

RFP No. 2026-03

Request for Proposals
for
Community Transportation Coordinator Designation
under
Florida's Transportation Disadvantaged Program
in
Union County, Florida



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
<http://ncfrpc.org/>
352.955.2000

January 9, 2026

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SECTION I

A. LEGAL NOTICE REQUEST FOR PROPOSALS

The North Central Florida Regional Planning Council is accepting proposals from qualified agencies or firms for the award of a contract to coordinate transportation services for the transportation disadvantaged in Union County, Florida. The selected contractor will be the designated Community Transportation Coordinator under Florida's Transportation Disadvantaged Program, as authorized by Chapter 427, Florida Statutes, and more fully described in Rule 41-2 of the Florida Administrative Code.

The Community Transportation Coordinator is defined by Chapter 427, Florida Statutes as a transportation entity recommended by the appropriate designated official planning agency to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area. The Community Transportation Coordinator has full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in Section 427.015(2), Florida Statutes.

The complete Request for Proposals will be available January 9, 2026 at <http://www.ncfrpc.org/>. It may also be obtained by contacting Lynn Franson, AICP, Senior Planner at 352.955.2200, ext. 110. Experience with eligibility-based transportation services is required.

A mandatory virtual pre-proposal conference will be held January 16, 2026 at 10:00 a.m., Eastern Standard Time, to answer questions about the Request for Proposals. The pre-proposal conference will be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Inquiries about this Request for Proposals must be made during the virtual pre-proposal conference. Firms and agencies represented will have an opportunity to clarify any information contained in the request for proposals at the pre-proposal conference.

Proposals must be received by **3:00 p.m., Eastern Standard Time, February 12, 2026** at the office of the North Central Florida Regional Planning Council. **Five (5)** copies of the proposal must be submitted to: North Central Florida Regional Planning Council, ATTENTION: Scott R. Koons, AICP, Executive Director, 2009 N.W. 67th Place, Gainesville, Florida 32653-1603. One of these copies must be a clean, single-sided original that can be used to make additional copies. The outside of the envelope or box containing proposals must be marked "PROPOSAL FOR UNION COUNTY COMMUNITY TRANSPORTATION COORDINATOR." **Faxed and electronically mailed responses will not be accepted.**

The North Central Florida Regional Planning Council will not accept responsibility for proposals that are not marked and submitted in this manner. Proposals are to remain in effect for ninety (90) calendar days from date of submission. The North Central Florida Regional Planning Council reserves the right to reject any or all proposals, to waive any formality concerning proposals or negotiate changes to the proposals whenever such rejection or waiver or negotiation is in the best interest of the State and the transportation disadvantaged. Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

B. REQUEST FOR PROPOSALS- SCHEDULE

Proposals will be opened **February 12, 2026 at 3:05 p.m., Eastern Standard Time**, in the North Central Florida Regional Planning Council Charles F. Justice Conference Room, 2009 NW 67th Place, Gainesville, Florida.

In order to review the requirements of this Request for Proposals and provide answers to questions from interested agencies/firms, a **mandatory** virtual pre-proposal conference will be held **January 16, 2026 at 10:00 a.m., Eastern Standard Time**. The virtual pre-proposal conference will be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Agencies or firms that are not represented at the virtual pre-proposal conference may not submit a proposal. Inquiries about this Request for Proposals must be made at the virtual pre-proposal conference. Firms and agencies represented will have an opportunity to clarify any information contained in the request for proposals during the pre-proposal conference. No statements made during the conference will be considered binding changes to this solicitation unless they are subsequently issued as written addenda to this solicitation.

Any request for approved substitutes must be received in writing by the North Central Florida Regional Planning Council **no less than fifteen (15) full working days** before the date of scheduled proposal opening date. A response will be postmarked at least **five (5) full working days** before the date of scheduled proposal delivery. If it is determined that the proposal delivery date should be extended, the North Central Florida Regional Planning Council will inform all proposers who have been furnished a copy of the Request for Proposals and appropriate addenda will be issued rescheduling the proposal delivery date.

The following is the anticipated schedule for designation of the firm or agency as the Union County Community Transportation Coordinator. If there are changes to the meeting dates, each agency/firm that submits a proposal will be notified.

Request for Proposals Advertised	January 9, 2026
Mandatory Virtual Pre-Proposal Conference	January 16, 2026 10:00 a.m. Eastern Standard Time
Proposals Due	February 12, 2026 at 3:00 p.m. Eastern Standard Time
Proposal Opening	February 12, 2026 at 3:05 p.m. Eastern Standard Time
Union County Transportation Disadvantaged Coordinating Board Meeting	March 3, 2026 at 1:00 p.m.
North Central Florida Regional Planning Council Meeting	March 26, 2026 at 7:00 p.m.
Florida Commission for the Transportation Disadvantaged Meeting - Final Designation	To Be Determined
Service Start Up	July 1, 2026

C. GENERAL INFORMATION

1. The Community Transportation Coordinator shall be bound by the provisions of Florida law relating to Florida's Transportation Disadvantaged Program. The provision of Florida laws existing at the time of execution of contract between the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged shall prevail over the terms of the contract unless informed otherwise by the Florida Commission for the Transportation on Disadvantaged. The Community Transportation Coordinator specifically agrees without rotation to be bound by the provision of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, as they may be changed from time to time; provided, however the Community Transportation Coordinator may request relief if changes in said laws materially alter the cost of providing services.
2. The issuance of this request for proposals constitutes an invitation to present proposals from qualified and experienced proposers. The North Central Florida Regional Planning Council reserves the right to determine, in its sole discretion, whether any aspect of the statement of proposal satisfactorily meets the criteria established in this request for proposal, the right to seek clarification from any proposer or proposers submitting proposals, the right to solicit proposals with any proposers submitting a response, and the right to reject any or all responses with or without cause. The North Central Florida Regional Planning Council also reserves the right to modify the scope to be considered for this project. In the event that this request for proposals is withdrawn by the North Central Florida Regional Planning Council, or that the North Central Florida Regional Planning Council does not proceed for any reason, including but not limited to the failure to occur of any of those findings or events set forth herein, the North Central Florida Regional Planning Council shall have no liability to any proposer for any costs or expenses incurred in connection with the preparation and submittal of this request for proposals or otherwise.
3. All proposers are hereby placed on formal notice that neither the North Central Florida Regional Planning Council, nor any members of the Union County Transportation Disadvantaged Coordinating Board, nor any employees of the North Central Florida Regional Planning Council, nor any commissioners or staff to the Florida Commission for the Transportation Disadvantaged are to be lobbied either individually or collectively concerning this project.

Proposers and their agents who intend to submit a proposal for these services are hereby placed on formal notice that they are not to contact members of the North Central Florida Regional Planning Council, nor staff members of the North Central Florida Regional Planning Council outside of regular public meetings for such purposes as holding meetings of introduction, meetings related to the selection process, outside of those specifically scheduled by the North Central Florida Regional Planning Council for negotiations, dinners, lunches or any other actions that may be interpreted as potentially influencing the results of this process. Failure to comply with this requirement shall result in immediate disqualification of such firm by the North Central Florida Regional Planning Council from further consideration of this proposal.

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the seventy-two (72) hour period following action taken by the Florida Commission for the Transportation Disadvantaged, excluding Saturdays, Sundays, and State holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

4. As required by Section 287.113, (2) (a), Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal or a contract to provide any goods or services to a public entity.
5. Ignorance of conditions or difficulties that may exist prior to the proposal opening or of conditions or difficulties that may be encountered in the execution of the work pursuant to this proposal package as a result of failure to make the necessary examinations and investigations, shall not excuse performance, or lack thereof, by the successful proposer, and the successful proposer shall fulfill in every detail, all of the requirements of the proposal package documents and attachments thereof. Likewise, ignorance of preexisting conditions or difficulties, or conditions or difficulties encountered in the execution of the work pursuant to this proposal package, shall not support any claims whatsoever for extra compensation or for any extension of time.
6. The awarded vendor shall maintain auditable records concerning the procurement adequate to account for all receipts and expenditures, and to document compliance with the execution of the work pursuant to this proposal. These records shall be kept in accordance with generally accepted accounting methods. These records shall be maintained for five (5) years after completion of the project and shall be readily available to the Florida Commission for the Transportation Disadvantaged personnel with reasonable notice, and to other persons in accordance with the Florida Public Disclosure Statutes.
7. Each proposer shall be responsible for reading and completely understanding the requirements contained herein. **The deadline for submission of proposals will be strictly adhered to.** Late proposals will be returned unopened with the notation, "This proposal was received after the delivery time designated for receipt and opening in the legal notice."
8. It is the responsibility of the proposer to prepare the proposal as clearly as possible in order to avoid any misinterpretation of the information presented. Proposals will be reviewed and evaluated solely on the basis of the information contained therein. **Modifications or changes cannot be made to the proposals after they are opened.**
9. Proposals must be prepared in the order that they are presented in Section II (Proposal Contents).
 - **Use the same topic headings, in the same order, as described in Section II Proposal Contents.**
 - **Answer all requests for information, or mark the information "Not Applicable."**
 - **Type or word process all responses, including budgets.**
 - **Use 12-point type font or larger for text.**
 - **Number all pages of the proposal, including the attachments.**

10. **Inquiries about this Request for Proposals must be made at the mandatory virtual pre-proposal conference. Inquiries received by telephone, mail, facsimile or electronic communications outside of the pre-proposal conference will not be responded to by North Central Florida Regional Planning Council staff. Agencies or firms that are not represented at the pre-proposal conference may not submit a proposal.**
11. Proposers responding to this request shall bear all costs and expenses associated with its preparation. No claims shall be submitted to the North Central Florida Regional Planning Council for preparation or presentation of proposals.
12. All proposals shall be signed by an authorized corporate officer, principal or partner (as applicable).
13. The criteria for evaluation of proposals is provided in Section IV (Evaluation Criteria/Proposal Rating Sheet). Only these criteria will be used to determine the best response.
14. Awards shall be made to the proposer whose qualifications and response shall be determined to be most advantageous to the North Central Florida Regional Planning Council and in the best interest of the State of Florida.
15. The Florida Commission for the Transportation Disadvantaged may unilaterally cancel any contract arising from the selected Community Transportation Coordinator's refusal to allow public access to all documents, papers, letters or other material subject to the provisions of Chapter 119, Florida Statutes which are made or received by the Community Transportation Coordinator in conjunction with the contract.
16. The State of Florida's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Florida Legislature.

