOMMENDATION

**Approve the Board's Bylaws.**

BACKGROUND

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

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

Attachment

T:\Lynn\TD2021\Bradford\Memos\bylaws.docx





# Bylaws

October 12, 2021

## Bradford County Transportation Disadvantaged Coordinating Board







# Bradford County Transportation Disadvantaged Coordinating Board

## Bylaws

Approved by the

Bradford County  
Transportation Disadvantaged Coordinating Board

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

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**Daniel Riddick, Chair**

with Assistance from



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

October 12, 2021

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# **Chapter I: Bradford County Transportation Disadvantaged Coordinating Board Bylaws**

## **A. Preamble**

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

## **B. Agency Description**

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

## **C. Definitions**

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

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

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

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

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

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

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

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

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

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

## **D. Name and Purpose**

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

## **E. Membership**

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

- (d) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
- (e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non profit representative shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.
- (r) A local representative of the Florida Agency for Persons with Disabilities.

- (s) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board.

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

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

## **F. Officers**

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

## **G. Meetings**

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

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

- (3) **Special Meetings.** Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (4) **Public Workshop.** The Board shall hold a public workshop annually. Public workshops may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (5) **Notice of Regular and Special Meetings.** All meetings, public workshops, committee meetings, etc. shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting. Meeting notices shall include the date, time and location, general nature/subject of the meeting a contact person and phone number to call for additional information and to request accessible meeting material formats.

Notices and tentative agendas shall be provided to the Florida Commission for the Transportation Disadvantaged, Board members and other interested parties at least two weeks prior to each Board meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.

- (6) **Quorum.** At all meetings of the Board, the presence in person of at least two voting members or their alternates in addition to voting or alternate member presence via communications media technology sufficient to make up 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:
  - a) Cancel and reschedule the meeting; or



- b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.
- (7) Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present **in person and via communications media technology**. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.
- (8) Voting Conflicts. In accordance with Chapter 112.3143(2)(a), Florida Statutes, "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."
- (9) Proxy Voting. Proxy voting is not permitted.
- (10) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (11) Attendance. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings **in person and/or via communications media technology**. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings **in person and/or via communications media technology**. The North Central Florida Regional Planning Council must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.
- (12) Public Comment. Public comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

Members of the public shall be allowed to address the Board following the making of a motion that has been properly seconded concerning a proposition before the Board. Such comments shall be directed to the Chair.

All comments made by Board members, Board staff, guests and members of the public during any public meeting of the Board shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:

1. We will be respectful of one another even when we disagree;
2. We will direct all comments to the issues; and
3. We will avoid personal attacks.

## **H. Administration**

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

## **I. Duties**

- (1) **Board Duties.** The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
  - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.
  - (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.
  - (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.
  - (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.

- (e) Review coordination strategies for service provision to the transportation disadvantaged in the service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
- (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- (g) Assist the Community Transportation Coordinator in establishing eligibility guidelines and trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
- (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
- (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.
- (j) Annually hold a public workshop for the purpose of receiving input regarding unmet transportation needs or any other areas that relate to the local transportation services provided under Florida's Transportation Disadvantaged Program in Bradford County.
- (k) Annually review the Annual Operations Report.

## **J. Committees**

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

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



## **K. Amendments**

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

## **L. Certification**

The undersigned hereby certifies that he/she is the Chair of the Bradford County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Bradford County Transportation Disadvantaged Coordinating Board the 12th day of October 2021.

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Daniel Riddick, Chair  
Bradford County Transportation Disadvantaged Coordinating Board

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# Bradford County Transportation Disadvantaged Coordinating Board

## *Bylaws Team*

Scott R. Koons, AICP, Executive Director

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility



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## Bradford County Transportation Disadvantaged Coordinating Board

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

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



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2009 NW 87th Place, Gainesville, FL 32653-1603 • 352.955.2200

October 5, 2021

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures

RECOMMENDATION

**Approve the Board's Grievance Procedures.**

BACKGROUND

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

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

Attachment

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# Grievance Procedures

October 12, 2021

Bradford County  
Transportation Disadvantaged Coordinating Board





# Bradford County Transportation Disadvantaged Coordinating Board

## Grievance Procedures

Approved by the

Bradford County  
Transportation Disadvantaged Coordinating Board

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

---

**Danny Riddick, Chair**

with Assistance from



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

October 12, 2021

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

## **A. Preamble**

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

## **B. Agency Description**

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

## **C. Definitions**

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

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

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

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

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

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

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

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

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

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

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

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

## **D. Purpose**

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

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

## **E. Membership**

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

## **F. Officers**

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

## **G. Meetings**

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

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

In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall 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.
- (8) **Public Comment.** Public comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

Members of the public shall be allowed to address the Committee following the making of a motion that has been properly seconded concerning a proposition before the Committee. Such comments shall be directed to the Chair.

All comments made by Committee members, Committee staff, guests and members of the public during any public meeting of the Grievance Committee shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:

1. We will be respectful of one another even when we disagree;
2. We will direct all comments to the issues; and
3. We will avoid personal attacks.

## **H. Administration**

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

## **I. Duties**

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

## **J. Procedures**

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.
- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

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

- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
  - a. the name, address and telephone number of the Complainant;
  - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
  - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.

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

## **K. Appeals**

- (1) Appeals of recommendations by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:  
  
Bradford County Transportation Disadvantaged Coordinating Board  
2009 N.W. 67th Place  
Gainesville, FL 32653-1603
- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:



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

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

## **L. Suspension Reconsideration**

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

## **M. Prohibition Against Retaliation**

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

## **N. Alternative Recourse**

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

## **O. Certification**

The undersigned hereby certifies that he/she is the Chair of the Bradford County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Bradford County Transportation Disadvantaged Coordinating Board the 12th day of October 2021.

---

Danny Riddick, Chair  
Bradford County Transportation Disadvantaged Coordinating Board

---

## Bradford County Transportation Disadvantaged Coordinating Board

### *Grievance Procedures Team*

Scott R. Koons, AICP, Executive Director

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility



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

## Bradford County Transportation Disadvantaged Coordinating Board

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

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



Serving Alachua  
Bradford • Columbia  
Dixie • Gilchrist • Hamilton  
Lafayette • Levy • Madison  
Suwannee • Taylor • Union Counties

---

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

October 5, 2021

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2020/21 Annual Performance Evaluation

RECOMMENDATION

**Approve the Suwannee River Economic Council, Inc.'s 2020/21 annual performance evaluation.**

BACKGROUND

The Board is required to annually evaluate the transportation services provided by Suwannee River Economic Council, Inc. Attached is Suwannee River Economic Council, Inc.'s draft 2020/21 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Bradford\Memos\eval.docx



# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



## Transportation Disadvantaged

Community Transportation Coordinator: Suwannee River Economic Council, Inc.

County: Bradford

Address: P.O. Box 70, Live Oak, FL 32060

Contact: Matthew Pearson, Executive Director Phone: 386-362-4115

Review period: July 1, 2020 - June 30, 2021





# 2020/21 Community Transportation Coordinator Annual Performance Evaluation

Approved by the  
  
Bradford County  
Transportation Disadvantaged Coordinating Board

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

---

**Danny Riddick, Chair**

with Assistance from



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

October 12, 2021

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## **I. FINDINGS AND RECOMMENDATIONS**

### **A. General Information**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **B. Chapter 427, Florida Statutes**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **C. Rule 41-2, Florida Administrative Code**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **D. On Site Observation**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **E. Surveys**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **F. Cost**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **G. Level of Competition**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **H. Level of Coordination**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

## II. ENTRANCE INTERVIEW

1. **Operating Environment:** Rural
2. **Organization Type:** Private Non-Profit
3. **Network Type:** Sole Provider
4. **Subcontracted Operators:** None
5. **Coordination Contractors:** ARC of Bradford County
6. **Transportation Alternatives:** None
7. **Purchasing Agencies:**
  - Elder Options
  - Florida Commission for the Transportation Disadvantaged
  - Medical Transportation Management, Inc.
  - ModivCare Solutions, LLC
8. **Transportation Disadvantaged Helpline Calls:**

| Number of Calls | Closed Cases | Unsolved Cases |
|-----------------|--------------|----------------|
| 0               | 0            | 0              |



### III. GENERAL INFORMATION

1. **What was the designation date of the Community Transportation Coordinator?**

7/01/18

2. **What is the complaint process?**

Suwannee River Economic Council, Inc.'s complaint process is attached.

3. **Does the community transportation coordinator have a complaint form?**

Yes (attached)

4. **Does the form have a section for resolution of the complaint?**

Yes

5. **Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?**

Yes

6. **When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?**

If the Transportation Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline.

7. **When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?**

Yes

8. **Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?**

Yes (attached)

9. **Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?**

Yes

10. **Does the rider/ beneficiary information or brochure list the complaint procedure?**

Yes

11. **What is the eligibility process for Transportation Disadvantaged sponsored riders?**

Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).

12. **Does public information state that accessible formats are available upon request?**

Yes

13. **Is public information available in accessible formats upon request?**

Yes

14. **What arrangements are in place to have accessible materials produced upon request?**

- Informational materials are available in large print upon request.
- The Florida Relay (7-1-1) service is available to residents in the State of Florida who are deaf, hard of hearing, deaf/blind or speech disabled that connects them to standard (voice) telephone users.

15. **Is The Florida Relay phone number provided in informational materials?**

Yes

16. **Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?**

No

17. **What innovative ideas have been implemented in the coordinated transportation system?**

Suwannee River Economic Council, Inc. was awarded Innovation and Service Development Grant funds to provide on demand transportation service within Bradford County.

18. **Are there any areas where coordination can be improved?**

Transportation services purchased with local, state or federal funds should be purchased through Florida's Coordinated Transportation System. Currently, Florida's Managed Medical Care Program provides transportation services to its clients outside of Florida's Coordinated Transportation System.

19. **What barriers are there to the coordinated system?**

The ability of agencies to purchase transportation outside of Florida's Coordinated Transportation System.

20. **Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?**

No

21. **What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated transportation system?**

Florida Agency for Health Care Administration and CareerSource Florida.

22. **How is the Community Transportation Coordinator marketing the voluntary dollar?**

No marketing system in place.

## Complaint Process

All complaints received either written or verbal should be forwarded to the Director of Transportation. This includes complaints that have already been resolved by the dispatcher or driver.

Complaint form (attached) will be completed and resolution of complaint documented.

Complaints are files and kept to ensure proper tracking of complaints.

Complaints will be sent quarterly by County to the NCFPRC for reporting to the Local Coordinating Boards. Complaint totals will be submitted in the Annual Operating Report.

If resolution of complaint cannot be made by the Director of Transportation, the TD Helpline information should be shared with the rider.

# SREC Transportation Complaint Form

Client Name: \_\_\_\_\_

Date: \_\_\_\_\_

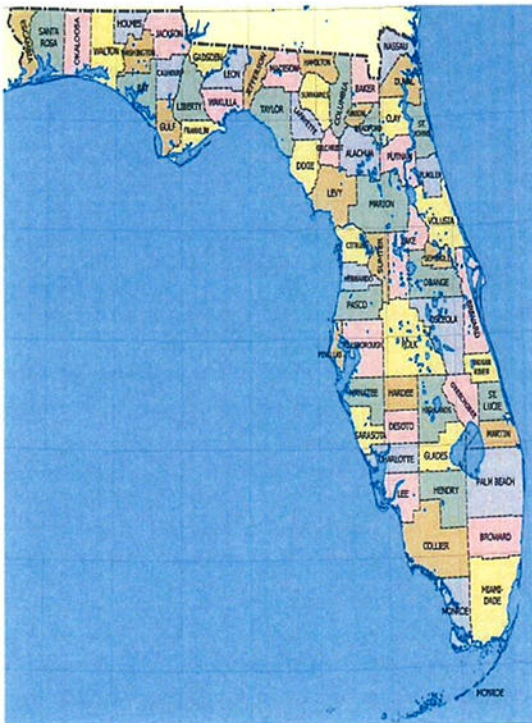
Description of Incident:

Complaint Resolution:

Staff Signature: \_\_\_\_\_

Director of Transportation Signature: \_\_\_\_\_

Florida State Map  
67 Counties



**Bradford County Brochure**

Revised 09/17/20

Accessible formats are available upon request

**Bradford County  
Programs and Services**

For information on our Aging Programs:

- Alzheimer's Disease Initiative
- Community Care for the Elderly
- Emergency Home Energy Assistance for the Elderly
- Home Care for the Elderly
- Title III-B, C-1, C-2, III-E

Bradford Meal Site  
Hours: M - F 8:00 a. m. - 12:00 p. m.  
1210 Andrews Circle  
Starke, Florida



Contact  
Bradford Service / Senior Center  
1210 Andrews Circle  
Starke, Florida 32091  
(800) 955-8771 TDD  
(800) 955-8770 Voice

**Suwannee River Economic Council, Inc.**

Established  
1966



Serving  
Bradford, Columbia, Dixie,  
Gilchrist, Hamilton, Lafayette, Levy, Madison,  
Putnam, Suwannee, Taylor and Union Counties

Administrative Office  
Post Office Box 70  
1171 Nobles Ferry Road, Bldg #2  
Live Oak, Florida 32064  
(386) 362-4115 Voice/TDD  
[mattpearson@suwanneec.org](mailto:mattpearson@suwanneec.org)

Affirmative Action,  
Fair Housing Agency

**SREC's Vision**

Our customers embrace the challenge to rise above the perils of poverty, and discover within themselves the courage and strength to succeed.