D. PURPOSE

Florida's Transportation Disadvantaged Program was created in 1979 through the enactment of Chapter 427, Florida Statutes. The purpose of the Transportation Disadvantaged Program is to provide transportation for those **"persons who because of physical or mental disability, income, status, or age, are unable to transport themselves or 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 at-risk, as defined in Section 411.202, Florida Statutes."**

In 1989, the Florida Legislature passed the revised Chapter 427, Florida Statutes [http://www.leg.state.fl.us/Statutes/index.cfm?App mode=Display Statute&Search String=&URL=0400-0499/0427/0427PARTICContentsIndex.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display Statute&Search String=&URL=0400-0499/0427/0427PARTICContentsIndex.html) creating the Florida Commission for the Transportation Disadvantaged and improving the coordination of transportation services for disadvantaged persons. Following approval of the legislation, the Florida Commission for the Transportation Disadvantaged developed and adopted Rule 41-2, of the Florida Administrative Code <https://www.flrules.org/gateway/ChapterHome.asp?Chapter=41-2> implementing the revised statute.

The goal of this legislation and agency rule is to effectively coordinate funds and activities for providing transportation to disadvantaged persons. This is to be accomplished by a designated Community Transportation Coordinator, which may provide the transportation on its own and/or broker transportation to qualified transportation operators.

The purpose of this Request for Proposals is to identify qualified agencies and organizations interested in serving as the Community Transportation Coordinator for Union County. This Request for Proposals may lead to designation of a qualified agency/firm as the Community Transportation Coordinator. Interested agencies/firms may respond to this request by following the procedures as outlined in Section I.

The response to this Request for Proposals will be in one of the following ways:

1. Community Transportation Coordinator Only - Agency/firm acts as a total brokerage system that does not operate vehicles.
2. Community Transportation Coordinator/Transportation Operator -Agency/firm provides all or part of the needed transportation services by operating vehicles.

E. DEFINITIONS

Applicable definitions are contained in Section 427.011, Florida Statutes <https://www.flsenate.gov/Laws/Statutes/2025/427.011>. In addition, applicable definitions are contained in Rule 41-2. of the Florida Administrative Code <https://flrules.org/gateway/RuleNo.asp?title=COMMISSION%20FOR%20THE%20TRANSPORTATION%20DISADVANTAGED&ID=41-2.002>.

There is a distinction made between the Community Transportation Coordinator and a Transportation Operator and these definitions appear below for clarification.

1. "Community Transportation Coordinator" - A transportation entity recommended by the appropriate designated official planning agency as provided for in Section 427.015(1), Florida Statutes, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.
2. "Transportation Operator" - Public, private for profit or private non-profit entities engaged by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan.

F. SCOPE OF WORK

FOR COMMUNITY TRANSPORTATION COMMUNITY TRANSPORTATION COORDINATORS

The Community Transportation Coordinator shall be bound by the provisions of Florida law relating to Florida's Transportation Disadvantaged Program. The provision of Florida laws existing at the time of execution of contract between the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged shall prevail over the terms of the contract unless informed otherwise by the Florida Commission for the Transportation Disadvantaged. The Community Transportation Coordinator specifically agrees to be bound by the provisions of Chapter 427, Florida Statutes and Rule 41-2 of the Florida Administrative Code, as they may be changed from time to time; provided, however the Community Transportation Coordinator may request relief if changes in said laws materially alter the cost of providing services.

The nature and scope of work to be the responsibility of the designated Community Transportation Coordinator are described in Rule 41-2.011 of the Florida Administrative Code <https://flrules.org/gateway/ChapterHome.asp?Chapter=41-2>. These responsibilities include the following:

1. The Community Transportation Coordinator shall enter into a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged. This will be a five-year contract and shall be subject to annual review and evaluation. The Memorandum of Agreement shall be negotiated and signed prior to initiation of transportation services by the designated Community Transportation Coordinator.
2. The Community Transportation Coordinator shall have full responsibility for the provision of transportation services for the transportation disadvantaged population as outlined in Section 427.015(2), Florida Statutes.
3. The Community Transportation Coordinator shall maintain an accounting system in accordance with model standard accounting procedures designated by the Florida Commission for the Transportation Disadvantaged. The Florida Commission for the Transportation Disadvantaged's current policy is "Rural Transportation Accounting - A Model Uniform Accounting System for Rural and Specialized Transportation Providers" https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/ctd/docs/doingbusinessdocs/1986completelereport_chartofaccounts_ruraltransportationaccountingconsortium.pdf?sfvrsn=6199ec45_2
4. The Community Transportation Coordinator shall collect annual operating data for submittal to the Florida Commission for the Transportation Disadvantaged by September 15th of each year with a copy provided to the North Central Florida Regional Planning Council <https://www.fdot.gov/ctd/doing-business/aor-reporting>
5. The Community Transportation Coordinator shall comply with the Florida Commission for the Transportation Disadvantaged standards as well as local standards (**Exhibit E**).
6. The Community Transportation Coordinator shall coordinate the delivery of transportation services which meet the transportation needs identified in the Union County Transportation Disadvantaged Service Plan, resulting in the best service at optimal cost. The Community Transportation Coordinator shall describe how transportation services are to be coordinated and provided.

7. The Community Transportation Coordinator shall ensure compliance with applicable drug and alcohol regulations, Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, safety and insurance requirements which are federal, state, or local laws, or adopted policies of the Florida Commission for the Transportation Disadvantaged program requirements.
8. The Community Transportation Coordinator shall prepare a Transportation Disadvantaged Service Plan https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/ctd/docs/doingbusinessdocs/20100204_moa-tdserviceplan_instructionmanual.pdf?sfvrsn=5fb898ec_2 in cooperation with the North Central Florida Regional Planning Council for the Union County Transportation Disadvantaged Coordinating Board's review which provides information needed by the Transportation Disadvantaged Coordinating Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be completed no later than one hundred twenty (120) calendar days after the execution of the Memorandum of Agreement.
9. A representative of the Community Transportation Coordinator shall be represented at all Union County Transportation Disadvantaged Coordinating Board meetings to provide information, answer questions and respond to individual or agency concerns about service.
10. Unless otherwise authorized by the Florida Commission for the Transportation Disadvantaged, the Community Transportation Coordinator shall maintain a resident manager in the service area who is authorized to make all day-to-day decisions on operations.
11. The Community Transportation Coordinator shall maintain sufficient office staff to perform all required administrative activities.
12. The Community Transportation Coordinator shall coordinate the use of school buses and public transit, where possible and cost-effective, in accordance with the Union County Transportation Disadvantaged Service Plan.
13. The Community Transportation Coordinator shall execute uniform contracts for service using a standard contract, which includes performance standards for operators (if applicable).
14. The Community Transportation Coordinator shall annually review all transportation operator contracts (if applicable).
15. The Community Transportation Coordinator shall, in cooperation with a functioning local coordinating board, review all applications for local government, federal and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
16. The Community Transportation Coordinator shall, in cooperation with the Union County Transportation Disadvantaged Coordinating Board and pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged, establish trip priorities with regard to trips purchased with Transportation Disadvantaged Trust Funds.

17. The Community Transportation Coordinator shall maintain client eligibility to ensure that transportation is provided according to the Florida Commission for the Transportation Disadvantaged eligibility criteria.
18. The Community Transportation Coordinator will be responsible for screening applicants for trips provided with Transportation Disadvantaged Trust Funds.
19. The Community Transportation Coordinator shall provide reservation services. The Community Transportation Coordinator will acquire and maintain the necessary software, hardware, and databases to perform this task. The Community Transportation Coordinator shall also be responsible for assigning trips to the contracted operators.
20. The Community Transportation Coordinator shall be responsible for monitoring the transportation system to ensure that service to the clients is provided in a safe, reliable and efficient manner. The Community Transportation Coordinator shall investigate problems and issues that arise.
21. The Community Transportation Coordinator shall report at a minimum: monthly operating data, summary of Transportation Disadvantaged Trust Fund expenditures and monthly complaint report. The Union Transportation Disadvantaged Coordinating Board or Official Planning Agency may request additional data as needed.
22. The Community Transportation Coordinator shall undergo an annual evaluation conducted by the Union County Transportation Disadvantaged Coordinating Board in order to assess the Community Transportation Coordinator's performance in general and relative to the standards established by the Florida Commission for the Transportation Disadvantaged and the Union County Transportation Disadvantaged Coordinating Board. The Florida Commission for the Transportation Disadvantaged Community Transportation Coordinator Evaluation Workbook will be used by the local Transportation Disadvantaged Coordinating Board to assess the Community Transportation Coordinator's performance.
23. Pursuant to Section 427.021, Florida Statutes, transportation service providers contracting with local governments to provide paratransit services for persons with disabilities are required to establish procedures for receiving, investigating, and reporting adverse incidents to the Commission for the Transportation Disadvantaged on a quarterly basis. In addition, the statute requires the Commission to establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities
https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/ctd/docs/doingbusinessdocs/ctd_adverse_incident_procedures_email_memo.pdf?sfvrsn=dfc4c609_1 .

G. PROJECT OVERVIEW

The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council, Inc. as the Community Transportation Coordinator for Union County effective July 1, 2021. Suwannee River Economic Council, Inc. provides all of the needed transportation services by operating vehicles. The following are the services provided by Suwannee River Economic Council, Inc.

Transportation Disadvantaged Program: Ambulatory, wheelchair and stretcher service; Monday through Friday, 6:00 a.m. to 6:00 p.m. excluding holidays.

Florida's Managed Medical Care Program: The Florida Agency for Health Care Administration is responsible for the provision of all Managed Medical Care Program sponsored services for State of Florida. Transportation brokers are contracted with Managed Medical Care Providers to coordinate medical transportation needs.

Elder Options: The parameters of this service are determined by Suwannee River Economic Council, Inc. <http://srecinc.org/programs/aging/>

Funding

The total revenue from all funding sources in Fiscal Year 2024-25 was \$777,053. Purchased transportation revenue is determined by each purchasing agency. The actual expenditures and revenues for the Union County coordinated system are included in the 2024-25 Annual Operating Report (***Exhibit H***). Fiscal Year 2025-26 Trip and Equipment Grant allocations: https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/ctd/docs/grantdocs/2025-26_draftgrantallocation.pdf?sfvrsn=a8028b2d_1.

H. SELECTION PROCESS

TECHNICAL REVIEW COMMITTEE

The North Central Florida Regional Planning Council's Executive Director will appoint a Technical Review Committee comprised of Council employees. Each Technical Review Committee member will assign points to the proposals using the criteria listed in Section IV (Evaluation Criteria/Proposal Rating Sheet). Technical Review Committee members will ensure that each proposal has been rated fairly, impartially and comprehensively.

Each member of the Technical Review Committee must base their evaluation on the same criteria. The Technical Review Committee members should provide objective evaluations from a solely technical standpoint. The assignment of points must be done individually by each reviewer and not as a consensus of the Committee.

When each reviewer has completed their evaluation of each proposal, the total raw score will be calculated for each reviewer. The total raw scores of each reviewer will be used to establish the rank order of each reviewer. The rank order score of all reviewers will be combined to determine the final rank score. All individual evaluations shall be signed and dated by the reviewer.

The ranked order of the proposals by the Technical Review Committee will be presented to the Union County Transportation Disadvantaged Coordinating Board, North Central Florida Regional Planning Council and the Florida Commission for the Transportation Disadvantaged.

UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

The ranked order of the proposals by the Technical Review Committee will be provided to the Union County Transportation Disadvantaged Coordinating Board for review. The Union County Transportation Disadvantaged Coordinating Board may provide non-binding comments concerning proposals to the North Central Florida Regional Planning Council.

NORTH CENTRAL FLORIDA REGIONAL PLANNING COUNCIL

The North Central Florida Regional Planning Council will review the Technical Review Committee's final rank score and any comments provided by the Union County Transportation Disadvantaged Board and recommend to the Florida Commission for the Transportation Disadvantaged a Community Transportation Coordinator.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

The Florida Commission for the Transportation Disadvantaged will make the final selection. No designation will be final until approved by the Florida Commission for the Transportation Disadvantaged.

I. APPEALS PROCEDURE

The appeals procedure will be as provided for in Section 120.53 (5) and Section 120.57, Florida Statutes. Failure to file a protest within the time prescribed in Section 120.53 (5), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

1. At the time the North Central Florida Regional Planning Council forwards its recommendations to the Florida Commission for the Transportation Disadvantaged, the North Central Florida Regional Planning Council will notify each person or entity submitting a proposal of its recommendation.
2. The Florida Commission for the Transportation Disadvantaged will make the final decision designation for the Community Transportation Coordinator.
3. Any person adversely affected by the intended decision to award a contract or to reject all bids shall file a notice of protest in writing to the Florida Commission for the Transportation Disadvantaged within seventy-two (72) hours after receipt of the notice of intended decision is given.
4. Thereafter, any person or entity which has filed a notice of protest to the final decision of the Florida Commission for the Transportation Disadvantaged, shall file a formal written protest and a bond within ten (10) days after filing the notice of protest. The formal written protest must be in a form substantially similar to the form set out in Rule 28-110.004 (2), Florida Administrative Code and must state with particularity the facts and law upon which the protest to the final decision is based. The bond must be in a form substantially similar to the form set out in Rule 28-110.005 (2), Florida Administrative Code.
5. All notices of protest and formal written protest must be filed with the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450. Filing is completed upon delivery and receipt by the Florida Commission for the Transportation Disadvantaged. A protest is not timely filed unless both the notice of protest and the formal protest are received within the required time limits. "Failure to file a protest within the time prescribed in Section 120.57 (3), Florida Statutes, or failure to protest the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.
6. A protest is not timely filed unless both the notice of protest and the formal protest are received within the required time limits.
7. A written notice of protest which is filed by 5:00 p.m. on the date on which the seventy-two (72) hours expires shall be timely.

In computing the time in which to file a notice of protest or formal protest, the day of the event from which the designated period of time begins to run shall not be included. The last day of the period so computed shall be included unless it is a Saturday, Sunday or a holiday. When the period of time prescribed is less than seven (7) days, intermediate Saturdays, Sundays and holidays when the Florida Commission for the Transportation Disadvantaged's offices are closed shall be excluded from the computation.

The North Central Florida Regional Planning Council reserves the right to waive any informality in any proposal, to reject any or all proposals in whole or in part, with or without cause, and/or to accept the proposal that in its judgment will be in the best interest of the North Central Florida Regional Planning Council and its citizens.

SECTION II

PROPOSAL CONTENTS **MANDATORY ITEMS**

The following items (A-H) must be included in the submitted proposal. Any proposal with the "no" response on any of the following items will be rejected without further consideration. No numerical rating will be assigned to this section.

A. Letter of Transmittal of Proposals (*Exhibit A*)

Identifies the agency/firm submitting the proposal including a statement that the agency/firm has reviewed and understands Chapter 427, Florida Statutes, and Rule 41-2 of the Florida Administrative Code (label as Attachment 1).

B. Proposers Identification and Qualification Information Form (*Exhibit B*)

Label as Attachment 2.

C. Standard Assurances (*Exhibit C*)

Concerns collusion and conflicts of interest (label as Attachment 3).

D. Certification of Community Transportation Coordinator Regarding Debarment, Suspension and Other Responsibility Matters (*Exhibit D*)

Certifies that the agency/firm is not on the state or federal list of ineligible or disbarred contractors (label as Attachment 4).

E. Financial Statement

Provide a current audited financial statement prepared by a licensed independent certified public accountant that clearly shows that the proposer is financially capable of successfully performing the contract (label as Attachment 5).

F. Substance Abuse Policy

Provide a copy of proposer's Substance Abuse Policy prepared in accordance with the provisions of 49 Code of Federal Regulations Parts 40 and 655 as amended (label as Attachment 6).

G. System Safety Program Plan

Provide a copy of proposer's System Safety Program Plan developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage in accordance with Rule Chapter 14-90.004 Bus Transit System Operational Standards.

H. References

Provide a list of up to three (3) service programs (purchasing agencies) that can verify the proposer's experience. Include contact names, mailing addresses, email addresses, telephone numbers (label as Attachment 7).

I. Rate Calculation Model

Provide completed worksheets of the Florida Commission for the Transportation Disadvantaged Standardized Rate Calculation Model to estimate the rates and rate structure for service delivery (label as Attachment 8).

Rate Calculation Model example worksheets are found at:
<http://www.fdot.gov/CTD/doingbusiness.htm>
https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/ctd/docs/doingbusinessdocs/ctd_ratecalctemplate_2025-2026.xls?sfvrsn=c8615b9

Questions regarding this model shall be directed to the staff of the Florida Commission for the Transportation Disadvantaged.

SECTION III

PROPOSAL CONTENTS

The proposal contents for Community Transportation Coordinator are predicated on requirements of the designated Community Transportation Community Transportation Coordinator described in Rule 41-2 of the Florida Administrative Code. The proposal must address the following areas in the order that they are presented. Please be sure to consecutively number all pages of the technical proposal.

A. Management Resources

1. Describe agency/firm's organizational structure.
2. Provide names of General Manager and Operations Manager (include resumes) responsible for day to day decision making.
3. State the number of persons and the job descriptions needed to coordinate transportation disadvantaged services.

B. Proposer Experience

1. Describe experience coordinating and providing transportation services.
2. Describe how the agency/firm has and will continue to satisfy provisions of Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, 49 Code of Federal Regulations 655, drug and alcohol testing, Rule Chapter 14-90, Florida Administrative Code, safety and insurance requirements.

C. Financial Capacity to Undertake Project

1. Discuss agency/firm experience, if any, applying for transportation grants and contracts (local, state, federal or private).
2. Show ability to efficiently manage grants and contracts.
3. Discuss how the agency/firm will provide the local match for trips funded by the Transportation Disadvantaged Trust Fund.
4. Discuss what initiatives the proposer will implement to effectively manage current funding levels and secure additional funds to support the system.

D. Demonstration of Transportation Coordination Ability

1. Describe experience coordinating multiple agency transportation services.
2. Discuss how the agency/firm will reduce costs through coordination (i.e. grouping rides, contracting with existing transportation operators, contracting with purchasing agencies).

3. Describe the procedure used from the time a telephone call requesting a trip is received through to tabulation and mailing a bill to the purchasing agency. This shall include, but not be limited to, handling of telephone call, establishing driver routing sheets, recording actual trips provided by agency and preparation of an agency invoice. Indicate the computer software that will be used to perform these tasks.
4. Describe the process used to procure subcontracted operators (if applicable).
5. Describe the agency/firm's ability to monitor activities of subcontracted transportation operators.
6. Describe how the agency/firm conducts driver background screening.
7. Describe how the following will be monitored and reported: complaints/commendations; no-shows; cancellations; and trip denials.
8. Describe how the agency/firm will conduct client eligibility screening for trips provided with Transportation Disadvantaged Trust Funds.
9. Describe how the proposer will obtain input from users of the system. Explain how the results will be reported.

E. Demonstration of Transportation Operational Ability

1. Provide a transition plan describing the process needed to ensure a smooth change-over (if applicable).
2. Discuss how the agency/firm's method of transportation service provision (as only Community Transportation Coordinator or as Community Transportation Coordinator/Transportation Operator) will ensure the best possible service at the lowest possible cost.
3. Demonstrate experience in the transportation of mobility devices and non-emergency medical transfers that may involve stretcher transport.
4. Demonstrate ability to comply with vehicle operational safety requirements of Section 341.061, Florida Statutes
<https://www.fdot.gov/fdottransit/transitofficehome/newtransitoperations.shtm/newtransitbusafetysecurity.shtm>
5. If currently a transportation operator, provide the number of chargeable accidents in the last two (2) years.
6. In accordance with Rule 41-2.006 (1) of the Florida Administrative Code, provide proof of compliance with the minimum liability insurance requirement of two hundred thousand dollars (\$200,000) per person and three hundred thousand dollars (\$300,000) per incident.

F. Vehicle Acquisition

1. Provide a recommendation for the number and types of vehicles needed in the service area.
2. Provide an inventory of vehicles that will be available for immediate use in the service area. Include whether the vehicles are accessible according to the Americans With Disabilities Act, age of vehicles, mileage and seating capacity.
3. Describe the process used to acquire vehicles used in the service area.
4. Estimate the amount of time required in order to acquire vehicles to be used in the service area.

SECTION IV

EVALUATION CRITERIA/PROPOSAL RATING SHEET

Each proposal submitted will be evaluated on the listed criteria. Technical Review Committee members will use this proposal rating sheet to assign point values to items in Section III using the following scale (the weighing for each criterion has been assigned):

- 6 Excellent
- 5 Very Good
- 4 Good
- 3 Adequate
- 2 Fair
- 1 Poor
- 0 Not Addressed

I. MANDATORY ITEMS

The following items must be included in the submitted proposal. Any proposal with a "no" response on any of the following questions will be rejected without further consideration.

A. Was a Letter of Transmittal of Proposal identifying the agency/firm submitting the proposal including a statement that the agency/firm has reviewed and understands Chapter 427, Florida Statutes and Rule 41-2 of the Florida Administrative Code included in the proposal?

YES

NO

B. Was an Identification and Qualification Information Form included in the proposal?

YES

NO

C. Was the Proposer's Standard Assurances included in the proposal?

YES

NO

D. Was a Certification regarding debarment, suspension and other responsibility matters included in the proposal?

YES

NO

E. Did the proposer provide a current financial statement prepared by a licensed certified public accountant that clearly shows that the proposer is financially capable of successfully performing the contract?

YES

NO

F. Did the proposer provide a copy of proposer's Substance Abuse Policy prepared in accordance with the Federal Transit Administration Substance Abuse Regulations?

YES

NO

G. Did the proposer provide a list of up to three (3) service programs (purchasing agencies) that can verify the proposer's experience including contact names, addresses and phone numbers?

YES

NO

H. Did the proposer provide completed worksheets of the Florida Commission for the Transportation Disadvantaged Standardized Rate Calculation Model to estimate the rates and rate structure for service delivery?