Suwannee River Economic Council's mission is to embrace a community full of potential; and to educate and motivate present and future generations to discover and realize the dream of a comfortable and productive lifestyle.

Visit our website  
[www.srecinc.org](http://www.srecinc.org)

**Bradford County  
Programs and Services**

For information on:

Emergency Assistance/Self Sufficiency

- Care To Share
- Community Services Block Grant (CSBG)
- Emergency Food & Shelter Program
- Low Income Home Energy Assistance Program
- Project Share
- Salvation Army

Housing

- Weatherization

Transportation

- Transportation Disadvantage Trust Fund
- Medicaid
- Title III-B

Contact  
Bradford Service / Senior Center  
1210 Andrews Circle  
Starke, Florida 32091  
(800) 955-8771 TDD  
(800) 955-8770 Voice

## Bradford County – Programs, Services, Eligibility Aging Programs

### Title III-B, C-1, C-2, III-E

- Congregate Meal Sites, Health Support, Homemaker, Home Delivered Meals, Nutrition Education, Outreach, Respite, Screening, Specialized Medical Equipment, Services and Supplies, Telephone Reassurance, and Transportation

Eligibility: 60+ years of age – C1 Program

60+ years of age – C2 Program - Home Bound

60+ years of age - III-B Program - Frail

60+ years of age – III-E Program – Frail, Live-in Caregiver

## Bradford County – Programs, Services, Eligibility Housing/Transportation Programs

### Weatherization Programs

- Minor home repairs to reduce infiltration of air and energy consumption.

Eligibility: Income guidelines; 200% of U.S. poverty guidelines based on family size; owner, renter, site built or mobile home eligible.

### Transportation

- Public Transportation  
Transport elderly and disadvantaged to the doctor, medical facilities, meal sites, and shopping.

Eligibility: Income guidelines, Medicaid, disabled.

For reservations, scheduling, complaints/commendations and/or questions call (844) 496-0624.

Any complaints not resolved can be forwarded to the Director of

Transportation at (386) 362-4115, ext. 241.

For Program information or complaints/commendations call TD Helpline at (800) 983-2435.

- Medicaid Broker Service  
Transport Medicaid eligible clients to the doctor, medical facilities, meals sites and shopping.

Eligibility: Income guidelines, Medicaid Eligible

Any complaints not resolved can be forwarded to the Director of Transportation at (386) 362-4115, ext. 241.



*We Do Business in Accordance With the  
Federal Fair Housing Law  
(The Fair Housing Amendments Act of 1988)*

*It is illegal to discriminate against any person because of race, color, religion, sex, handicap, familial status, or national origin.*

## Bradford County – Programs, Services, Eligibility Emergency Assistance/Self Sufficiency

### Care To Share

- Assist with utilities.

Eligibility: Florida Power & Light customers only. Must reside in FPL service area; Household income no more than 125% of poverty guidelines and documented emergency.

### Community Services Block Grant (CSBG)

- Information & Referral; Family Self-Sufficiency; Case Management; Support Services; Application Assistance to other Social Service Agencies.

Eligibility: Income guidelines 125% of U.S. poverty guidelines and a documented emergency.

### Emergency Food & Shelter Program (EFSP)

- Emergency assistance for food and housing.

Eligibility: Household income no more than 125% of the federally established income guidelines and certain asset limitations.

### Low Income Home Energy Assistance Program

- Assistance with utility bills and utility crisis resolution.

Eligibility: Household income of no more than 150% of the federally established income guidelines and certain asset limitations; resident of the county.

### Project Share

- Assist with utility bills.

Eligibility: Clay Electric Coop. customers only. Must reside in CEC service area. Household income no more than 125% of poverty guidelines and documented emergency.

### Salvation Army

- Assist with utilities, rent/mortgage, food, medication and temporary housing.

Eligibility: Household income no more than 125% of poverty guidelines and documented emergency.

## Bradford County – Programs, Services, Eligibility Aging Programs

### Alzheimer's Disease Initiative (ADI)

- Respite/Case Management, Specialized Medical Equipment, Services and Supplies

Eligibility: Diagnosis as possible Alzheimer's or memory disorder.

### Community Care for the Elderly (CCE)

- Case Management, Companionship, Emergency Alert Response, Homemaker, Home Delivered Meals, Personal Care, Respite, and Specialized Medical Equipment, Services and Supplies

Eligibility: 60+ years of age, frail and elderly.

### Emergency Home Energy Assistance for the Elderly (EHEAP)

- Assistance with utility bills, supply blankets, heaters, and fans.

Eligibility: 60+ years of age with household income after specified exclusions of no more than 150% of the federally established poverty income guidelines for the household size.

### Home Care for the Elderly (HCE)

- Basic Subsidy, (Caregiver Allowance), Case Management, Home Delivered Meals, Homemaker, Respite, Specialized Medical Equipment, Services & Supplies and Special Subsidy.

Eligibility: 60+ years of age. Assets/Income limitations, requires 24 hour care by qualified caregiver.

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Middle Initial \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ **Mail address:**

Zip Code \_\_\_\_\_ County \_\_\_\_\_

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Social Security # \_\_\_\_\_ Male \_\_\_\_ Female \_\_\_\_

Telephone Number (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Emergency Contact Name** \_\_\_\_\_

Relationship \_\_\_\_\_

Telephone Number (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

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

\_\_\_\_\_

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

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

☐ No

3. Are you enrolled in any assistance programs:

☐ Managed Medical Care Program (Medicaid)

☐ Aging Program

☐ Other \_\_\_\_\_

**Give to Driver at time of trip**





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

\_\_\_\_\_

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

☐ Yes

☐ No

6. Is your disability permanent?

☐ Yes

☐ No

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

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

Other: \_\_\_\_\_

**CERTIFICATION AND ACKNOWLEDGEMENT**

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

**APPLICANT SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_

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

Application Processed by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date : \_\_\_\_\_



## Procedures for processing TD applications

1. **New Ride:** When client calls in for a ride verify through CTS software, to see if the client is a new or existing rider of the system. If new send the rider the TD application, by driver or mail to be completed. The rider CAN receive (1) ride prior to completion of application.
2. **Transportation Application (TD):** All TD riders must complete a transportation application form to determine eligibility and the appropriate means of service. Make sure the application is completed and signed. (If not, completed the application is denied, notify person by phone reason why). If application is denied, rider may file an appeal with Suwannee River Economic Council within 15 working days. (try to make contact with person)
3. **Verification of eligibility:** Once application is returned to office. Dispatcher will run the applicants, Name, Date of Birth and Social Security #, through the Florida Medicaid web portal at <https://sso.flmmis.com>. Determine if TD eligible or Covered Health plan through Broker. If Broker mark health plan at top of intake. Attach the Medicaid Eligibility Verification form to the TD application after printed.
4. **Contact Client :** Call rider and notify of eligibility for which services they are eligible. (TD or one of the health plans, let them know of the other transportation services available to them that we provide).
5. **Medicaid Reform Members:** Riders that are Medicaid Reform need to contact the designated provider on the back of the Medicaid Card or the number below;
  - ModivCare 1-866-779-0565- Health plans Sunshine, United Health Care, Humana
  - MTM-1-855-824-5700 – Staywell and Well Care
  - A2C-1-855-381-3778 - Prestige
6. **CTS Update:** Add client rider information in screen completing screen to include GEO and expiration date to be dated, approved one year from approval date. Complete Approval of application with your, signature and date of completion.
7. **Application processing Time:** SREC dispatcher will notify rider whether application has been approved or denied within 15 business days. If your application is denied, you may file an appeal with Suwannee River Economic Council within 15 working days.
8. **Application File Location:** After completion of the application process, file application in the appropriate County notebook in alphabetical order.
9. **Annually Update:** All TD riders are to complete an application annually by the assigned CTS expiration date on file.

I have read and understand the above procedures.

\_\_\_\_\_ Date \_\_\_\_\_



#### IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Are the Community Transportation Coordinator subcontracts uniform?**

Not applicable, no subcontracted operators.

2. **Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?**

Not applicable, no subcontracted operators.

3. **Do the contracts include performance standards for the transportation operators?**

Not applicable, no subcontracted operators.

4. **Do the contracts include the proper language concerning payment to subcontractors?**

Not applicable, no subcontracted operators.

5. **Were the following items submitted on time?**

a) **Annual Operating Report:** Yes

b) **Memorandum of Agreement:** Yes

c) **Transportation Disadvantaged Service Plan:** Yes

d) **Transportation Disadvantaged Trust Fund Grant Application:** Yes

e) **Other grant applications:** Yes

6. **Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?**

Not applicable, no subcontracted operators.

7. **Is a written report issued to the operator?**

Not applicable, no subcontracted operators.

8. **What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?**

Vehicle and driver compliance monitoring is performed annually.

9. **Are coordination contracts reviewed annually as to the effectiveness and efficiency of the coordination contractor or the renewal of any Coordination Contracts?**

Yes

10. **Are there any transportation alternatives?**

No

Effective: July 1, 2015 – June 30, 2016

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
STANDARD COORDINATION/OPERATOR CONTRACT

**THIS CONTRACT** is entered into between the COMMUNITY TRANSPORTATION COORDINATOR, Suwannee River Economic Council, Inc., designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Bradford and Union counties, and hereinafter referred to as the "Coordinator" and Bradford ARC, dba Sunshine Industries, hereinafter referred to as the "Agency/Operator". The terms and conditions of this Contract are effective July 1, 2015 and will continue through June 30, 2016.

WHEREAS, the Coordinator is required, under Rule 41-2, F.A.C., Contractual Arrangements, to provide and/or enter into where cost effective and efficient; to enter into subcontract(s) or to broker transportation services to transportation operators; and

WHEREAS, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged; and

WHEREAS, the Coordinator desires to contract with the Agency/Operator for the provision of transportation services for the transportation disadvantaged; and

WHEREAS, the Coordinator believes it to be in the public interest to provide such transportation services through the Agency/Operator for the residents of the service area who are clients of the Agency/Operator; and

WHEREAS, the Agency/Operator will provide the Coordinator the opportunity to develop a proposal for any new transportation services needed; and

WHEREAS, the Agency/Operator, in an effort to coordinate available resources, will make available transportation services to the Coordinator.

WHEREAS, this Contract allows for the provisions of transportation services be provided by the Agency/Operator, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current Community Transportation Coordinator policies.

NOW, THEREFORE, in consideration of the mutual covenants, promises and

Standard Contract for Transportation Operator - 10/2014

*Page 1 of 10*

representations herein, the parties agree as follows:

THE AGENCY/OPERATOR SHALL:

- A. Provide services and vehicles according to the conditions specified in Attachment I.
- B. Coordinate available resources and make available transportation services to the Coordinator. Such services shall be provided in accordance with Attachment I.
- C. Submit to the Coordinator Annual Operating Report data detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission for the Transportation Disadvantaged, hereinafter Commission, and according to the instructions for the forms.
- D. Comply with audit and record keeping requirements by :
  - 1. Utilizing the Commission recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Agencies/Operators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.
  - 2. Maintaining and filing with the Coordinator such progress, fiscal, inventory and other reports as the Coordinator may require during the period of this contract.
  - 3. By reserving to the Coordinator, the right to conduct finance and compliance audits at any time. Such audits conducted by the Coordinator will be at the expense of the Coordinator.
- E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The Agency/Operator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by

persons duly authorized by the Coordinator or Commission or this Agreement. The Commission and the Coordinator shall have full access to and the right to examine any of the records and documents during the retention period.

F. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board;
2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing, and;
3. Complying with Coordinator's System Safety Program Plan (SSPP) for designated service area.

G. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the Agency/Operator shall add the Coordinator as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Coordinator. The Agency/Operator shall furnish the Coordinator written verification of the existence of such insurance coverage prior to the execution of this Contract. School board vehicle insurance coverage shall be in accordance with Section 234.03, F.S. and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Coordinator and/or the local Coordinating Board before inclusion in this contract or in the justification of rates and fare structures, s. 41-2.006(1), FAC..

H. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations, including but not limited to 45 CFR, Part 205.50, except upon order of a court of competent jurisdiction, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.

I. Protect Civil Rights by:

1. Complying with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended. The Agency/Operator gives this assurance in consideration of and for the purpose of obtaining federal grants,

loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so required by the Coordinator. Agency/Operator shall also assure compliance with:

- a. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
  - b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.
  - c. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 et seq., which prohibits discrimination on the basis of sex in education programs and activities receiving or benefiting from federal financial assistance.
  - d. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance.
  - e. The Omnibus Budget Reconciliation Act of 1981, P.L. 97-35, which prohibits discrimination on the basis of sex and religion in programs and activities receiving or benefiting from federal financial assistance.
  - f. All regulations, guidelines, and standards lawfully adopted under the above statutes.
  - g. The Americans with Disabilities Act of 1990, as it may be amended from time to time.
2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Agency/Operator, its successors, subcontractors, transferees, and assignees for the period during which such assistance is provided. Assuring that operators, subcontractors, subgrantees, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and



activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Agency/Operator agrees that the Coordinator may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

- J. Agency/Operator's obligation to indemnify, defend, and pay for the defense or at the Coordinator's option, to participate and associate with the Coordinator in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the Coordinator's notice of claim for indemnification to the Agency/Operator. Agency/Operator's inability to evaluate liability or its evaluation of liability shall not excuse the Agency/Operator's duty to defend and indemnify within seven days after such notice by the Coordinator is given by registered mail. Only an adjudication or judgement after the highest appeal is exhausted specifically finding the Coordinator solely negligent shall excuse performance of this provision by the Agency/Operator. Agency/Operator shall pay all costs and fees related to this obligation and its enforcement by the Coordinator. The Coordinator's failure to notify Agency/Operator of a claim shall not release Agency/Operator of the above duty to defend.
- K. Comply with all standards and performance requirements of the:
1. The Commission for the Transportation Disadvantaged (Attachment II);
  2. The local Coordinating Board approved Transportation Disadvantaged Service Plan and;
  3. Any entities that purchase service.
- Failure to meet the requirements or obligations set forth in this Contract, and performance requirements established and monitored by the Coordinating Board in the approved Transportation Disadvantaged Service Plan shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Coordinator.
- L. Provide Corrective Action. A corrective action notice is a written notice to the Agency/Operator that the Agency/Operator is in breach of certain provisions of this Contract and that correction is required. Any corrective action notice will specify a reasonable time for corrective action to be completed. The Agency/Operator agrees to implement the Corrective Action specified in the notice and provide written documentation to substantiate the implementation of the Corrective Action.

- M. All contracts, subcontracts, coordination contracts will be reviewed annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Contract.
- N. Return to the Coordinator any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Agency/Operator by the Coordinator. The Agency/Operator shall return any overpayment within thirty (30) calendar days after either discovery by the Agency/Operator, or notification of the Agency/Operator by the Coordinator or entity purchasing transportation, whichever is earlier. In the event that the Coordinator first discovers an overpayment has been made, the Coordinator will notify the Agency/Operator by letter of such a finding. Should repayment not be made in a timely manner, the Coordinator or purchasing entity will charge interest after thirty (30) calendar days after the date of notification or discovery, or the Coordinator will deduct said amount from future invoices.
- O. In performing this Contract, the Agency/Operator shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Agency/Operator shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such contractors to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The Agency/Operator shall post, in conspicuous places available to employees and applicants for employment for Project work, notices setting forth the provisions of the nondiscrimination clause.
- P. By execution of this Contract, the Agency/Operator represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the Agency/Operator under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

THE COORDINATOR SHALL:

- A. Recognize the Agency/Operator as described in Chapter 427, F.S., and Rule 41-2, F.A.C.

- B. Insure that entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the coordinated system.
- C. At a minimum, annually monitor the Agency/Operator for insurance, safety and reporting requirements, pursuant to Chapter 427, F.S., and Rule 41-2, F.A.C. The information contained in the Annual Operating Report must be collected, at a minimum, quarterly from the Agency/Operator.

THE OPERATOR AND COORDINATOR FURTHER AGREE:

- A. Nothing in the Contract shall require the Coordinator to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the Coordinator in writing in order that appropriate changes and modification may be made by the Coordinator and the Agency/Operator to the end that the Agency/Operator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Contract is held invalid, the remainder of this Contract shall be binding on the parties hereto.
- C. Termination Conditions:
  - 1. Termination at Will - This Contract may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  - 2. Termination due to Lack of Designation - In the event that the Coordinator so designated by the local Coordinating Board and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.
  - 3. Termination due to Disapproval of Memorandum of Agreement - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective

upon receipt.

4. Termination due to Lack of Funds - In the event funds to finance this contract become unavailable, the Coordinator may terminate the contract with no less than twenty-four (24) hours written notice to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt. The Coordinator shall be the final authority as to the availability of funds.
  5. Termination for Breach - Unless the Agency/Operator's breach is waived by the Coordinator in writing, the Coordinator may, by written notice to the Agency/Operator, terminate this Contract upon no less than twenty-four (24) hours notice. Notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Coordinator of breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract, and shall not act as a waiver or estoppel to enforcement of any provision of this Contract. The provisions herein do not limit the Coordinator's right to remedies at law or to damages.
  6. Upon receipt of a notice of termination of this Contract for any reason, the Agency/Operator shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the Coordinator within thirty (30) days after the termination of this Contract.
- D. Renegotiations or Modifications of this Contract shall only be valid when they have been reduced to writing, duly approved by the Coordinator, and signed by both parties hereto.
- E. Agency/Operator shall assign no portion of this Contract without the prior written consent of the Coordinator.
- F. This Contract is the entire agreement between the parties.
- G. Attachments I and II are an integral part of the Contract and are hereby incorporated by reference into this Contract. All subsequent attachments are of an optional nature.
- H. Notice and Contact:

The name and address of the contract manager for the Coordinator for this Contract

is:

Matt Pearson, Executive Director  
Suwannee River Economic Council, Inc.  
P.O. Box 70  
Live Oak FL 32064

The representative/position of the Agency/Operator responsible for administration of the program under this contract is :

Sherry Ruszkowski, Executive Director  
Bradford ARC dba Sunshine Industries  
P.O. Box 509  
Starke FL 32091

In the event that different representatives are designated by either party after execution of this Contract, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Contract.

This contract and its attachments contain all the terms and conditions agreed upon by the parties hereto.

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

AGENCY/OPERATOR:

COMMUNITY TRANSPORTATION  
COORDINATOR

Bradford ARC dba Sunshine Industries  
Sherry Ruszkowski, Executive Director

Suwannee River Economic Council  
Matt Pearson, Executive Director

Typed Name of Authorized Individual

Typed Name of Authorized Individual

Signature: Sherry Ruszkowski

Signature: Matt Pearson

Title: EXECUTIVE DIRECTOR

Title: Executive Director

ATTACHMENT I  
AGENCY/OPERATOR CONTRACT

SERVICE DESCRIPTION

1. The Agency/Operator will be able to provide:  
Ambulatory, Wheelchair
2. The Agency/Operator will be available to provide transportation :  
6:00 AM – 6:00 PM, Monday – Friday  
Days Agency/Operator will not be able to provide services:  
Holidays and Sundays
3. Vehicles Agency/Operator will use to transport all passengers:  
Vehicle Inventory attached
4. Vehicle/Equipment Standards:  
Functioning air conditions/heating, grab rails, stanchions, first aid kits, fire  
extinguishers, adequate communication equipment
5. Driver Requirements:  
Current valid license, FDOT physical, working knowledge of Coordinator's SSPP,  
pre-hire and random drug tests.
6. Training  
Annual driver training is required.

7. Agency/Operator' fare structure

\$1.50 per mile when providing services for Coordinator.

8. Billing/Invoicing and Reimbursement procedure for Agency/Operator.

Submit invoice (if any) and reports monthly.

9. Reporting Requirements

Total miles, revenue miles, trips, total drivers, total vehicles, accidents, driver hours, total transportation revenues, total expenses.

## ATTACHMENT II

### The Commission for the Transportation Disadvantaged Standards and Performance Requirements

Pursuant to Rule 41-2.006, Florida Administrative Code, the Community Transportation Coordinator and any Transportation Operator/Agency from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards shall include:

- (a) 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;
- (b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;
- (c) Child restraint devices shall be determined locally as to their use, responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;
- (d) Passenger property that can be carried by the passenger and/or driver in one trip and can be safely be 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;
- (e) Vehicle transfer points shall provide shelter, security, and safety of passengers;
- (f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. 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;
- (g) 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;
- (h) Interior of all vehicles shall be free from 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;



- (l) 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 15 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, except in instances where the Community Transportation Coordinator is a non-governmental entity;
- (j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system;
- (k) 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;
- (l) 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 the specific passenger, 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;
- (m) 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 utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also 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 wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;
- (n) All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall

have two years to be in compliance after the adoption date of this section of the Rule;

- (o) All vehicles ordered or put into service after the adoption of this section of the Rule, and 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. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance after the adoption date of this section of the Rule;
- (r) First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan; and
- (s) Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

LIST OF OPTIONAL ADDITIONAL ATTACHMENTS

Coordinator's Memorandum of Agreement, including Transportation Disadvantaged Service Plan (Attachment III)

Coordinator's and Local Coordinating Board's Grievance Procedures (Attachment IV)

Coordinator's Safety System Plan (Attachment V)

Annual Operating Report Instructions/Forms (Attachment VI)

Any Entities Purchasing Transportation's Standards (Attachment VII)

Any Reporting Forms (Quarterly Reports to Local Coordinating Board or Coordinator) (Attachment VIII)

Any Billing/Invoicing Forms (Attachment IX)

Current Coordinator Policies (Attachment X)

### CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a)

**Name of Applicant:** The Arc of Bradford County **Date of Inventory:** 08/28/15

[illegible]

(a) Applicants must use this form.

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

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

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

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

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

**NOTE:** Applicants may add additional lines to the form. Those requesting replacement vehicles, please identify the year the vehicle(s) were purchased.

Contract Extension

Between Agency and Provider

Hereby extends the Standard Coordination Contract between Suwannee River Economic Council, Inc. P.O. Box 70, Live Oak, Florida 32064 and

Coordinator Name Bradford ARC dba Sunshine Industries  
1351 South Water Street  
Starke, Florida 32091

Until 6/30/22. All conditions remain the same as in original contract.

---

Extension approval



Sherry Ruskowski, Executive Director  
Bradford ARC dba Sunshine Industries

6/17/2021  
Date



Matt Pearson, Executive Director  
Suwannee River Economic Council, Inc.

6/30/21  
Date

## IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Hours of Service:**

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

2. **Call Intake Hours:**

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

3. **After Hours Reservations/Cancellations:**

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

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

4. **Minimum required notice for reservations:**

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

5. **How far in advance can reservations be place (number of days)?**

14

6. **What type of arrangement does the Community Transportation Coordinator have with the local Regional Workforce Board?**

No agreement with the local Regional Workforce Board.

7. **Has the Community Transportation Coordinator developed any innovative transportation services for the local Regional Workforce Board?**

Suwannee River Economic Council, Inc. applied for and received Innovation and Service Development Grant funds to provide on demand service.