YES

NO

A. MANAGEMENT RESOURCES

1. Proposal describes agency/firm's organizational structure.

_____ Score

2. Proposal provides the name of resident General Manager and Operations Manager (including resumes).

_____ Score

3. Proposal states the number of persons and the job descriptions needed to coordinate the transportation disadvantaged services.

_____ Score

Total Points Possible 18**Weighted Points Possible****36****Weight Value = 2****Total Points Given** _____**Total Weighted Points Given** _____

B. PROPOSER'S EXPERIENCE

1. Proposal describes experience coordinating and providing transportation services.

_____ Score

2. Proposal describes how the agency/firm has and will comply with provisions of Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, 49 Code of Federal Regulations Part 655 Drug and Alcohol testing, Rule Chapter 14-90, Florida Administrative Code, safety and insurance requirements.

_____ Score

Total Points Possible 12**Weighted Points Possible****48****Weight Value = 4****Total Points Given** _____**Total Weighted Points Given** _____

C. FINANCIAL CAPACITY TO UNDERTAKE PROJECT

1. Proposal discusses agency/firm experience, if any, applying for transportation grants and contracts (local, state, federal or private).

_____ Score

2. Proposal shows agency/firm's ability to efficiently manage grants and contracts.

_____ Score

3. Proposal discusses how the agency/firm will provide the local match for trips funded by the Commission for the Transportation Disadvantaged Trust Fund.

_____ Score

4. Proposal discusses what initiatives the proposer will implement to effectively manage current funding levels and secure additional funds to support the system.

_____ Score

Total Points Possible 24

**Weighted Points Possible
Weight Value = 2**

48

Total Points Given _____

Total Weighted Points Given _____

D. DEMONSTRATION OF TRANSPORTATION COORDINATION ABILITY

1. Proposal describes experience coordinating multiple agency transportation services.

_____ Score

2. Proposal discusses how the agency/firm will reduce costs through coordination (i.e. grouping rides, contracting with existing transportation operators, contracting with purchasing agencies).

_____ Score

3. Proposal describes the procedure used from the time a telephone call requesting a trip is received through to tabulation and mailing a bill to the sponsoring agency including handling of calls, establishing driver routing sheets, recording actual trips provided by agency and preparation of an agency invoice. Proposal indicates the computer hardware and software that will be used to perform these tasks.

_____ Score

4. Proposal describes the process for procuring subcontracted operators (if applicable).

_____ Score

5. Proposal describes the agency/firm's ability to monitor activities of subcontracted transportation operators.

_____ Score

6. Proposal describes how the agency/firm conducts driver background screening.

_____ Score

7. Proposal describes how the following will be monitored and reported: complaints/commendations; passenger no-shows; cancellations; and trip denials.

_____ Score

8. Proposal describes how the agency/firm will conduct client eligibility screening for trips provided with Transportation Disadvantaged Trust Funds.

_____ Score

9. Proposal describes how the proposer will obtain input from users of the system and how the results will be reported.

_____ Score

Total Points Possible 54

**Weighted Points Possible
Weight Value = 1**

54

Total Points Given _____

Total Weighted Points Given _____

E. DEMONSTRATION OF TRANSPORTATION OPERATIONAL ABILITY

1. Proposal provides a transition plan describing the process needed to ensure a smooth change-over (if applicable).

_____ Score

2. Proposal discusses how the agency/firm's method of transportation service provision (as only Community Transportation Coordinator or as Community Transportation Coordinator/Transportation Operator) will ensure the best possible service at the lowest possible cost.

_____ Score

3. Proposal demonstrates experience in the transportation of mobility devices and non-emergency medical transfers that may involve stretcher transport.

_____ Score

4. Proposal demonstrates ability to comply with vehicle operational safety requirements of Section 341.061, Florida Statutes.

_____ Score

5. Proposal provides the number of chargeable accidents in the last two (2) years.

_____ Score

6. In accordance with Rule 41-2.006 (1) of the Florida Administrative Code, proposal provides proof of compliance with the minimum liability insurance requirement of two hundred thousand dollars (\$200,000) per person and three hundred thousand dollars (\$300,000) per incident.

_____ Score

Total Points Possible 36

Weighted Points Possible 72
Weight Value =2

Total Points Given _____

Total Weighted Points Given _____

F. VEHICLE ACQUISITION

1. Proposal provides a recommendation for the numbers and types of vehicles needed in the service area.

_____ Score

2. Proposal provides an inventory of vehicles that will be available for immediate use in the service area including whether the vehicles are accessible according to the Americans With Disabilities Act, age of vehicles, mileage and seating capacity.

_____ Score

3. Proposal describes the process used to acquire vehicles used in the service area.

_____ Score

4. Proposal estimates the amount of time required in order to acquire vehicles.

_____ Score

Total Points Possible 24

**Weighted Points Possible
Weight Value = 2**

48

Total Points Given _____

Total Weighted Points Given _____

TOTAL POSSIBLE WEIGHTED SCORE FOR THE PROPOSAL 306

TOTAL WEIGHTED SCORE FOR THE PROPOSAL _____

RFP No. 2026-03

Request for Proposals
for
Community Transportation Coordinator Designation
under
Florida's Transportation Disadvantaged Program
in
Union County, Florida

EXHIBITS



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
<http://ncfrpc.org/>
352.955.2000

January 9, 2026

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EXHIBIT A

MODEL LETTER

**TRANSMITTAL OF PROPOSAL
TO REQUESTING AGENCY**

MODEL LETTER OF TRANSMITTAL

(Date)

Mr. Scott R. Koons, AICP, Executive Director
North Central Florida Regional Planning Council
2009 N.W. 67 Place
Gainesville, Florida 32653-1603

RE: Proposal for Community Transportation Coordinator for Union County

Dear Mr. Koons:

Enclosed are five (5) copies of a completed and signed Proposal for (Proposer's Name) to be designated Community Transportation Coordinator for Union County. One of these copies is a clean, single side original that you can use to make additional copies. The (agency/firm) understands the responsibilities and requirements of Chapter 427, Florida Statutes, Rule 41-2 of the Florida Administrative Code and shall comply with all appropriate federal, state and local regulations in this matter.

We look forward to servicing the needs of transportation disadvantaged citizens of Union County. Thank you for your consideration of this proposal.

Sincerely,

(Officer submitting proposal)

EXHIBIT B

**PROPOSERS IDENTIFICATION
AND QUALIFICATION INFORMATION**

PROPOSERS IDENTIFICATION AND QUALIFICATION INFORMATION

1. Identification of Respondent:

Name of Organization:

Business Address:

Telephone Number: ()

Years in Business at this Location:

2. Name and Title of Individual to Contact for Further Information:

3. Legal Status of Organization: (check one)

- For-Profit Corporation or Joint Venture Corporation
- For-Profit Partnership or Sole Proprietorship
- Non-Profit Corporation
- Public Agency
- Other (Explain):

4. State the Proposer's proposed method of transportation service provision:

- Community Transportation Coordinator only - agency/firm acts as a total brokerage system that does not operate vehicles
- Community Transportation Coordinator/Transportation Operator - agency/firm provides all or part of the needed transportation services by operating vehicles

5. Has Respondent or any Officer or Partner of Respondent failed to complete a contract?

(circle one) YES NO

If yes, explain.

6. Location of central office that will provide overall administration and management of the project:

7. Disadvantaged Business Enterprise Status.

"Disadvantaged" Business is defined as a business having at least 51 percent owned, operated and controlled by "disadvantaged" group members. Disadvantaged group members are defined as Blacks, Hispanics, Asian Americans, American Indians, Alaskan Natives or women regardless of race or nationality."

Is the individual respondent agency/firm a certified disadvantaged or minority business enterprise?

(circle one) YES NO

Attach current certification documents to substantiate claim.

8. Is any litigation pending against respondent or any officer or partner of respondent?

(circle one) YES NO

If yes, explain.

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EXHIBIT C
STANDARD ASSURANCES

STANDARD ASSURANCES

Name of Proposer:

At this time, we understand all requirements and state that as a serious proposer we will comply with all the stipulations included in the proposal package.

The above-named Proposer affirms and declares:

1. That the Proposer is of lawful age and that no other person, agency, firm or corporation has any interest in this Proposal or in the Contract that may result from this Proposal; other than as described in Exhibit B.
2. That this Proposal is made without any understanding, agreement or connection with any other person, agency, firm or corporation making a Proposal for the same project and is in all respects fair and without collusion or fraud.
3. That the Proposer has carefully examined the site of the work and that from his/her investigations has been satisfied as to the nature and location of the work, the kind and extent of the equipment and other facilities needed for the performance of the work, the general and local conditions, all difficulties to be encountered and all other items which in any way affect the work or its performance.
4. That the Proposer is in full compliance with all federal, state and local laws and regulations and intends to fully comply with same during the entire term of the contract.

In witness whereof, this Proposal is hereby signed by the duly authorized representative of the Proposer and sealed as of the date indicated.

ATTEST:

Witness Signature

PROPOSER:

Signature

Typed Name and Title

Date

Date

(Seal)

EXHIBIT D

**CERTIFICATION OF PROPOSER REGARDING
DEBARMENT, SUSPENSION AND OTHER
RESPONSIBILITY MATTERS**

CERTIFICATION OF PROPOSER

REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The Proposer _____ certifies to the best of its knowledge and belief that it and its principals:

1. Are not generally debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal or state department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application or proposal had one or more public transactions (federal, state or local) terminated for cause or default.

(If the Proposer for Coordinator is unable to certify to any of the statements in this certification, the agency/firm shall attach an explanation to this certification.)

THE PROPOSER, _____, CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISION OF 31 U.S.C. SECTIONS 3801 ET.SEQ. ARE APPLICABLE HERETO.

Signature and Title of Authorized Official

The undersigned chief legal counsel for the _____ (agency/firm) hereby certifies that the _____ (agency/firm) has authority under state and local law to comply with the subject assurances and that the certification above has been legally made.

Signature of Agency/Firm Attorney

Date

EXHIBIT E
SERVICE STANDARDS

Service Standards

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

Drug and Alcohol Policy

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

Suwannee River Economic Council, Inc. shall comply with this standard.

Transport of Escorts and Dependent Children

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

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

Use, Responsibility and Cost of Child Restraint Devices

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

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

Passenger Property

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

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

Vehicle Transfer Points

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

The Community Transportation Coordinator shall comply with this standard.

Local Toll Free Phone Number

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

The Community Transportation Coordinator shall comply with this standard.

Out-Of-Service Area Trips

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

Local Policy:

Transportation Disadvantaged Program: Medical provider verification may be required for trips requested outside of Union County.

Vehicle Cleanliness

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

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

Billing Requirements

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

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

Passenger/Trip Database

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

The Community Transportation Coordinator shall comply with this standard.

Adequate Seating

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

The Community Transportation Coordinator shall comply with this standard.

Driver Identification

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

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

Passenger Assistance

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

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

Smoking, Eating, and Drinking

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

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

Passenger No-Shows

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

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

annually.