8. **Do the Community Transportation Coordinator and Local Coordinating Board review applications for federal, state and local Transportation Disadvantaged funding?**

Yes

9. **What are the trip priorities for the trips funded with Transportation Disadvantaged Program trips?**

Trips sponsored with Trip & Equipment Grant funds provided through Florida's Transportation Disadvantaged Program will be provided in the following ranking order based on funding availability:

Prescheduled Medical Appointments

- Dialysis appointments
- Cancer Care appointments
- Urgent Care appointments

Prescheduled Medical Appointments as defined by the American Board of Medical Specialties:

- Allergy and Immunology
- Colon & Rectal Surgery
- Dermatology
- Family Medicine
- Neurological Surgery
- Obstetrics & Gynecology
- Ophthalmology
- Orthopaedic Surgery
- Otolaryngology - Head and Neck Surgery
- Pediatrics
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Psychiatry & Neurology
- Radiology
- Surgery
- Thoracic Surgery
- Urology

Other Medical Appointments

- Dental appointments
- Pharmacy

Mental Health Services provided by physicians, nurses who provide mental health services, licensed social workers, chemical dependency counselors, licensed professional counselors and licensed marriage and family counselors.

Nutritional (within Bradford County)

- Adult congregate meal programs
- Food stamp procurement
- Grocery shopping

Social Service Agency (within Bradford County)

- Public agency support services
- Senior programs

10. **How are the trip priorities carried out?**

Trip priorities are carried out in accordance with the above priority list established in the Bradford County Transportation Disadvantaged Service Plan.

## V. COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. **How is the Community Transportation Coordinator using school buses in the coordinated system?**

Suwannee River Economic Council, Inc. does not have a contract with the Bradford County School Board.

2. **How is the Community Transportation Coordinator using public transportation services in the coordinated system?**

Not applicable, no other public transportation services operating in the service area.

3. **Is there a goal for transferring passengers from paratransit to transit?**

Not applicable, no fixed route public transportation systems operating in the service area.

4. **What are the minimum liability insurance requirements?**

\$200,000/\$300,000

5. **What are the minimum liability insurance requirements in the operator and coordination contracts?**

Not applicable, no subcontracted operators/coordination contractors.

6. **Do the minimum liability insurance requirements exceed \$1 million per incident?**

No

7. **Date of last System Safety Program Plan Compliance Review:**

Internal audits of Suwannee River Economic Council, Inc.'s System Safety Program Plan are conducted annually. The most recent Florida Department of Transportation vehicle monitoring was conducted in October 2019. The most recent Florida Department of Transportation triennial review was conducted in October 2018. The next triennial review is scheduled for October 13, 2021.

8. **Are the contracted operators in compliance with the System Safety Program Plan?**

Not applicable, no subcontracted operators.

9. **Do the Community Transportation Coordinator and its contracted operators (if any) comply with the Federal Transit Administration Anti-Drug and Alcohol Misuse Program (49 CFR Part 40, 655)?**

Yes

10. **Date of last Anti-Drug and Alcohol Misuse Program review:**

The most recent review of the Substance Abuse Policy was conducted by the Center for Urban Transportation Research in October 2018. The next triennial review is scheduled for October 13, 2021.



| <b>Standards</b>   | <b>Comments</b>   |
|--|---|
| Local toll free phone number must be posted in all vehicles. | Suwannee River Economic Council, Inc. posts local toll free phone number in all vehicles.   |
| Vehicle Cleanliness  | Suwannee River Economic Council, Inc. cleans all vehicles (interior/exterior) at least once a week.   |
| Passenger/Trip Database                                      | Suwannee River Economic Council, Inc. maintains a passenger database.   |
| Adequate seating   | Suwannee River Economic Council, Inc. provides adequate seating for all passengers.   |
| Driver Identification  | Suwannee River Economic Council, Inc. requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.   |
| Passenger Assistance   | Suwannee River Economic Council, Inc. requires drivers to provide passengers with boarding and exiting assistance.  |
| Smoking, Eating and Drinking                                 | Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted unless medically necessary.  |
| Two-way Communications                                       | All vehicles are equipped with two-way communications.  |
| Air Conditioning/Heating                                     | All vehicles have working air conditioners and heaters.   |
| Billing Requirements   | Suwannee River Economic Council, Inc. complies with Section 287.0585, Florida Statutes.   |
| Transport of Escorts and dependent children policy           | Suwannee River Economic Council, Inc. requires children under the age of 16 to be accompanied by and escort. Escorts must be provided by the passenger and able to provide necessary assistance to the passenger. Escorts are transported at the rates described in the established rate structure. |
| Use, Responsibility, and cost of child restraint devices     | Suwannee River Economic Council, Inc. requires all passengers under the age of 4 and or 50 pounds to use a child restraint device. Child restraint devices must be provided by the passenger.   |

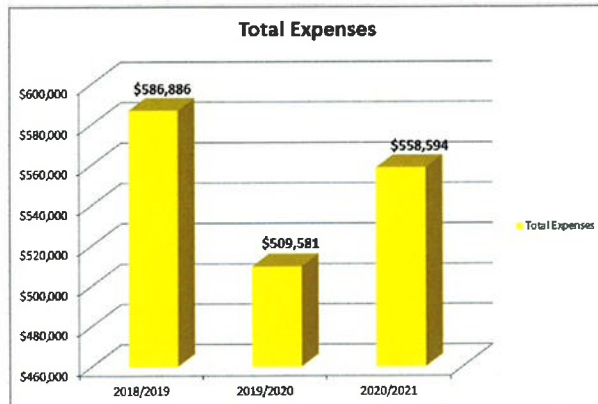
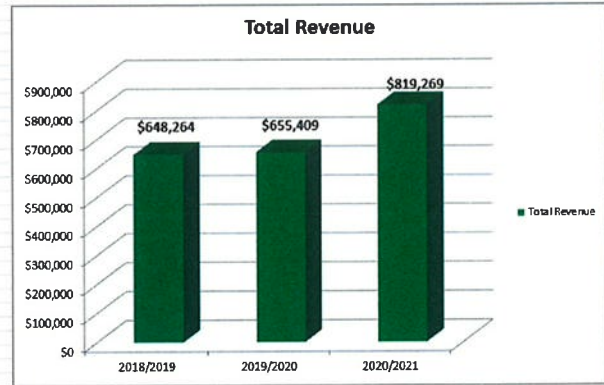
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|--------------------------------------|---|
| Out-of-Service Area trips            | Suwannee River Economic Council, Inc. may require medical provider verification for any out of county transportation.   |
| CPR/1st Aid                          | Suwannee River Economic Council, Inc. does not require drivers to be trained in CPR. Suwannee River Economic Council, Inc. requires that all vehicles be equipped with biohazard kits as required by State and Federal regulations. |
| Driver Criminal Background Screening | Suwannee River Economic Council, Inc. conducts motor vehicle registration checks on drivers every six months.   |
| Passenger Property                   | Suwannee River Economic Council, Inc. allows passengers to have personal property that they can place on their lap or stow under the seat. Passengers must be able to independently carry all items brought on the vehicle.         |
| Advance reservation requirements     | Suwannee River Economic Council, Inc. requires trips to be scheduled by 4:00 p.m. the day before service is requested.  |
| Pick-up Window                       | Passengers shall be picked up 30 minutes before or 30 minutes after their scheduled pick-up time.   |

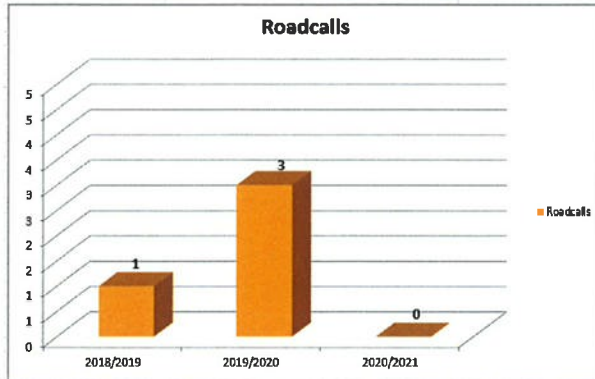
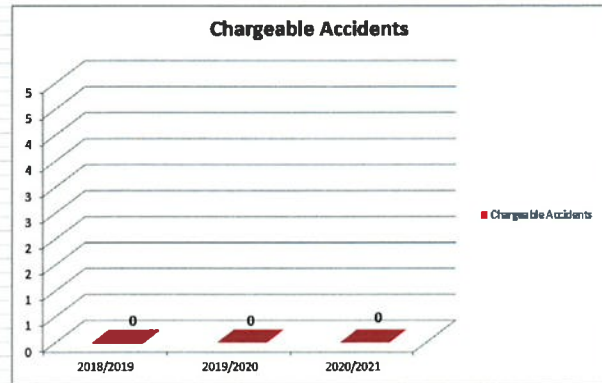
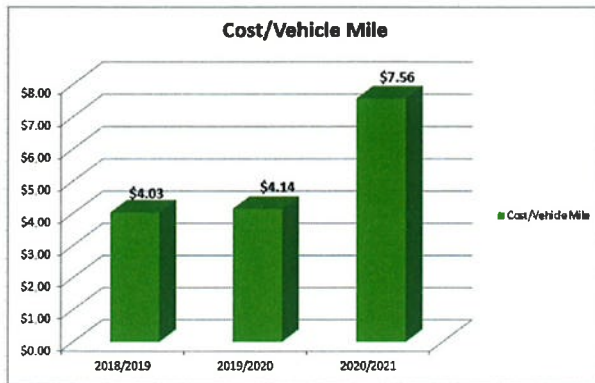
| <b>Measurable Standards/Goals</b> | <b>Standard/Goal</b>                                   | <b>Is the Community Transportation Coordinator meeting the Standard?</b> |
|-----------------------------------|--|--|
| Public Transit Ridership          | Not applicable   | Not applicable   |
| On-time performance               | 90%  | Yes  |
| Accidents                         | No more than 1/100,000 miles                           | Yes  |
| Roadcalls                         | No more than 5 roadcalls during the evaluation period. | Yes  |
| Complaints                        | No more than 2/1,000 trips.                            | Yes  |
| Call-Hold Time                    | Not applicable   | Not applicable   |

**PERFORMANCE TRENDS  
BRADFORD COUNTY**

| PERFORMANCE MEASURE                | Fiscal Year 2018/2019 | Fiscal Year 2019/2020 | Fiscal Year 2020/2021 | Percent Change (2019/2020 - 2020/2021) |
|------------------------------------|-----------------------|-----------------------|-----------------------|--|
| Total Passenger Trips              | 14,151                | 11,062                | 9,344                 | -18%                                   |
| Total Vehicle Miles                | 145,748               | 123,069               | 73,918                | -66%                                   |
| Miles Per Trip                     | 10                    | 11                    | 8                     | -41%                                   |
| Total Revenue                      | \$648,264             | \$655,409             | \$819,269             | 20%                                    |
| Total Expenses                     | \$586,886             | \$509,581             | \$558,594             | 9%                                     |
| Cost/Passenger Trip                | \$41.47               | \$46.07               | \$59.78               | 23%                                    |
| Cost/Vehicle Mile                  | \$4.03                | \$4.14                | \$7.56                | 45%                                    |
| Total Vehicles                     | 7                     | 7                     | 8                     | 13%                                    |
| Chargeable Accidents               | 0                     | 0                     | 0                     | #DIV/0!                                |
| Chargeable Accidents/100,000 Miles | 0                     | 0                     | 0                     | #DIV/0!                                |
| Average Miles Between Roadcalls    | 145,748               | 41,023                | 73,918                | 45%                                    |
| Roadcalls                          | 1                     | 3                     | 0                     | #DIV/0!                                |
| Number of Unmet Trip Requests      | 43                    | 75                    | 0                     | #DIV/0!                                |
| Passenger No-Shows                 | 1,671                 | 1,266                 | 0                     | #DIV/0!                                |

\* Source: Annual Operating Reports







**Bus Transit System Annual Safety and Security Certification**

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

**Certification Date (Current): 2019**

**Certification Year: (Previous): 2018**

**Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.  
1171 Nobles Ferry Rd.  
POB 70  
Live Oak FL 32064**

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

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

***Blue Ink Signature:***  ***Date: 1/15/2019***  
***(Individual Responsible for Assurance of Compliance)***

***Name: Matt Pearson Title: Executive Director***

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

***Name: See Attached***

***Address: See Attached***

***Name of Qualified Mechanic who Performed Annual Inspections: See Attached***

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

## VI ON-SITE OBSERVATION OF THE SYSTEM

1. **Date of Observation:**  
An on-site observation of the system was not conducted due to COVID-19 safety concerns.
2. **Location:**  
\_\_\_\_\_
3. **Number of Passengers picked up/dropped off:**  
**Ambulatory:** \_\_\_\_\_  
**Non-Ambulatory:** \_\_\_\_\_
4. **Was the driver on time?**  
\_\_\_\_\_
5. **Did the driver provide passenger assistance?**  
\_\_\_\_\_
6. **Was the driver wearing identification?**  
\_\_\_\_\_
7. **Did the driver ensure the passengers were properly secured?**  
\_\_\_\_\_
8. **Was the interior of the vehicle 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?**  
\_\_\_\_\_
9. **Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commendations?**  
\_\_\_\_\_
10. **Did the vehicle have working heat and air conditioning?**  
\_\_\_\_\_
11. **Did the vehicle have two-way communications in good working order?**  
\_\_\_\_\_
12. **If used, was the lift in good working order?**  
\_\_\_\_\_
13. **Was there safe and appropriate seating for all passengers?**  
\_\_\_\_\_
14. **Did the driver properly use the lift and secure the passenger?**  
\_\_\_\_\_



## VII PASSENGER SURVEYS

**How often do your ride?**

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

**Have you been denied transportation services?**

Yes 0

No 7

**What is your trip purpose?**

| Medical | Education/Training | Employment | Other |
|---------|--------------------|------------|-------|
| 7       | 0                  | 0          | 0     |

**Do you have concerns with your service?**

Yes 0

No 7

**What types of concerns do you have?**

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

## VII PURCHASING AGENCY SURVEYS

### PURCHASING AGENCY SURVEY

**Purchasing Agency:** Florida Commission for the Transportation Disadvantaged  
**Representative of Purchasing Agency:** Dan Zeruto, Project Manager - Area 3

**1) Does your agency purchase transportation services from Suwannee River Economic Council, Inc.?**

- ☒ Yes  
☐ No

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

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

**3) On average, how often do your clients use Suwannee River Economic Council, Inc.'s transportation services?**

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

**4) Have you had any problems with Suwannee River Economic Council, Inc.'s service?**

- ☐ Yes  
☒ No      If no, skip to question 6

**5) If you have had problems with Suwannee River Economic Council, Inc.'s service, please identify the types of problems:**

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

**6) Overall, are you satisfied with the transportation services provided by Suwannee River Economic Council, Inc.?**

- ☒ Yes  
☐ No      If no, why? \_\_\_\_\_



## VIII COST



### CTC Expense Sources

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

|  | Selected Reporting Period            |                             |                   | Previous Reporting Period            |                             |                   |
|--|--------------------------------------|-----------------------------|-------------------|--------------------------------------|-----------------------------|-------------------|
|  | CTC &<br>Transportation<br>Operators | Coordination<br>Contractors | Total             | CTC &<br>Transportation<br>Operators | Coordination<br>Contractors | Total             |
| <b>Expense Sources</b>                   |                                      |                             |                   |                                      |                             |                   |
| Labor                                    | \$ 216,883                           | \$ 33,649                   | \$ 250,532        | \$ 189,036                           | \$ 32,934                   | \$ 221,970        |
| Fringe Benefits                          | \$ 127,286                           | \$ 0                        | \$ 127,286        | \$ 114,226                           | \$ 0                        | \$ 114,226        |
| Services                                 | \$ 16,985                            | \$ 940                      | \$ 17,925         | \$ 16,433                            | \$ 940                      | \$ 17,373         |
| Materials & Supplies Consumed            | \$ 36,643                            | \$ 13,443                   | \$ 50,086         | \$ 36,242                            | \$ 9,028                    | \$ 45,270         |
| Utilities                                | \$ 13,941                            | \$ 48,655                   | \$ 62,596         | \$ 13,696                            | \$ 39,910                   | \$ 53,606         |
| Casualty & Liability                     | \$ 37,864                            | \$ 44,886                   | \$ 82,750         | \$ 31,071                            | \$ 44,886                   | \$ 75,957         |
| Taxes                                    | \$ 686                               | \$ 480                      | \$ 1,166          | \$ 556                               | \$ 246                      | \$ 802            |
| Miscellaneous                            | \$ 863                               | \$ 0                        | \$ 863            | \$ 1,671                             | \$ 0                        | \$ 1,671          |
| Interest                                 | \$ 0                                 | \$ 0                        | \$ 0              | \$ 0                                 | \$ 0                        | \$ 0              |
| Leases & Rentals                         | \$ 12,532                            | \$ 0                        | \$ 12,532         | \$ 11,153                            | \$ 0                        | \$ 11,153         |
| Capital Purchases                        | \$ 75,958                            | \$ 0                        | \$ 75,958         | \$ 72,739                            | \$ 0                        | \$ 72,739         |
| Contributed Services                     | \$ 19,313                            | \$ 0                        | \$ 19,313         | \$ 22,758                            | \$ 0                        | \$ 22,758         |
| Allocated Indirect Expenses              | \$ 0                                 | \$ 0                        | \$ 0              | \$ 0                                 | \$ 0                        | \$ 0              |
| <b>Purchased Transportation Services</b> |                                      |                             |                   |                                      |                             |                   |
| Bus Pass                                 | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| School Board (School Bus)                | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| Transportation Network Companies (TNC)   | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| Taxi                                     | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| Contracted Operator                      | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| <b>Total - Expense Sources</b>           | <b>\$ 558,954</b>                    | <b>\$ 142,053</b>           | <b>\$ 701,007</b> | <b>\$ 509,581</b>                    | <b>\$ 127,944</b>           | <b>\$ 637,525</b> |

## IX LEVEL OF COMPETITION

### 1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? 1

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

Yes \_\_\_\_\_

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

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

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

**X LEVEL OF COORDINATION**

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

Suwannee River Economic Council, Inc. distributes brochures in the community.

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

Suwannee River Economic Council, Inc. determines all passenger eligibility except for passengers sponsored by Florida's Managed Medical Care Program.

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

Individuals call Suwannee River Economic Council, Inc. to schedule all trips except trips provided through Florida's Managed Medical Care Program.

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

Suwannee River Economic Council, Inc. handles all trip reservations except trip reservations for Florida's Managed Medical Care Program.

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

Not applicable. No subcontracted operators.

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

Suwannee River Economic Council, Inc. schedules all trips except for trips sponsored by Florida's Managed Medical Care Program.

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

Not applicable. No subcontracted operators.





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Lafayette • Levy • Madison  
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October 5, 2021

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

RECOMMENDATION

**Elect a Vice-Chair.**

BACKGROUND

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

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

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October 5, 2021

TO: Bradford County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee Members

RECOMMENDATION

**The Chair needs to appoint two (2) Board members to the Grievance Committee.**

BACKGROUND

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

- Jeff Aboumrad, Florida Department of Education Representative
- Barbara Fischer, Veterans Representative
- John Wisker, Florida Department of Children and Families Representative

Currently, there are two (2) vacancies on the Grievance Committee. Therefore, the Chair needs to appoint two (2) Board members to this Committee.

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







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October 5, 2021

TO: Bradford County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2020/2021 Annual Operating Report

RECOMMENDATION

**Review Suwannee River Economic Council, Inc's 2020/2021 Annual Operating Report.**

BACKGROUND

Suwannee River Economic Council, Inc. is required to submit an annual operating report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is Suwannee River Economic Council, Inc.'s 2020/2021 Annual Operating Report.

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

Attachment

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## CTC Organization

County: Bradford

Fiscal Year: 7/1/2020 - 6/30/2021

CTC Status: Submitted

CTD Status: Under Review

Date Initiated: 7/16/2021

**CTC Organization Name:** Suwannee River Economic Council, Inc.

**Address:** PO Box 70

**City:** Live Oak

**State:** FL

**Zip Code:** 32064

**Organization Type:** Private Non Profit

**Network Type:** Partial Brokerage

**Operating Environment:** Rural

**Transportation Operators:** No

**Number of Transportation Operators:** 0

**Coordination Contractors:** Yes

**Number of Coordination Contractors:** 1

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Danny Riddick

**CTC Contact:** Matt Pearson

**CTC Contact Title:** Executive Director

**CTC Contact Email:** mattpearson@suwanneec.net

**Phone:** (386) 362-4115

### CTC Certification

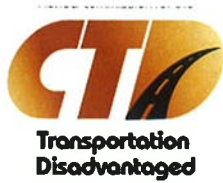
I, Matt Pearson, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

### LCB Certification

I, Danny Riddick, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



## Organization – Coordination Contractor

**County:** Bradford

**CTC Status:** Submitted

**CTC Organization:** Suwannee River Economic Council, Inc.

**Fiscal Year:** 7/1/2020 - 6/30/2021

**Upload Date:** 9/8/2021

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**Coordination Contractor Name:** The Arc of Bradford County  
**Address:** 1351 S. Water St.  
**City:** Starke  
**State:** FL  
**Zip Code:** 32091  
**Organization Type:** Private Non Profit  
**Operating Environment:** Rural  
**Provide Out of County Trips:** Yes  
**Who Do You Serve:** Bradford, Union and Clay Counties  
**Contact Person:** Sherry Ruszkowski  
**Contact Title:** Executive Director  
**Contact Email:** sherry@arcbradford.org  
**Phone:** (904) 964-7699

### Coordination Contractor Certification

By submission of this form, I, Sherry Ruszkowski, as the authorized representative of The Arc of Bradford County, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_



# CTC Trips

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

|   | Selected Reporting Period      |                          |               | Previous Reporting Period      |                          |               |
|---|--------------------------------|--------------------------|---------------|--------------------------------|--------------------------|---------------|
|   | CTC & Transportation Operators | Coordination Contractors | Total         | CTC & Transportation Operators | Coordination Contractors | Total         |
| <b>Service Type - One Way</b>   |                                |                          |               |                                |                          |               |
| Fixed Route/Fixed Schedule  |                                |                          |               |                                |                          |               |
| Daily Pass Trips  | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| Weekly Pass Trips   | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| Monthly Pass Trips  | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| Deviated Fixed Route Service  | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| Complementary ADA Service   | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| Paratransit   |                                |                          |               |                                |                          |               |
| Ambulatory  | 7,327                          | 7,641                    | 14,968        | 8,971                          | 7,421                    | 16,392        |
| Non-Ambulatory  | 2,017                          | 1,920                    | 3,937         | 2,091                          | 1,621                    | 3,712         |
| Stretcher   | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| Transportation Network Companies  | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| Taxi  | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| School Board (School Bus)   | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| Volunteers  | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| <b>Total - Service Type</b>   | <b>9,344</b>                   | <b>9,561</b>             | <b>18,905</b> | <b>11,062</b>                  | <b>9,042</b>             | <b>20,104</b> |
| <b>Contracted Transportation Operator</b>   |                                |                          |               |                                |                          |               |
| How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC) | 0                              | N/A                      | 0             | 0                              | N/A                      | 0             |
| <b>Total - Contracted Transportation Operator Trips</b>   | <b>0</b>                       | <b>0</b>                 | <b>0</b>      | <b>0</b>                       | <b>0</b>                 | <b>0</b>      |
| <b>Revenue Source - One Way</b>   |                                |                          |               |                                |                          |               |
| Agency for Health Care Administration (AHCA)  | 4,431                          | 0                        | 4,431         | 3,150                          | 0                        | 3,150         |
| Agency for Persons with Disabilities (APD)  | 0                              | 9,561                    | 9,561         | 0                              | 9,042                    | 9,042         |
| Comm for the Transportation Disadvantaged (CTD)   | 3,979                          | N/A                      | 3,979         | 6,788                          | N/A                      | 6,788         |
| Dept of Economic Opportunity (DEO)  | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| Dept of Children and Families (DCF)   | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| Dept of Education (DOE)   | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| Dept of Elder Affairs (DOEA)  | 0                              | 0                        | 0             | 1,052                          | 0                        | 1,052         |
| Dept of Health (DOH)  | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| Dept of Juvenile Justice (DJJ)  | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| Dept of Transportation (DOT)  | 934                            | 0                        | 934           | 72                             | 0                        | 72            |
| Local Government  | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| Local Non-Government  | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| Other Federal & State Programs  | 0                              | 0                        | 0             | 0                              | 0                        | 0             |
| <b>Total - Revenue Source</b>   | <b>9,344</b>                   | <b>9,561</b>             | <b>18,905</b> | <b>11,062</b>                  | <b>9,042</b>             | <b>20,104</b> |