Two-Way Communications

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

The Community Transportation Coordinator shall comply with this standard.

Air Conditioning/Heating

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

The Community Transportation Coordinator shall comply with this standard.

First Aid

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

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

Cardiopulmonary Resuscitation

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

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

Driver Criminal Background Screening

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

Local Policy: Suwannee River Economic Council, Inc. requires Level II background screenings for all employees. The Level II background screening includes Florida Department of Elder Affairs and Florida Law Enforcement criminal history checks. All drivers are fingerprinted and results are submitted to the Florida Department of Elder Affairs and Florida Department of Children and Families. Driver screenings updated every five years.

Fixed Route Transit Utilization

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

Local Policy: Not applicable.

Pick-Up Window

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

Local Policy:

Transportation Disadvantaged Program: Thirty (30) minute pickup window based on the pick-up time given to the passenger at the time of scheduling their ride. Passengers using on demand service will be picked up within one hour of their scheduled pick-up time.

On-Time Performance

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

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

Advance Reservation Requirement

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

Local Policy:

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.

Safety

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

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

Reliability

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

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

Call-Hold Time

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

This standard is not applicable to this service area.

Quality of Service

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

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

Safety Belt Usage

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

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

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EXHIBIT F

**2021/26 UNION COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN
ANNUAL UPDATE**

Union County Transportation Disadvantaged Service Plan Annual Update

July 1, 2021 - June 30, 2026

Union County Transportation Disadvantaged
Coordinating Board



2021/26 Union County Transportation Disadvantaged Service Plan Annual Update

Approved by the
Union County
Transportation Disadvantaged Coordinating Board

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



Melissa McNeal, Chair

with Assistance from



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

and



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

April 8, 2025

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Union County
Transportation Disadvantaged Service Plan

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Chapter I: Development Plan

A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Union County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21). The Coordinated Public Transit-Human Services Transportation Plan identifies the transportation needs of individuals with disabilities, older adults and people with low incomes.

1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

a. Florida Commission for the Transportation Disadvantaged

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

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

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

b. Designated Official Planning Agency

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

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

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

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

c. Local Coordinating Boards

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

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

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

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

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

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

- Approving the Transportation Disadvantaged Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance.
- Reviewing all applications for local, state and federal transportation disadvantaged funds.
- A local representative of the Florida Agency for Persons with Disabilities.

d. Community Transportation Coordinator

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

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

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

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

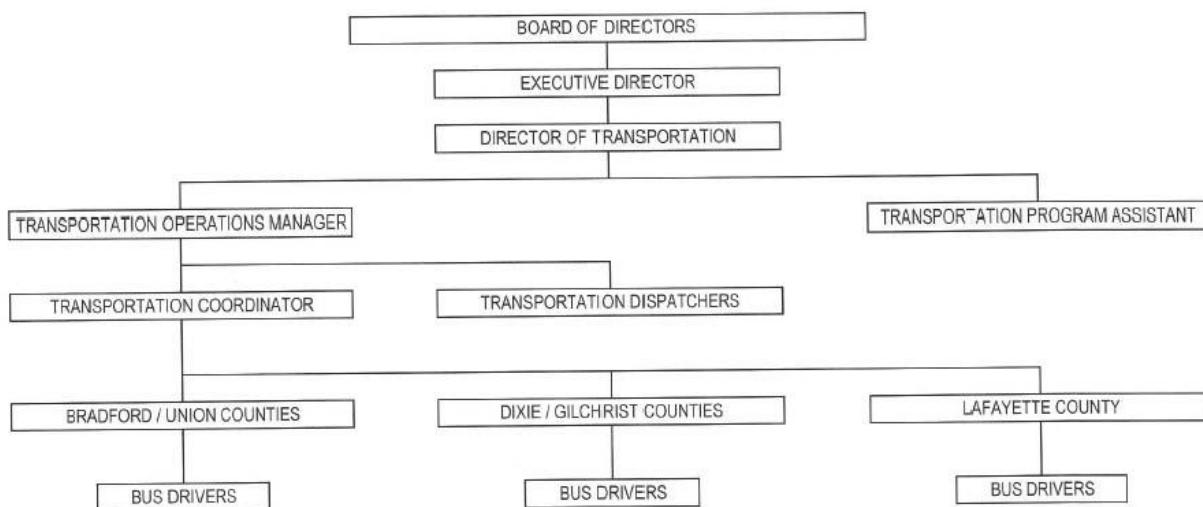
2. Designation Date/History

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

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

The Florida Commission for the Transportation Disadvantaged requires that the North Central Florida Regional Planning Council conduct the selection process and recommend a Community Transportation Coordinator for Union County at the end of each contract period (every five years). In 2021, the North Central Florida Regional Planning Council recommended that Suwannee River Economic Council, Inc. be re-designated the Community Transportation Coordinator for Union County. The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council, Inc. as the Union County Community Transportation Coordinator effective July 1, 2021. The following chart identifies Suwannee River Economic Council, Inc., Inc.'s organizational structure.

Suwannee River Economic Council, Inc.
Transportation Department Organizational Chart



3. Florida's Transportation Disadvantaged Program Organization Chart

TD Program Foundation

In 1979, Legislature created the program to be “fully responsive to the needs” of this population.

Legislature created CTD and TD Trust Fund in 1989.

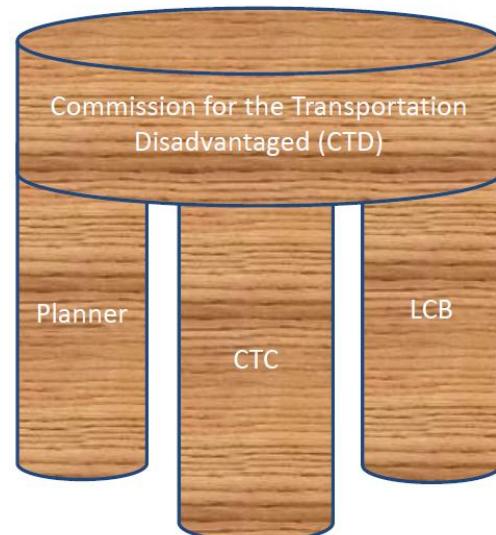
The purpose was to “coordinate” transportation services in each county in Florida.

Implemented by three primary entities at local level:

- Community Transportation Coordinator (CTC) – Oversees the delivery of TD services in designated county or multi-county area.
- Planning Agency (Planner) – Coordinates planning activities for local TD program.
- Local Coordinating Board (LCB) – Represents stakeholders and advises on the delivery of TD services.

CTD also works with state/local partners or “purchasing agencies” to coordinate funding for these services.

The “Three-Legged Stool” of Coordination



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan adopted in August 2018 is a long-range guide for the physical, economic, and social development of a planning region which identifies regional goals and policies. The plan contains regional goals and policies designed to promote a coordinated program of regional actions directed at resolving problems identified in the trends and conditions statements contained within each strategic regional subject area.

The following policies are included in the Strategic Regional Policy Plan:

REGIONAL GOAL 5.6. Reduce the unmet general trip demand of the north central Florida Transportation Disadvantaged population.

Policy 5.6.1. Improve mobility options for low-income, elderly and disabled citizens.

Policy 5.6.2. Increase funding for coordinated transportation systems for the transportation disadvantaged.

Policy 5.6.3. The Council and/or the Metropolitan Transportation Organization for the Gainesville Urbanized Area should provide technical assistance to designated north central Florida local transportation coordinating boards and community transportation coordinators.

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

c. Transit Development Plans

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

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

6. Union County Coordinating Board Membership Certification

**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEMBERSHIP CERTIFICATION**

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

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

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

Signature: _____ Date: _____
Fletcher J. Hope Jr., Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Commissioner McNeal		No Term
Elderly	Vacant	Vacant	6/30/2026
Disabled	Vacant	Vacant	6/30/2027
Citizen Advocate	Vacant	Vacant	6/30/2027
Citizen Advocate/User	Vacant	Vacant	6/30/2027
Children at Risk	Vacant	Vacant	6/30/2028
Florida Association for Community Action	Vacant	Vacant	6/30/2026
Public Education	Vacant	Vacant	No Term
Florida Agency for Persons with Disabilities	Sheryl Stanford	Diana Burgos-Garcia	No Term
Florida Department of Transportation	Angela Gregory	Lauren Adams	No Term
Florida Department of Children and Families	Vacant	Vacant	No Term
Florida Department of Elder Affairs	Libby Murphy	Vacant	No Term
Florida Department of Education	Vacant	Vacant	No Term
Florida Agency for Health Care Administration	Reeda Harris	Pamela Hagley	No Term
Regional Workforce Development Board	Vacant	Vacant	No Term
Veteran Services	Barbara Fischer	Vacant	6/30/2026
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2028
Local Medical Community	John "Dan" Mann	Vacant	6/30/2028

7. Union County Transportation Coordinating Board Membership

**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Melissa McNeal Local Elected Official/Chair	
Heather Fish Florida Department of Transportation Grievance Committee Member	Angela Gregory, Vice-Chair Florida Department of Transportation
Vacant Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Libby Murphy Florida Department of Elder Affairs Grievance Committee Member	Vacant Florida Department of Elder Affairs
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Stanford Florida Agency for Persons with Disabilities Grievance Committee Member	Diana Burgos-Garcia Florida Agency for Persons with Disabilities
Elizabeth Wetherington Regional Workforce Board	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2026	Vacant Florida Association for Community Action Term ending June 30, 2026
Vacant Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2026	Vacant Veterans Term ending June 30, 2026
Vacant Citizen Advocate Term ending June 30, 2027	Vacant Citizen Advocate Term ending June 30, 2027
Vacant Citizen Advocate - User Term ending June 30, 2027	Vacant Citizen Advocate - User Term ending June 30, 2027
Vacant Persons with Disabilities Term ending June 30, 2027	Vacant Persons with Disabilities Term ending June 30, 2027
Vacant Elderly Term ending June 30, 2026	Vacant Elderly Term ending June 30, 2026
John "Dan" Mann Medical Community Term ending June 30, 2025	Vacant Medical Community Term ending June 30, 2025
Vacant Children at Risk Term ending June 30, 2025	Vacant Children at Risk Term ending June 30, 2025
Vacant Private Transit Term ending June 30, 2025	Vacant Private Transit Term ending June 30, 2025