## CTC Trips (cont'd)

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

|  | Selected Reporting Period            |                             |               | Previous Reporting Period            |                             |               |
|--|--------------------------------------|-----------------------------|---------------|--------------------------------------|-----------------------------|---------------|
|  | CTC &<br>Transportation<br>Operators | Coordination<br>Contractors | Total         | CTC &<br>Transportation<br>Operators | Coordination<br>Contractors | Total         |
| <b>Passenger Type - One Way</b>                  |                                      |                             |               |                                      |                             |               |
| Older Adults                                     | 0                                    | 0                           | 0             | 1,052                                | 0                           | 1,052         |
| Children At Risk                                 | 118                                  | 0                           | 118           | 87                                   | 0                           | 87            |
| Persons With Disabilities                        | 2,017                                | 9,561                       | 11,578        | 2,091                                | 9,042                       | 11,133        |
| Low Income                                       | 7,209                                | 0                           | 7,209         | 7,832                                | 0                           | 7,832         |
| Other  | 0                                    | 0                           | 0             | 0                                    | 0                           | 0             |
| <b>Total - Passenger Type</b>                    | <b>9,344</b>                         | <b>9,561</b>                | <b>18,905</b> | <b>11,062</b>                        | <b>9,042</b>                | <b>20,104</b> |
| <b>Trip Purpose - One Way</b>                    |                                      |                             |               |                                      |                             |               |
| Medical  | 9,034                                | 291                         | 9,325         | 9,366                                | 96                          | 9,462         |
| Employment                                       | 28                                   | 0                           | 28            | 8                                    | 0                           | 8             |
| Education/Training/Daycare                       | 1                                    | 9,270                       | 9,271         | 0                                    | 8,946                       | 8,946         |
| Nutritional                                      | 4                                    | 0                           | 4             | 1,559                                | 0                           | 1,559         |
| Life-Sustaining/Other                            | 277                                  | 0                           | 277           | 129                                  | 0                           | 129           |
| <b>Total - Trip Purpose</b>                      | <b>9,344</b>                         | <b>9,561</b>                | <b>18,905</b> | <b>11,062</b>                        | <b>9,042</b>                | <b>20,104</b> |
| <b>Unduplicated Passenger Head Count (UDPHC)</b> |                                      |                             |               |                                      |                             |               |
| UDPHC  | 507                                  | 37                          | 544           | 800                                  | 39                          | 839           |
| <b>Total - UDPHC</b>                             | <b>507</b>                           | <b>37</b>                   | <b>544</b>    | <b>800</b>                           | <b>39</b>                   | <b>839</b>    |
| <b>Unmet &amp; No Shows</b>                      |                                      |                             |               |                                      |                             |               |
| Unmet Trip Requests                              | 0                                    | N/A                         | 0             | 75                                   | N/A                         | 75            |
| No Shows   | 570                                  | N/A                         | 570           | 443                                  | N/A                         | 443           |
| <b>Customer Feedback</b>                         |                                      |                             |               |                                      |                             |               |
| Complaints                                       | 0                                    | N/A                         | 0             | 1                                    | N/A                         | 1             |
| Commendations                                    | 0                                    | N/A                         | 0             | 0                                    | N/A                         | 0             |





## Coordination Contractor Trips

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/8/2021

Coordination Contractor: The Arc of Bradford County

|   | Selected Reporting Period | Previous Reporting Period |
|---|---------------------------|---------------------------|
|   | Coordination Contractors  | Coordination Contractors  |
| <b>Service Type - One Way</b>   |                           |                           |
| Fixed Route/Fixed Schedule  |                           |                           |
| Daily Pass Trips  | N/A                       | N/A                       |
| Weekly Pass Trips   | N/A                       | N/A                       |
| Monthly Pass Trips  | N/A                       | N/A                       |
| Deviated Fixed Route Service  | N/A                       | N/A                       |
| Complementary ADA Service   | N/A                       | N/A                       |
| Paratransit   |                           |                           |
| Ambulatory  | 7,641                     | 0                         |
| Non-Ambulatory  | 1,920                     | 0                         |
| Stretcher   | 0                         | 0                         |
| Transportation Network Companies  | N/A                       | N/A                       |
| Taxi  | N/A                       | N/A                       |
| School Board (School Bus)   | N/A                       | N/A                       |
| Volunteers  | N/A                       | N/A                       |
| <b>Total - Service Type</b>   | <b>9,561</b>              | <b>0</b>                  |
| <b>Contracted Transportation Operator</b>   |                           |                           |
| How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC) | N/A                       | N/A                       |
| <b>Total - Contracted Transportation Operator Trips</b>   | <b>0</b>                  | <b>0</b>                  |
| <b>Revenue Source - One Way</b>   |                           |                           |
| Agency for Health Care Administration (AHCA)  | 0                         | 0                         |
| Agency for Persons with Disabilities (APD)  | 9,561                     | 0                         |
| Comm for the Transportation Disadvantaged (CTD)   | N/A                       | N/A                       |
| Dept of Economic Opportunity (DEO)  | 0                         | 0                         |
| Dept of Children and Families (DCF)   | 0                         | 0                         |
| Dept of Education (DOE)   | 0                         | 0                         |
| Dept of Elder Affairs (DOEA)  | 0                         | 0                         |
| Dept of Health (DOH)  | 0                         | 0                         |
| Dept of Juvenile Justice (DJJ)  | 0                         | 0                         |
| Dept of Transportation (DOT)  | 0                         | 0                         |
| Local Government  | 0                         | 0                         |
| Local Non-Government  | 0                         | 0                         |
| Other Federal & State Programs  | 0                         | 0                         |
| <b>Total - Revenue Source</b>   | <b>9,561</b>              | <b>0</b>                  |



## Coordination Contractor Trips (cont'd)

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/8/2021

Coordination Contractor: The Arc of Bradford  
County

|  | Selected Reporting<br>Period<br>Coordination<br>Contractors | Previous Reporting<br>Period<br>Coordination<br>Contractors |
|--|---|---|
| <b>Passenger Type - One Way</b>                  |   |   |
| Older Adults                                     | 0   | 0   |
| Children At Risk                                 | 0   | 0   |
| Persons With Disabilities                        | 9,561   | 0   |
| Low Income                                       | 0   | 0   |
| Other  | 0   | 0   |
| <b>Total - Passenger Type</b>                    | <b>9,561</b>  | <b>0</b>  |
| <b>Trip Purpose - One Way</b>                    |   |   |
| Medical  | 291   | 0   |
| Employment                                       | 0   | 0   |
| Education/Training/Daycare                       | 9,270   | 0   |
| Nutritional                                      | 0   | 0   |
| Life-Sustaining/Other                            | 0   | 0   |
| <b>Total - Trip Purpose</b>                      | <b>9,561</b>  | <b>0</b>  |
| <b>Unduplicated Passenger Head Count (UDPHC)</b> |   |   |
| UDPHC  | 37  | 0   |
| <b>Total - UDPHC</b>                             | <b>37</b>   | <b>0</b>  |
| <b>Unmet &amp; No Shows</b>                      |   |   |
| Unmet Trip Requests                              | N/A   | N/A   |
| No Shows   | N/A   | N/A   |
| <b>Customer Feedback</b>                         |   |   |
| Complaints                                       | N/A   | N/A   |
| Commendations                                    | N/A   | N/A   |





## CTC Vehicles & Drivers

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

|  | Selected Reporting Period      |                          |                | Previous Reporting Period      |                          |                |
|--|--------------------------------|--------------------------|----------------|--------------------------------|--------------------------|----------------|
|  | CTC & Transportation Operators | Coordination Contractors | Total          | CTC & Transportation Operators | Coordination Contractors | Total          |
| <b>Vehicle Miles</b>                         |                                |                          |                |                                |                          |                |
| Deviated Fixed Route Miles                   | 0                              | N/A                      | 0              | 0                              | N/A                      | 0              |
| Complementary ADA Service Miles              | 0                              | N/A                      | 0              | 0                              | N/A                      | 0              |
| Paratransit Miles                            | 73,918                         | 61,601                   | 135,519        | 123,069                        | 63,670                   | 186,739        |
| Transportation Network Companies (TNC) Miles | 0                              | N/A                      | 0              | 0                              | N/A                      | 0              |
| Taxi Miles                                   | 0                              | N/A                      | 0              | 0                              | N/A                      | 0              |
| School Board (School Bus) Miles              | 0                              | N/A                      | 0              | 0                              | N/A                      | 0              |
| Volunteers Miles                             | 0                              | N/A                      | 0              | 0                              | N/A                      | 0              |
| <b>Total - Vehicle Miles</b>                 | <b>73,918</b>                  | <b>61,601</b>            | <b>135,519</b> | <b>123,069</b>                 | <b>63,670</b>            | <b>186,739</b> |
| <b>Roadcalls &amp; Accidents</b>             |                                |                          |                |                                |                          |                |
| Roadcalls                                    | 3                              | 0                        | 3              | 3                              | 0                        | 3              |
| Chargeable Accidents                         | 0                              | 0                        | 0              | 0                              | 0                        | 0              |
| <b>Vehicle Inventory</b>                     |                                |                          |                |                                |                          |                |
| Total Number of Vehicles                     | 7                              | 8                        | 15             | 7                              | 6                        | 13             |
| Number of Wheelchair Accessible Vehicles     | 7                              | 7                        | 14             | 7                              | 5                        | 12             |
| <b>Drivers</b>                               |                                |                          |                |                                |                          |                |
| Number of Full Time & Part Time Drivers      | 0                              | 14                       | 14             | 8                              | 19                       | 27             |
| Number of Volunteer Drivers                  | 0                              | 0                        | 0              | 0                              | 0                        | 0              |



## Coordination Contractor Vehicles & Drivers

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/8/2021

Coordination Contractor: The Arc of Bradford  
County

|  | Selected Reporting<br>Period<br>Coordination<br>Contractors | Previous Reporting<br>Period<br>Coordination<br>Contractors |
|--|---|---|
| <b>Vehicle Miles</b>                         |   |   |
| Deviated Fixed Route Miles                   | N/A   | N/A   |
| Complementary ADA Service Miles              | N/A   | N/A   |
| Paratransit Miles                            | 61,601  | 0   |
| Transportation Network Companies (TNC) Miles | N/A   | N/A   |
| Taxi Miles                                   | N/A   | N/A   |
| School Board (School Bus) Miles              | N/A   | N/A   |
| Volunteers Miles                             | N/A   | N/A   |
| <b>Total - Vehicle Miles</b>                 | <b>61,601</b>   | <b>0</b>  |
| <b>Roadcalls &amp; Accidents</b>             |   |   |
| Roadcalls                                    | 0   | 0   |
| Chargeable Accidents                         | 0   | 0   |
| <b>Vehicle Inventory</b>                     |   |   |
| Total Number of Vehicles                     | 8   | 0   |
| Number of Wheelchair Accessible Vehicles     | 7   | 0   |
| <b>Drivers</b>                               |   |   |
| Number of Full Time & Part Time Drivers      | 14  | 0   |
| Number of Volunteer Drivers                  | 0   | 0   |



## CTC Revenue Sources

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

| Revenue Sources  | Selected Reporting Period      |                          |                   | Previous Reporting Period      |                          |                   |
|--|--------------------------------|--------------------------|-------------------|--------------------------------|--------------------------|-------------------|
|  | CTC & Transportation Operators | Coordination Contractors | Total             | CTC & Transportation Operators | Coordination Contractors | Total             |
| <b>Revenue Sources</b>                                       |                                |                          |                   |                                |                          |                   |
| Agency for Health Care Administration (AHCA)                 | \$ 123,813                     | \$ 0                     | \$ 123,813        | \$ 88,771                      | \$ 0                     | \$ 88,771         |
| Agency for Persons with Disabilities (APD)                   | \$ 0                           | \$ 118,106               | \$ 118,106        | \$ 0                           | \$ 115,724               | \$ 115,724        |
| Dept of Economic Opportunity (DEO)                           | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Dept of Children and Families (DCF)                          | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Dept of Education (DOE)                                      | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Dept of Elder Affairs (DOEA)                                 | \$ 0                           | \$ 0                     | \$ 0              | \$ 16,159                      | \$ 0                     | \$ 16,159         |
| Dept of Health (DOH)   | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Dept of Juvenile Justice (DJJ)                               | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| <b>Commission for the Transportation Disadvantaged (CTD)</b> |                                |                          |                   |                                |                          |                   |
| Non-Sponsored Trip Program                                   | \$ 173,817                     | N/A                      | \$ 173,817        | \$ 206,975                     | N/A                      | \$ 206,975        |
| Non-Sponsored Capital Equipment                              | \$ 0                           | N/A                      | \$ 0              | \$ 0                           | N/A                      | \$ 0              |
| Rural Capital Equipment                                      | \$ 0                           | N/A                      | \$ 0              | \$ 72,546                      | N/A                      | \$ 72,546         |
| TD Other   | \$ 0                           | N/A                      | \$ 0              | \$ 2,810                       | N/A                      | \$ 2,810          |
| <b>Department of Transportation (DOT)</b>                    |                                |                          |                   |                                |                          |                   |
| 49 USC 5307  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| 49 USC 5310  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| 49 USC 5311  | \$ 426,588                     | \$ 0                     | \$ 426,588        | \$ 244,940                     | \$ 0                     | \$ 244,940        |
| 49 USC 5311 (f)  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Block Grant  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Service Development  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Commuter Assistance Program                                  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Other DOT  | \$ 75,738                      | \$ 0                     | \$ 75,738         | \$ 0                           | \$ 0                     | \$ 0              |
| <b>Local Government</b>                                      |                                |                          |                   |                                |                          |                   |
| School Board (School Bus)                                    | \$ 0                           | N/A                      | \$ 0              | \$ 0                           | N/A                      | \$ 0              |
| County Cash  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| County In-Kind   | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| City Cash  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| City In-Kind   | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Other Cash   | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Other In-Kind  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| <b>Local Non-Government</b>                                  |                                |                          |                   |                                |                          |                   |
| Farebox  | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Donations/Contributions                                      | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| In-Kind Services   | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Other Non-Government   | \$ 19,313                      | \$ 0                     | \$ 19,313         | \$ 23,208                      | \$ 0                     | \$ 23,208         |
| <b>Other Federal &amp; State Programs</b>                    |                                |                          |                   |                                |                          |                   |
| Other Federal Programs                                       | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| Other State Programs   | \$ 0                           | \$ 0                     | \$ 0              | \$ 0                           | \$ 0                     | \$ 0              |
| <b>Total - Revenue Sources</b>                               | <b>\$ 819,269</b>              | <b>\$ 118,106</b>        | <b>\$ 937,375</b> | <b>\$ 655,409</b>              | <b>\$ 115,724</b>        | <b>\$ 771,133</b> |





## Coordination Contractor Revenue Sources

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/8/2021

Coordination Contractor: The Arc of Bradford County

| Revenue Sources  | Selected Reporting Period | Previous Reporting Period |
|--|---------------------------|---------------------------|
|  | Coordination Contractors  | Coordination Contractors  |
| <b>Revenue Sources</b>                                       |                           |                           |
| Agency for Health Care Administration (AHCA)                 | \$ 0                      | \$ 0                      |
| Agency for Persons with Disabilities (APD)                   | \$ 118,106                | \$ 0                      |
| Dept of Economic Opportunity (DEO)                           | \$ 0                      | \$ 0                      |
| Dept of Children and Families (DCF)                          | \$ 0                      | \$ 0                      |
| Dept of Education (DOE)                                      | \$ 0                      | \$ 0                      |
| Dept of Elder Affairs (DOEA)                                 | \$ 0                      | \$ 0                      |
| Dept of Health (DOH)   | \$ 0                      | \$ 0                      |
| Dept of Juvenile Justice (DJJ)                               | \$ 0                      | \$ 0                      |
| <b>Commission for the Transportation Disadvantaged (CTD)</b> |                           |                           |
| Non-Sponsored Trip Program                                   | N/A                       | N/A                       |
| Non-Sponsored Capital Equipment                              | N/A                       | N/A                       |
| Rural Capital Equipment                                      | N/A                       | N/A                       |
| TD Other   | N/A                       | N/A                       |
| <b>Department of Transportation (DOT)</b>                    |                           |                           |
| 49 USC 5307  | \$ 0                      | \$ 0                      |
| 49 USC 5310  | \$ 0                      | \$ 0                      |
| 49 USC 5311  | \$ 0                      | \$ 0                      |
| 49 USC 5311 (f)  | \$ 0                      | \$ 0                      |
| Block Grant  | \$ 0                      | \$ 0                      |
| Service Development  | \$ 0                      | \$ 0                      |
| Commuter Assistance Program                                  | \$ 0                      | \$ 0                      |
| Other DOT  | \$ 0                      | \$ 0                      |
| <b>Local Government</b>                                      |                           |                           |
| School Board (School Bus)                                    | N/A                       | N/A                       |
| County Cash  | \$ 0                      | \$ 0                      |
| County In-Kind   | \$ 0                      | \$ 0                      |
| City Cash  | \$ 0                      | \$ 0                      |
| City In-Kind   | \$ 0                      | \$ 0                      |
| Other Cash   | \$ 0                      | \$ 0                      |
| Other In-Kind  | \$ 0                      | \$ 0                      |
| <b>Local Non-Government</b>                                  |                           |                           |
| Farebox  | \$ 0                      | \$ 0                      |
| Donations/Contributions                                      | \$ 0                      | \$ 0                      |
| In-Kind Services   | \$ 0                      | \$ 0                      |
| Other Non-Government   | \$ 0                      | \$ 0                      |
| <b>Other Federal &amp; State Programs</b>                    |                           |                           |
| Other Federal Programs                                       | \$ 0                      | \$ 0                      |
| Other State Programs   | \$ 0                      | \$ 0                      |
| <b>Total - Revenue Sources</b>                               | <b>\$ 118,106</b>         | <b>\$ 0</b>               |



## CTC Expense Sources

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

|  | Selected Reporting Period            |                             |                   | Previous Reporting Period            |                             |                   |
|--|--------------------------------------|-----------------------------|-------------------|--------------------------------------|-----------------------------|-------------------|
|  | CTC &<br>Transportation<br>Operators | Coordination<br>Contractors | Total             | CTC &<br>Transportation<br>Operators | Coordination<br>Contractors | Total             |
| <b>Expense Sources</b>                   |                                      |                             |                   |                                      |                             |                   |
| Labor                                    | \$ 216,883                           | \$ 33,649                   | \$ 250,532        | \$ 189,036                           | \$ 32,934                   | \$ 221,970        |
| Fringe Benefits                          | \$ 127,286                           | \$ 0                        | \$ 127,286        | \$ 114,226                           | \$ 0                        | \$ 114,226        |
| Services                                 | \$ 16,985                            | \$ 940                      | \$ 17,925         | \$ 16,433                            | \$ 940                      | \$ 17,373         |
| Materials & Supplies Consumed            | \$ 36,643                            | \$ 13,443                   | \$ 50,086         | \$ 36,242                            | \$ 9,028                    | \$ 45,270         |
| Utilities                                | \$ 13,941                            | \$ 48,655                   | \$ 62,596         | \$ 13,696                            | \$ 39,910                   | \$ 53,606         |
| Casualty & Liability                     | \$ 37,864                            | \$ 44,886                   | \$ 82,750         | \$ 31,071                            | \$ 44,886                   | \$ 75,957         |
| Taxes                                    | \$ 686                               | \$ 480                      | \$ 1,166          | \$ 556                               | \$ 246                      | \$ 802            |
| Miscellaneous                            | \$ 863                               | \$ 0                        | \$ 863            | \$ 1,671                             | \$ 0                        | \$ 1,671          |
| Interest                                 | \$ 0                                 | \$ 0                        | \$ 0              | \$ 0                                 | \$ 0                        | \$ 0              |
| Leases & Rentals                         | \$ 12,532                            | \$ 0                        | \$ 12,532         | \$ 11,153                            | \$ 0                        | \$ 11,153         |
| Capital Purchases                        | \$ 75,958                            | \$ 0                        | \$ 75,958         | \$ 72,739                            | \$ 0                        | \$ 72,739         |
| Contributed Services                     | \$ 19,313                            | \$ 0                        | \$ 19,313         | \$ 22,758                            | \$ 0                        | \$ 22,758         |
| Allocated Indirect Expenses              | \$ 0                                 | \$ 0                        | \$ 0              | \$ 0                                 | \$ 0                        | \$ 0              |
| <b>Purchased Transportation Services</b> |                                      |                             |                   |                                      |                             |                   |
| Bus Pass                                 | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| School Board (School Bus)                | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| Transportation Network Companies (TNC)   | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| Taxi                                     | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| Contracted Operator                      | \$ 0                                 | N/A                         | \$ 0              | \$ 0                                 | N/A                         | \$ 0              |
| <b>Total - Expense Sources</b>           | <b>\$ 558,954</b>                    | <b>\$ 142,053</b>           | <b>\$ 701,007</b> | <b>\$ 509,581</b>                    | <b>\$ 127,944</b>           | <b>\$ 637,525</b> |



## Coordination Contractor Expense Sources

County: Bradford

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/8/2021

Coordination Contractor: The Arc of Bradford  
County

| Expense Sources                          | Selected Reporting<br>Period | Previous Reporting<br>Period |
|--|------------------------------|------------------------------|
|  | Coordination<br>Contractors  | Coordination<br>Contractors  |
| Labor                                    | \$ 33,649                    | \$ 0                         |
| Fringe Benefits                          | \$ 0                         | \$ 0                         |
| Services                                 | \$ 940                       | \$ 0                         |
| Materials & Supplies Consumed            | \$ 13,443                    | \$ 0                         |
| Utilities                                | \$ 48,655                    | \$ 0                         |
| Casualty & Liability                     | \$ 44,886                    | \$ 0                         |
| Taxes                                    | \$ 480                       | \$ 0                         |
| Miscellaneous                            | \$ 0                         | \$ 0                         |
| Interest                                 | \$ 0                         | \$ 0                         |
| Leases & Rentals                         | \$ 0                         | \$ 0                         |
| Capital Purchases                        | \$ 0                         | \$ 0                         |
| Contributed Services                     | \$ 0                         | \$ 0                         |
| Allocated Indirect Expenses              | \$ 0                         | \$ 0                         |
| <b>Purchased Transportation Services</b> |                              |                              |
| Bus Pass                                 | N/A                          | N/A                          |
| School Board (School Bus)                | N/A                          | N/A                          |
| Transportation Network Companies (TNC)   | N/A                          | N/A                          |
| Taxi                                     | N/A                          | N/A                          |
| Contracted Operator                      | N/A                          | N/A                          |
| <b>Total - Expense Sources</b>           | <b>\$ 142,053</b>            | <b>\$ 0</b>                  |

County: Bradford  
 CTC: Suwannee River Economic Council, Inc.  
 Contact: Matt Pearson  
 PO Box 70  
 Live Oak, FL 32064  
 386-362-4115

Email: mattpearson@suwanneec.net

| Demographics            | Number |
|-------------------------|--------|
| Total County Population | 0      |
| Unduplicated Head Count | 544    |



| <b>Trips By Type of Service</b> | <b>2019</b>   | <b>2020</b>   | <b>2021</b>   | <b>Vehicle Data</b> | <b>2019</b> | <b>2020</b> | <b>2021</b> |
|---------------------------------|---------------|---------------|---------------|---------------------|-------------|-------------|-------------|
| Fixed Route (FR)                | 0             | 0             | 0             | Vehicle Miles       | 236,803     | 186,739     | 135,519     |
| Deviated FR                     | 0             | 0             | 0             | Roadcalls           | 2           | 3           | 3           |
| Complementary ADA               | 0             | 0             | 0             | Accidents           | 0           | 0           | 0           |
| Paratransit                     | 25,919        | 20,104        | 18,905        | Vehicles            | 13          | 13          | 15          |
| TNC                             | 0             | 0             | 0             | Drivers             | 29          | 27          | 14          |
| Taxi                            | 0             | 0             | 0             |                     |             |             |             |
| School Board (School Bus)       | 0             | 0             | 0             |                     |             |             |             |
| Volunteers                      | 0             | 0             | 0             |                     |             |             |             |
| <b>TOTAL TRIPS</b>              | <b>25,919</b> | <b>20,104</b> | <b>18,905</b> |                     |             |             |             |

#### Passenger Trips By Trip Purpose

|                       |               |               |               |
|-----------------------|---------------|---------------|---------------|
| Medical               | 10,997        | 9,462         | 9,325         |
| Employment            | 5             | 8             | 28            |
| Ed/Train/DayCare      | 11,770        | 8,946         | 9,271         |
| Nutritional           | 1,698         | 1,559         | 4             |
| Life-Sustaining/Other | 1,449         | 129           | 277           |
| <b>TOTAL TRIPS</b>    | <b>25,919</b> | <b>20,104</b> | <b>18,905</b> |