B. Service Area Profile and Demographics

1. Union County Service Area Description

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

2. Demographics

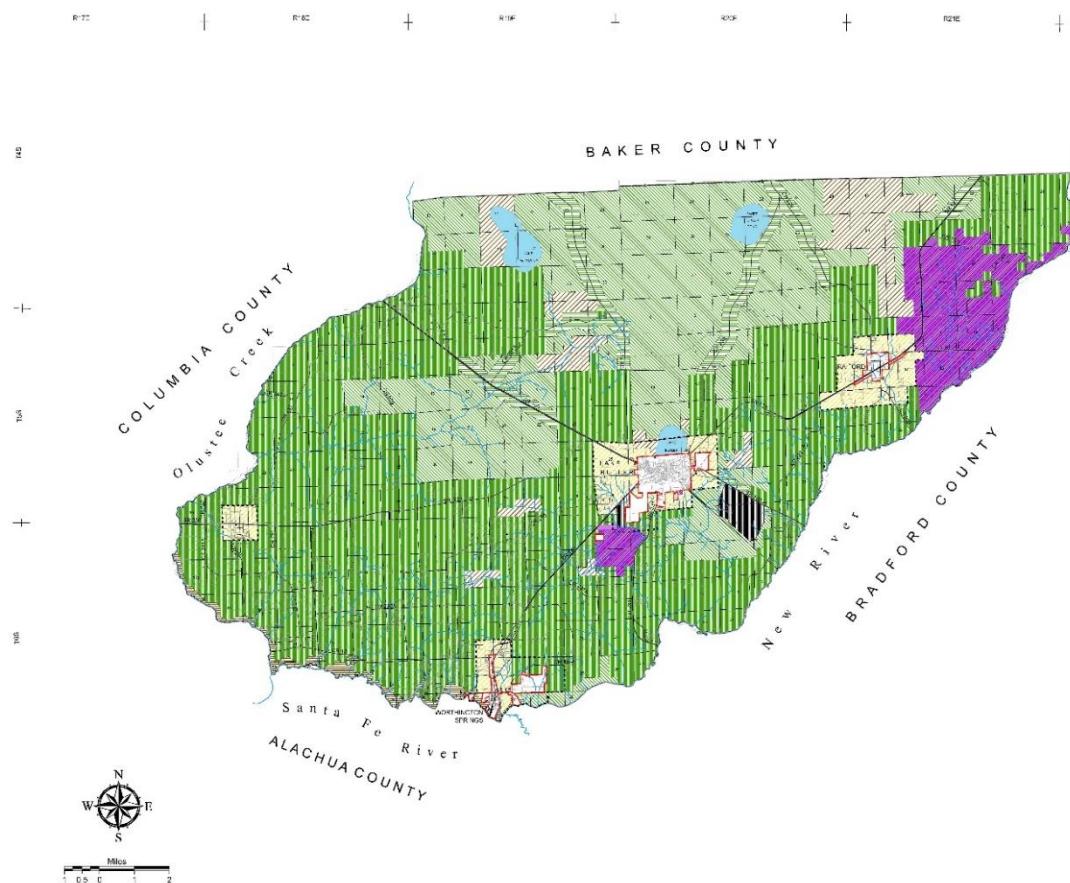
a. Land Use

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

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

Union County

Future Land Use Plan Map 2032



FUTURE LAND USE PLAN MAP CLASSIFICATIONS

Residential
Urban
Environmentally Sensitive Area - 1 (2.14.0 per 10 acres)
Environmentally Sensitive Area - 2 (1.14.0 per 10 acres)
Environmentally Sensitive Area - 3 (0.14.0 per 5 acres)
Agriculture - 1 (1.14.0 per 40 acres/zone)
Agriculture - 2 (1.14.0 per 20 acres)
Agriculture - 3 (1.14.0 per 10 acres)
Agriculture - 4 (1.14.0 per 5 acres/zone as specified in Policy 2.7)
Residential - Low Density (1.24.0 per 2000)
Residential - Moderate Density (1.14.0 per 2000)
Residential - High Density (1.04.0 per 2000)
Residential - High Density (2.76.0 per acre/zone)
Commercial
Industrial

OTHER MAP FEATURES

County Boundary
Proprietary Areas
Designated Homeless Emergency Areas
Levee
River or Stream

Source: U.S. Geological Survey, 2001.
1/2001, 1:250,000 scale.

NOTES: Land use areas are subject to change. The areas in this map are not to be construed as final land use designations. This map is a general guide for the location of proposed land use areas. This map is not to be used for legal purposes. For legal purposes, the official zoning map is to be used.



b. Population/Composition

The Bureau of Economic and Business Research estimated Union County's total population in 2024 as 16,100. The Bureau of Economic and Business Research also estimated the population of the City of Lake Butler as 1,979, the Town of Raiford as 236, the Town of Worthington Springs as 451 and the unincorporated area as 13,434.

As Table 1 shows, 82 percent of the County's population is located within the unincorporated areas. Table 2 indicates that Union County's population is not evenly distributed. In 2020, approximately 57 percent of the population lived in the Lake Butler census division which covers 46 percent of the County's land area. Population/land area percentages for the Raiford census division and the Worthington census division are 21.4/26.3 and 22.1/27.2 respectively.

TABLE 1

POPULATION COUNTS AND ESTIMATES UNION COUNTY

AREA	POPULATION COUNT 2020	POPULATION ESTIMATE 2024
Union County	16,147	16,100
City of Lake Butler	1,986	1,979
Town of Raiford	224	236
Town of Worthington Springs	378	451
Unincorporated Area	13,559	13,434

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

It is important to note that, according to the Bureau of Economic and Business Research, 4,218 individuals in Union County are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

c. Population Densities

Table 2 shows the Union County population distribution.

TABLE 2

POPULATION DISTRIBUTION UNION COUNTY

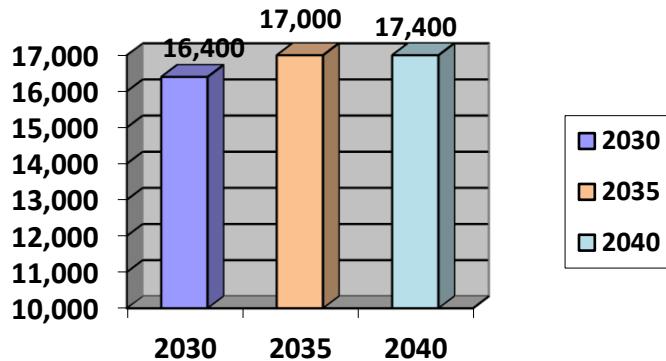
2020 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
16,147	243	646.3

Source: Florida Legislature Office of Economic and Demographic Research

d. Population Projections

According to the Bureau of Economic and Business Research, by the year 2030, Union County will have a total population of 16,400 and by the year 2040, the total County population will be 17,400. Illustration I shows population projections for 2030, 2035 and 2040.

ILLUSTRATION I



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

e. Population Age Distribution

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

TABLE 3

POPULATION ESTIMATES BY AGE GROUP
UNION COUNTY
2023

Age Group	Estimated 2023 Population
0-4	786
5-17	2,102
18-24	1,419
25-54	6,868
55-64	2,532
65-79	1,986
80+	444

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

f. Disability and Self Care Limitations

The 2020 U.S. Census Bureau American Community Survey estimates 1,880 civilian residents of Union County had a disability in 2022.

g. Employment

According to the U.S. Department of Labor, Bureau of Labor Statistics, the estimated labor force in 2023 as 34.8 percent of the population 18 years of age and older. The estimated unemployment rate for Union County in December 2023 was 3 percent.

h. Income

The Florida Legislature Office of Economic and Demographic Research estimates the median household income for Union County in 2023 was \$64,922. Table 4 characterizes the levels of household income in Union County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4

**HOUSEHOLD INCOME
UNION COUNTY, 2023**

HOUSEHOLDS 2020 U.S. Census	MEDIAN HOUSEHOLD INCOME 2023	PERCENT OF PERSONS BELOW POVERTY LEVEL 2023
4,271	\$64,922	19.4%

Source: Florida Legislature Office of Economic and Demographic Research

TABLE 5

**2025 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia**

2025 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	Poverty guideline
1	\$15,650
2	\$21,150
3	\$26,650
4	\$32,150
5	\$37,650
6	\$43,150
7	\$48,650
8	\$54,150
For families/households with more than 8 persons, add \$5,500 for each additional person.	

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

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

TABLE 6

**INCOME AND POVERTY STATUS DATA
UNION COUNTY, 2023**

PER CAPITA INCOME 2023	MEDIAN HOUSEHOLD INCOME 2023	PERCENT OF PERSONS BELOW POVERTY LEVEL 2023
\$28,946	\$64,922	19.4%

Source: Florida Legislature Office of Economic and Demographic Research

According to the Florida Agency for Health Care Administration, Medicaid Data Analytics, the total Medicaid eligibles for Union County as of January 31, 2025 was 2,767. Table 6 shows individuals who received Supplemental Security Income.

TABLE 7

**Supplemental Security Income
Union County
2023**

Type Of Assistance	Recipients
Aged	12
Blind and Disabled	361

Source: Social Security Administration, Master Beneficiary Record and Supplemental Security Record

i. Housing

The 2020 U.S. Census Bureau estimates that in 2022, the total number of households in Union County was 4,824 and that the average household size was 2.57. Table 8 presents data on Union County housing units.

**TABLE 8
HOUSING OCCUPANCY
UNION COUNTY, 2022**

HOUSING UNITS	Owner-Occupied Housing Units
4,824	69.7%

Source: Bureau of the Census, 2020, State and County Quick Facts

j. Health

One hospital is located in Union County. According to the Florida Health 2022/23 Physician Workforce Annual Report, there were 18 licensed doctors of medicine practicing in Union County.

k. Transportation

According to the 2020 Census American Community Survey, an estimated 130 households had no vehicle available in 2022.