#### Passenger Trips By Revenue Source

|                    |               |               |               |
|--------------------|---------------|---------------|---------------|
| CTD                | 7,448         | 6,788         | 3,979         |
| AHCA               | 2,880         | 3,150         | 4,431         |
| APD                | 11,768        | 9,042         | 9,561         |
| DOEA               | 1,353         | 1,052         | 0             |
| DOE                | 0             | 0             | 0             |
| Other              | 2,470         | 72            | 934           |
| <b>TOTAL TRIPS</b> | <b>25,919</b> | <b>20,104</b> | <b>18,905</b> |

#### Trips by Provider Type

|                         |               |               |               |
|-------------------------|---------------|---------------|---------------|
| CTC                     | 14,151        | 11,062        | 9,344         |
| Transportation Operator | 0             | 0             | 0             |
| Coordination Contractor | 11,768        | 9,042         | 9,561         |
| <b>TOTAL TRIPS</b>      | <b>25,919</b> | <b>20,104</b> | <b>18,905</b> |

#### Financial and General Data

|                     |           |           |           |
|---------------------|-----------|-----------|-----------|
| Expenses            | \$723,786 | \$637,525 | \$701,007 |
| Revenues            | \$820,777 | \$771,133 | \$937,375 |
| Commendations       | 0         | 0         | 0         |
| Complaints          | 0         | 1         | 0         |
| Passenger No-Shows  | 349       | 443       | 570       |
| Unmet Trip Requests | 43        | 75        | 0         |

#### Performance Measures

|                             |         |         |         |
|-----------------------------|---------|---------|---------|
| Accidents per 100,000 Miles | 0       | 0       | 0       |
| Miles between Roadcalls     | 118,402 | 62,246  | 45,173  |
| Avg. Trips per Passenger    | 36.20   | 23.96   | 34.75   |
| Cost per Trip               | \$27.92 | \$31.71 | \$37.08 |
| Cost per Paratransit Trip   | \$27.92 | \$31.71 | \$37.08 |
| Cost per Total Mile         | \$3.06  | \$3.41  | \$5.17  |
| Cost per Paratransit Mile   | \$3.06  | \$3.41  | \$5.17  |







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October 5, 2021

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

RECOMMENDATION

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

BACKGROUND

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

1. April - June 2021 Operations Report;
2. 2021/22 Trip & Equipment Grant Report;
3. April - June 2021 Complaint/Commendation Report; and
4. April - June 2021 Trip Denial Report.

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

Attachments

T:\Lynn\TD2021\Bradford\Memos\statoc.docx



**QUARTERLY OPERATING REPORT  
BRADFORD COUNTY  
APRIL - JUNE 2021**

| OPERATING DATA  | Suwannee River<br>Economic Council, Inc. | ARC of Bradford | TOTAL           |
|---|--|-----------------|-----------------|
| <b>NUMBER OF INVOICED TRIPS</b>   | <b>2,493</b>                             | <b>0</b>        | <b>2,493</b>    |
| Florida Department of Elder Affairs   | 0  |                 | 0               |
| Trip & Equipment Grant (Transportation Disadvantaged Program)                   | 1,049                                    |                 | 1,049           |
| Florida Agency for Persons with Disabilities                                    | 0  |                 | 0               |
| Florida Managed Medical Care Program (Medicaid)                                 | 1,188                                    |                 | 1,188           |
| Innovation and Service Development Grant (Transportation Disadvantaged Program) | 0  |                 | 0               |
| Community Trips   | 256                                      |                 | 256             |
| <b>TOTAL VEHICLE MILES</b>  | <b>43,161</b>                            |                 | <b>43,161</b>   |
| <b>TOTAL DOLLARS INVOICED</b>   | <b>\$80,354.38</b>                       | <b>\$0.00</b>   | <b>\$80,354</b> |
| Florida Department of Elder Affairs   | \$0.00                                   |                 | \$0             |
| Trip & Equipment Grant (Transportation Disadvantaged Program)                   | \$46,197.71                              |                 | \$46,198        |
| Florida Agency for Persons with Disabilities                                    | \$0.00                                   |                 | \$0             |
| Florida Managed Medical Care Program (Medicaid)                                 | \$34,156.67                              |                 | \$34,157        |
| Innovation and Service Development Grant (Transportation Disadvantaged Program) | \$0.00                                   |                 | \$0             |
| Community Trips   | \$0.00                                   |                 | \$0             |
| <b>AVERAGE COST PER TRIP</b>  | <b>\$32.23</b>                           | <b>\$0.00</b>   | <b>\$32.23</b>  |
| Florida Department of Elder Affairs   | #DIV/0!                                  | \$0             | #DIV/0!         |
| Trip & Equipment Grant (Transportation Disadvantaged Program)                   | \$44.04                                  | \$0             | \$44.04         |
| Florida Agency for Persons with Disabilities                                    | \$0                                      | #DIV/0!         | #DIV/0!         |
| Florida Managed Medical Care Program (Medicaid)                                 | \$28.75                                  | \$0             | \$28.75         |
| Innovation and Service Development Grant (Transportation Disadvantaged Program) | #DIV/0!                                  | \$0             | #DIV/0!         |
| Community Trips   | \$313.88                                 | \$0             |                 |
| <b>AVERAGE COST PER MILE</b>  | <b>\$1.86</b>                            | <b>#DIV/0!</b>  | <b>\$1.86</b>   |
| <b>TRIP PURPOSE*</b>  | <b>-</b>                                 | <b>-</b>        | <b>-</b>        |
| Medical   | 2,344                                    |                 | 2,344           |
| Employment  | 0  |                 | 0               |
| Education/Training  | 0  |                 | 0               |
| Fixed   | 0  |                 | 0               |
| Inclusion   | 0  |                 | 0               |
| Shopping  | 121                                      |                 | 121             |
| Meal Site   | 0  |                 | 0               |
| Recreation  | 0  |                 | 0               |
| Other   | 28                                       |                 | 28              |
| <b>NUMBER OF ACCIDENTS</b>  | <b>0</b>                                 |                 | <b>0</b>        |
| <b>NUMBER OF VEHICLES</b>   | <b>8</b>                                 |                 | <b>8</b>        |
| <b>NUMBER OF ROADCALLS</b>  | <b>3</b>                                 |                 | <b>3</b>        |

Source: Suwannee River Economic Council, Inc.

**QUARTERLY OPERATING REPORT  
BRADFORD COUNTY  
APRIL - JUNE 2020**

| OPERATING DATA  | TOTAL           |
|---|-----------------|
| <b>NUMBER OF INVOICED TRIPS</b>   | <b>2,548</b>    |
| Florida Department of Elder Affairs   | 0               |
| Trip & Equipment Grant (Transportation Disadvantaged Program)                   | 1,127           |
| Florida Agency for Persons with Disabilities                                    | 740             |
| Florida Managed Medical Care Program (Medicaid)                                 | 681             |
| Innovation and Service Development Grant (Transportation Disadvantaged Program) | 0               |
| Community Trips   | 72              |
| <b>TOTAL VEHICLE MILES</b>  | <b>33,509</b>   |
| <b>TOTAL DOLLARS INVOICED</b>   | <b>\$67,171</b> |
| Florida Department of Elder Affairs   | \$0             |
| Trip & Equipment Grant (Transportation Disadvantaged Program)                   | \$38,254        |
| Florida Agency for Persons with Disabilities                                    | \$11,223        |
| Florida Managed Medical Care Program (Medicaid)                                 | \$17,694        |
| Innovation and Service Development Grant (Transportation Disadvantaged Program) | \$0.00          |
| Community Trips   | \$0.00          |
| <b>AVERAGE COST PER TRIP</b>  | <b>\$26.36</b>  |
| Florida Department of Elder Affairs   | #DIV/0!         |
| Trip & Equipment Grant (Transportation Disadvantaged Program)                   | \$33.94         |
| Florida Agency for Persons with Disabilities                                    | \$15.17         |
| Florida Managed Medical Care Program (Medicaid)                                 | \$25.98         |
| Innovation and Service Development Grant (Transportation Disadvantaged Program) | #DIV/0!         |
| Community Trips   | 0               |
| <b>AVERAGE COST PER MILE</b>  | <b>\$2.00</b>   |
| <b>TRIP PURPOSE*</b>  | <b>-</b>        |
| Medical   | 1,821           |
| Employment  | 0               |
| Education/Training  | 0               |
| Fixed   | 500             |
| Inclusion   | 3               |
| Shopping  | 0               |
| Meal Site   | 0               |
| Recreation  | 0               |
| Other   | 296             |
| <b>NUMBER OF ACCIDENTS</b>  | <b>0</b>        |
| <b>NUMBER OF VEHICLES</b>   | <b>17</b>       |
| <b>NUMBER OF ROADCALLS</b>  | <b>1</b>        |

Source: Suwannee River Economic Council, Inc.

**TRANSPORTATION DISADVANTAGED PROGRAM  
2021/22 TRIP & EQUIPMENT GRANT SUMMARY  
BRADFORD COUNTY**

| <b>MONTH/YEAR</b> | <b>FUNDING<br/>ALLOCATION</b> | <b>TOTAL FUNDS<br/>SPENT</b> | <b>FUNDS<br/>REMAINING</b> | <b>NUMBER OF<br/>TRIPS</b> | <b>AVERAGE COST<br/>PER TRIP</b> |
|-------------------|-------------------------------|------------------------------|----------------------------|----------------------------|----------------------------------|
| Jul-21            | \$224,058.00                  | \$13,983.50                  | \$210,074.50               | 389                        | \$35.95                          |
| Aug-21            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Sep-21            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Oct-21            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Nov-21            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Dec-21            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Jan-22            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Feb-22            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Mar-22            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Apr-22            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| May-22            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| Jun-22            | -                             |                              | \$210,074.50               |                            | #DIV/0!                          |
| <b>TOTAL</b>      | -                             | <b>\$13,983.50</b>           | -                          | <b>389</b>                 | <b>\$35.95</b>                   |

Source: Suwannee River Economic Council, Inc.

Total Contract Amount: \$224,058.00

**BRADFORD COUNTY  
QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS  
APRIL - JUNE 2021**

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

Source: Suwannee River Economic Council, Inc.

**BRADFORD COUNTY  
UNMET TRANSPORTATION NEEDS  
APRIL - JUNE 2021**

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

Source: Suwannee River Economic Council, Inc.

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

| MEMBER/ORGANIZATION  |  | 10/13/20            | 1/12/21 | 4/13/21 | 7/13/21 |
|--|--|---------------------|---------|---------|---------|
| Chair  | Commissioner Danny Riddick             | P                   | P       | P       | P       |
| Florida Department of Transportation<br>Alternate Member         | Christina Nalsen<br>Lauren Adams       | A                   | A       | A       | A       |
| Florida Department of Children and Families<br>Alternate Member  | John Wisker<br>Nakiesha Thompson       | P<br>Kelly Anderson | P<br>A  | P<br>A  | P<br>A  |
| Agency for Health Care Administration<br>Alternate Member        | Reeda Harris<br>Pamela Hagley          |                     |         |         |         |
| Florida Department of Education<br>Alternate Member              | Jeffrey Aboumrad<br>(Vacant)           | P                   | P       | P       | P       |
| Florida Department of Elder Affairs<br>Alternate Member          | Libby Murphy<br>(Vacant)               | P                   | P       | P       | P       |
| Florida Agency for Persons with Disabilities<br>Alternate Member | Sheryl Dick-Stanford<br>Sylvia Bamburg | P<br>P              | P<br>A  | A<br>A  | A<br>A  |
| Public Education<br>Alternate Member                             | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Citizen Advocate<br>Alternate Member                             | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Citizen Advocate-User<br>Alternate Member                        | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Elderly<br>Alternate Member                                      | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Veterans<br>Alternate Member                                     | Barbara Fischer<br>(Vacant)            | A                   | P       | P       | P       |
| Persons with Disabilities<br>Alternate Member                    | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Florida Association for Community Action<br>Alternate Member     | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Children at Risk<br>Alternate Member                             | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Private Transit<br>Alternate Member                              | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Local Medical Community<br>Alternate Member                      | (Vacant)<br>(Vacant)                   |                     |         |         |         |
| Regional Workforce Board<br>Alternate Member                     | Phyllis Marty<br>Anna Mendoza          |                     |         |         |         |

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

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