I. Major Trip Generators/Attractors

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

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

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

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

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

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

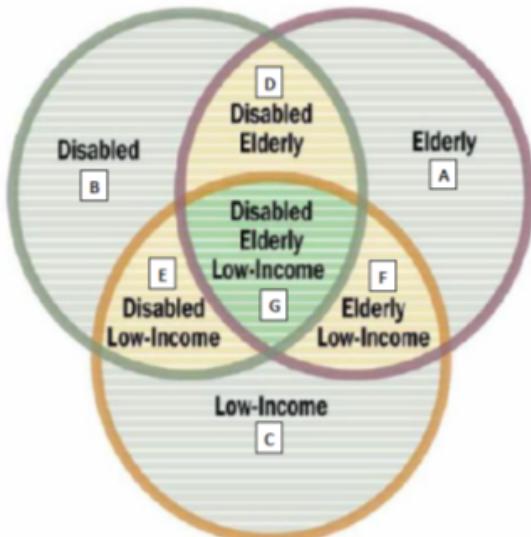
Union County
Transportation Disadvantaged Service Plan

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Union County				Census Data from: 2018				
County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
<18	2,902	19.4%	922	6.2%	177	6.1%	67	2.30%
18-64	9,801	65.6%	975	6.5%	1,490	15.2%	323	3.30%
Total Non Elderly	12,703	85.0%	1,897	12.7%	1,667	13.1%	390	3.07%
65+	2,237	15.0%	237	1.6%	1,080	48.3%	161	7.20%
Total Elderly	2,237	15.0%	237	1.6%	1,080	46.3%	161	7.20%
Total	14,940	100%	2,134	14.3%	2,747	18.4%	551	3.69%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I9)	390
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G9	1,277
G - Estimate elderly/disabled/low income	From Base Data (I11)	161
D - Estimate elderly/ disabled/not low income	Subtract I11 from G11	919
F - Estimate elderly/non-disabled/low income	Subtract I11 from E11	76
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C11	1,081
C - Estimate low income/not elderly/not disabled	Subtract I9 from E9	1,507
Total - Non-Duplicated		5,411

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	5,411	36.2%

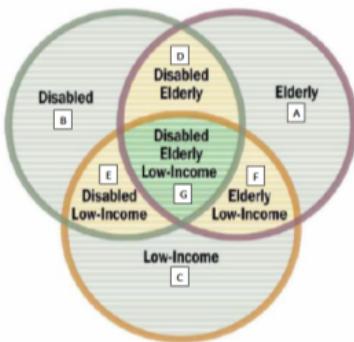


Union County
Transportation Disadvantaged Service Plan

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

<i>Union County</i>										
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General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/low income	390	391	392	393	394	395	396	398	399	400	401
B - Estimate non-elderly/disabled/not low income	1,277	1,280	1,283	1,287	1,290	1,294	1,297	1,301	1,304	1,308	1,311
G - Estimate elderly/disabled/low income	161	161	162	162	163	163	164	164	165	165	165
D - Estimate elderly/disabled/not low income	919	922	924	927	929	932	934	937	939	942	944
F - Estimate elderly/non-disabled/low income	76	76	76	77	77	77	77	77	78	78	78
A - Estimate elderly/non-disabled/not low income	1,081	1,083	1,086	1,089	1,092	1,095	1,098	1,101	1,104	1,107	1,110
C - Estimate low income/not elderly/not disabled	1,507	1,511	1,515	1,519	1,523	1,527	1,531	1,535	1,539	1,544	1,548
TOTAL GENERAL TD POPULATION	5,411	5,425	5,440	5,454	5,469	5,484	5,498	5,513	5,528	5,543	5,557
TOTAL POPULATION	14,940	14,980	15,020	15,061	15,101	15,141	15,182	15,223	15,264	15,304	15,345



<i>Union County</i>										
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Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
<i>Disabled</i>	551	553	554	556	557	559	560	562	563	565	566
<i>Low Income Not Disabled No Auto/Transit</i>	431	432	433	434	435	436	437	439	440	441	442
Total Critical Need TD Population	982	984	987	990	992	995	998	1,000	1,003	1,006	1,008
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	27	27	27	27	27	27	27	28	28	28	28
<i>Low Income - Not Disabled - No Access</i>	818	820	822	824	826	829	831	833	835	837	840
Total Daily Trips Critical Need TD Population	845	859	873	888	903	919	935	952	969	986	1,001
Annual Trips	219,583	223,294	227,067	230,905	234,807	238,963	243,193	247,497	251,878	256,336	260,361

2. Paratransit Service Demand Estimation

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

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Union County			Census Data from: 2018	
County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	177	6.10%	67	2.30%
18-64	1,490	15.20%	323	3.30%
Total Non Elderly	1,667	13.12%	390	3.07%
65+	1,080	48.30%	161	7.20%
Total Elderly	1,080	48.30%	161	7.20%
Total	2,747	18.39%	551	3.69%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	112
11.70%	19
	130

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	279	112	390
<i>Elderly</i>	142	19	161
TOTAL	421	130	551

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

<i>Assumes</i> 27.2% 100%	Low Income & Not Disabled = C + F 1,583 xx % without auto access 431 xx % without transit access 431	CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION Calculation of Daily Trips Total Actual Critical TD Population Rates Per Person Total Daily Trips Severely Disabled 551 0.049 27 Low Income ND 431 1.899 818 Totals 982 845

3. Barriers to Coordination

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

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. The Florida Medicaid Non-Emergency Transportation Services Coverage Policy Handbook, Agency for Health Care Administration November 2019, provides information concerning Medicaid non-emergency transportation policies.

Other barriers to the coordination of transportation services include the following:

- low density, rural population limits the ability to multi-load vehicles;
- out-of-county trips are required due to the limited availability of medical services/facilities; and
- various requirements for agency client transportation services.

4. Needs Assessment

United States Code Section 5339 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide transportation services.	2025/26	Union County	\$144,431.00	Federal Transit Administration

United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide transportation services.	2025/26	Union County	\$239,686.00 \$239,686.00	Federal Transit Administration Suwannee River Economic Council, Inc.

Transportation Disadvantaged Trip & Equipment Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	PROJECT FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide trips to transportation disadvantaged individuals.	2025/26	Union County	\$123,726.00 \$ 13,747.00	Florida Commission for the Transportation Disadvantaged Suwannee River Economic Council, Inc.

Transportation Disadvantaged Program - Planning Grant

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
North Central Florida Regional Planning Council	Transportation Disadvantaged Program planning.	2025/26	Union County	\$23,128.00	Florida Commission for the Transportation Disadvantaged

Rural Area Capital Assistance Grant

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Purchase one replacement vehicle.	2025/26	Union County	\$147,274.00	Florida Commission for the Transportation Disadvantaged

5. Goals, Objectives and Strategies

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

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

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

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

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

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

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

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

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

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

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

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

Strategy c: The Community Transportation Coordinator shall document the reduction of single passenger trips.

Strategy d: The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.

GOAL IV: **The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**

OBJECTIVE: The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.

Strategy a: The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.

Strategy b: The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.

GOAL V: **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**

OBJECTIVE: The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.

GOAL VI: **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**

OBJECTIVE: The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.

Strategy a: The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.

Strategy b: The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.

GOAL VII: **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**

OBJECTIVE: The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.

Strategy: The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.

GOAL VIII: **The Community Transportation Coordinator shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**

OBJECTIVE: The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.

Strategy: The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.

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

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

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

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Union County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2025/26 (4) 2025/26

Union County
Transportation Disadvantaged Service Plan

<p>(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.</p> <p>(2) Provide alternative methods for accessing transportation services for individuals with disabilities.</p> <p>(3) Train staff members regarding the utilization of special equipment for persons with disabilities.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing</p>
<p>Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.</p>	<p>2025/26</p>
<p>(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner.</p> <p>(2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.</p> <p>(3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.</p>	<p>(1) Ongoing (2) Annually (3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval.</p> <p>(2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</p>	<p>(1) Ongoing (2) Ongoing</p>
<p>(1) Monitor the quality of service.</p> <p>(2) Make recommendations to improve the quality of service.</p> <p>(3) Provide courteous and professional service.</p> <p>(4) Provide sensitivity and courtesy training annually.</p> <p>(5) Collect on-time performance data.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually</p>
<p>Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>Ongoing</p>
<p>The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>Annually</p>

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Chapter II: Service Plan

A. Operations

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

1. Types, Hours and Days of Service

Ambulatory	Wheelchair	Advance Reservation	Subscription	Door to Door
✓	✓	✓	✓	✓

a. Bariatric Transportation

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

b. Hours and Days of Service

Transportation Disadvantaged Program sponsored service is provided Monday through Friday, 6:00 a.m. to 6:00 p.m. excluding holidays (see below).

c. Holidays

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

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

2. Accessing Services

a. Office Hours

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

b. Phone Number

352.496.0624

c. Advance Notification Time

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

d. Trip Cancellation Process

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

e. No-Show Policies

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

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

f. After Hours Service

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

g. Passenger Fares

Suwannee River Economic Council, Inc. will not charge fares to passengers sponsored by the Transportation Disadvantaged Program.

h. Transportation Disadvantaged Program Eligibility

Individuals must apply for Transportation Disadvantaged Program eligibility certification for their transportation to be sponsored by Florida's Transportation Disadvantaged Program. Recertification will be conducted annually. Recertification is not required of individuals who have permanent disabilities. The Transportation Disadvantaged Program Eligibility Certification Application is shown as Exhibit A.

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

1. Determine if the applicant is unable to transport themselves because they do not have an operational vehicle or the ability to operate a vehicle.

2. Determine if the applicant is sponsored by any agency for transportation services; is unable to purchase transportation; is unable to find transportation from other sources.

Applicants meeting all of the above criteria must also satisfy at least one of the following:

1. Be disabled as defined by the Americans with Disabilities Act of 1990.
2. Be 60 years of age or older.
3. Be 0 to 17 years of age.
4. Household income meets a maximum of 200% of the current Federal Poverty Guidelines as indicated below. Proof of income is required.

**2025 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia**

2025 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	Poverty guideline
1	\$15,650
2	\$21,150
3	\$26,650
4	\$32,150
5	\$37,650
6	\$43,150
7	\$48,650
8	\$54,150
For families/households with more than 8 persons, add \$5,500 for each additional person.	

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

Suwannee River Economic Council, Inc. will notify Transportation Disadvantaged Program applicants of eligibility approval or denial within 15 working days after receipt of their applications. Applicants will be provided one complementary trip while eligibility determination is being made. Applicants determined to be ineligible for Transportation Disadvantaged Program sponsored services may file appeals with Suwannee River Economic Council, Inc. Complementary trips will not be provided during the appeals process.

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

SREC Transportation

March 18, 2025

Client
Address
City, State ZIP

Dear Client,

To determine if you qualify to receive Transportation Disadvantaged ride services, you must complete the enclosed application and return to SREC Transportation. This application must be updated annually to determine continued eligibility. Along with your application you will need to provide an ID example (Driver License, Senior ID, Birth Certificate) as supporting documentation.

If you are between the ages 18-59 you will need along with the ID, an additional supporting documentation from the list below to determine eligibility:

DISABILITY

Doctor Statement
VA letter of disability
SSI Statement
Permanent Disability

INCOME

Medicaid
Food Stamps/SNAP
SSI Statement
Pay Check Stub/ Bank Statement

Send completed & signed application along with supporting documentation by mail, email, or fax to signed and

Mail: SREC
255 SW 9th Ave
Lake Butler, FL 32054

Email: ride@suwanneec.net
Fax: 386-496-0634

Should you have any questions or difficulty in completing the application, please call our Toll Free number at (844)496-0624 or (386) 496-1332. Office hours are Monday – Friday 8:30 AM – 4:00 PM (excluding holidays).

Thank you for your cooperation,

SREC

According to Florida Statute 427.011(1), Transportation disadvantaged eligibility criteria is based on income, age, and/or physical or mental disability. Any intentional deception or misrepresentation will be considered fraud and may result in the suspension of your benefits.

**TRANSPORTATION DISADVANTAGED PROGRAM
ELIGIBILITY CERTIFICATION APPLICATION**

Last Name _____	First Name _____
Middle Initial _____	
Street Address _____	City _____
State _____	Mail address: _____
Zip Code _____	County _____
Daytime Telephone Number (_____) _____ - _____	Evening Telephone Number (_____) _____ - _____
Emergency Contact Name _____	
Relationship _____	
How many people reside in your household Including parents, caregivers, relatives or others involved in your living functions? _____	
Does your household have an operational vehicle(s)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
(a) Are you or another household member able to operate the vehicle(s)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
(b) Can you afford to operate the vehicle(s)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you enrolled in any assistance programs? <input type="checkbox"/> Managed Medical Care Program (Medicaid) <input type="checkbox"/> Aging Program <input type="checkbox"/> Other _____	

Mail Completed application to: SREC
255 SW 9th Avenue
Lake Butler, FL 32054
Tel#386-496-0624 for more information
Or
Give to Driver at time of trip

TURN OVER – COMPLETE BACK OF FORM



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? <input type="checkbox"/> Yes <input type="checkbox"/> No 6. Is your disability permanent? <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Please check or list any special needs, services or modes of transportation you require:</p> <p><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</p> <p>Other: _____</p>

CERTIFICATION AND ACKNOWLEDGEMENT

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

APPLICANT SIGNATURE _____

DATE _____

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

Application Processed by: _____

Signature: _____

Date: _____



Procedures for processing
Transportation Disadvantaged Program
Eligibility Certification Application

1. **New Ride:** When a client calls in for a ride they are verify through CTS software, to see if the client is a new or existing client of the system. If new send the client, the Cover letter with document needed and the TD application by driver or mail to be completed.
2. **Transportation Application (TD):** All TD clients must complete a transportation application form to determine eligibility and the appropriate means of service. The application must have documentation and completed. (If not, completed the application is denied, notify person by phone reason why). If application is denied, the client may file an appeal with Suwannee River Economic Council within 15 working days. (try to contact client)
3. **Verification of eligibility:** Once application is returned to office. Intake staff will run the applicants, Name, Date of Birth and Social Security #, through the Florida Medicaid web portal at <https://sso.flmmis.com.Determine> 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. Complete the TD Determination for Eligibility Form. Verify the documentation to determine if eligibility is based on age, physical or mental disability, no other funding, no means of transportation. Client can be eligible for Health plan and TD, TD for non-covered health plan trips.
4. **Contact Client:** Call client and notify them 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 SREC can provide).
5. **Medicaid Reform Members:** Clients that are Medicaid Reform need to contact the designated provider on the back of the Medicaid Card for health plans, Humana, Sunshine, United Care Improvement, and Well Care. Below are the following Brokers of transportation.
 - Modivcare
 - Alivi
 - SafeRide
 - Other Brokers as assigned
6. **CTS Update:** Add client client information in Client Master screen complete screen to include TD clients add assessment date, approved one year from approval date. Complete Approval of application with your signature and date of completion. In the Medicaid field add TD and if health plan add Broker name.
7. **Application processing Time:** SREC dispatcher will notify client 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 file drawer alphabetical order. Expired- Inactive applications are placed in individual file folders by name of client by County in file cabinet
9. **Annually Update:** All TD clients are to complete an application annually by the assigned CTS expiration date on file.



i. Transportation Disadvantaged Program Trip Priorities

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:

- 1) Prescheduled Medical Appointments
 - Dialysis appointments
 - Cancer Care appointments
 - Urgent Care appointments
- 2) 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
- 3) Other Medical Appointments
 - Dental appointments
 - Pharmacy
- 4) 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
- 5) Nutritional (within Union County)
 - Adult congregate meal programs
 - Food stamp procurement
 - Grocery shopping
- 6) Social Service Agency (within Union County)
 - Public agency support services
 - Senior programs

Medical trips sponsored by the Transportation Disadvantaged Program will only be provided outside of Union County if the medical service is not available in Union County.

3. Transportation Operators and Coordination Contractors

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

4. Public Transit Utilization

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

5. School Bus Utilization

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

6. Vehicle Inventory

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

7. System Safety Program Plan Certification

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

8. Inter-County Services

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

9. Natural Disaster/Emergency Preparedness

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

10. Marketing

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

11. Acceptable Alternatives

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

12. Service Standards

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

a. Drug and Alcohol Policy

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

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

b. Transport of Escorts and Dependent Children

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

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

c. Use, Responsibility and Cost of Child Restraint Devices

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

Local Policy: All children 5 years of age or younger must be properly restrained no matter where they are sitting in the vehicle. Children through age 3 must be secured in a separate carrier or a vehicle manufacturer's integrated child safety seat. For children aged 4 through 5 years, a separate carrier, an integrated child safety seat, or a safety belt may be used. ([FS 316.613](#)). Device shall be provided and installed by the passenger.

d. Passenger Property

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

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

e. Vehicle Transfer Points

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

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

f. Local Toll Free Phone Number

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

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

g. Out-Of-Service Area Trips

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

Local Policy: Suwannee River Economic Council, Inc. may require medical provider certification for any out of county trip.

h. Vehicle Cleanliness

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

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

i. Billing Requirements

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

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

j. Passenger/Trip Database

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

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

k. Adequate Seating

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

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

l. Driver Identification

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

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

m. Passenger Assistance

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

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

n. Smoking, Eating, and Drinking

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

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

o. Passenger No-Shows

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

Local Policy - Suwannee River Economic Council, Inc. shall attempt to reduce the number of no-shows annually.

p. Two-Way Communications

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

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

q. Air Conditioning/Heating

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

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

r. First Aid

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

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

s. Cardiopulmonary Resuscitation

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

Local Policy: Drivers are required to be trained in cardiopulmonary resuscitation.

t. Driver Criminal Background Screening

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

Local Policy: Level II background screenings are required for all employees. The Level II background screening includes Florida Department of Elder Affairs and Florida Law Enforcement criminal history checks. All drivers are fingerprinted and results are submitted to the Florida Department of Elder Affairs and Florida Department of Children and Families. Driver screenings updated every five years.

u. Fixed Route Transit Utilization

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

Local Policy: Not applicable.

v. Pick-Up Window

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

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

w. On-Time Performance

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

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

x. Advance Reservation Requirement

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

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

y. Safety

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

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

z. Reliability

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

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

aa. Call-Hold Time

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

This standard is not applicable to this service area.

bb. Quality of Service

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

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

cc. Safety Belt Usage

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

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

13. Local Grievance Procedure/Process

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

14. Passenger Code of Conduct

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

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

a. Verbal Abuse

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

b. Physical Abuse

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

C. Substance Abuse

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

d. Penalties

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

Verbal Abuse

First offense – written warning

Second offense – one week suspension of services

Third offense – 30 day suspension of services

Fourth offense – 90 day suspension of services

Fifth offense – permanently removed from service

Physical Abuse

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

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. Appeals

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

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

and

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

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

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

15. Evaluation Process

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

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

Chapter III: Quality Assurance

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

A. Community Transportation Coordinator Evaluation Process

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

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Appendix A: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures

Grievance Procedures

July 9, 2024

Union County
Transportation Disadvantaged Coordinating Board



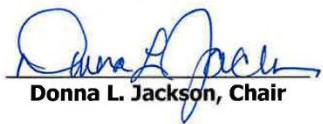
Union County Transportation Disadvantaged Coordinating Board

Grievance Procedures

Approved by the

Union County
Transportation Disadvantaged Coordinating Board

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



Donna L. Jackson, Chair

with Assistance from



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

July 9, 2024

Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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Chapter I: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

Union County Transportation Disadvantaged Coordinating Board
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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.

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

E. Membership

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

(2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

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

G. Meetings

(1) The Grievance Committee may meet as often as necessary to fulfill 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.

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

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

(6) **Proxy Voting.** Proxy voting is not permitted.

(7) **Parliamentary Procedures.** The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

(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.

Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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:

Union County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.

Union County Transportation Disadvantaged Coordinating Board
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- (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:

Union County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.

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- (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.

Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

(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 Union County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Union County Transportation Disadvantaged Coordinating Board the 9th day of July 2024.



Donna L. Jackson, Chair
Union County Transportation Disadvantaged Coordinating Board

Appendix B: Cost/Revenue Allocation and Rate Structure Justification



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Suwannee River Economic Council
Service Rate Effective Date	7/1/2025

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
• Ambulatory	Passenger Mile	\$1.94
• Wheel Chair	Passenger Mile	\$3.33

Preliminary Information Worksheet Version 1.4

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

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input checked="" type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

Union County
Transportation Disadvantaged Service Plan

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.								
						Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000								
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)														
Local Non-Govt														
Farebox														
Medicaid Co-Pay Received														
Donations/ Contributions														
In-Kind, Contributed Services														
Other	\$ 13,585	\$ 14,500	\$ 13,747	6.7%	-5.2%									
Bus Pass Program Revenue														
CTD														
Non-Spons. Trip Program	\$ 122,261	\$ 130,496	\$ 123,726	6.7%	-5.2%									
Non-Spons. Capital Equipment														
Rural Capital Equipment	\$ 139,692			-	-100.0%									
Other TD (specify in explanation)														
Bus Pass Program Revenue														
USDOT & FDOT														
49 USC 5307														
49 USC 5310														
49 USC 5311 (Operating)	\$ 223,001	\$ 121,788	\$ 182,072	-45.4%	49.5%									
49 USC 5311(Capital)														
Block Grant														
Service Development														
Commuter Assistance														
Other DOT (specify in explanation)														
Bus Pass Program Revenue														
AHCA														
Medicaid	\$ 122,616	\$ 100,616	\$ 165,609	-17.9%	64.6%									
Other AHCA (specify in explanation)														
Bus Pass Program Revenue														
DOEA														
Older Americans Act	\$ 2,811	\$ -	\$ 2,426	-100.0%										
Community Care for Elderly														
Other DOEA (specify in explanation)														
Bus Pass Program Revenue														
Balancing Revenue is Short By =														
Total Revenues =														
	\$623,966	\$367,400	\$487,580	-41.1%	32.7%									
EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)														
Operating Expenditures														
Labor	\$ 166,778	\$ 115,730	\$ 178,759	-30.6%	54.5%									
Fringe Benefits	\$ 95,563	\$ 61,367	\$ 97,348	-35.8%	58.6%									
Services	\$ 17,892	\$ 9,069	\$ 16,401	-49.3%	80.8%									
Materials and Supplies	\$ 120,898	\$ 123,061	\$ 119,301	1.8%	-3.1%									
Utilities	\$ 14,117	\$ 10,873	\$ 14,530	-23.0%	33.6%									
Casualty and Liability	\$ 43,960	\$ 31,299	\$ 45,640	-28.8%	45.8%									
Taxes	\$ 482	\$ 378	\$ 546	-21.6%	44.4%									
Purchased Transportation:														
Purchased Bus Pass Expenses														
School Bus Utilization Expenses														
Contracted Transportation Services														
Other														
Miscellaneous	\$ 1,393	\$ 917	\$ 1,065	-34.2%	16.1%									
Operating Debt Service - Principal & Interest														
Leases and Rentals														
Contrib. to Capital Equip. Replacement Fund	\$ 13,585	\$ 206	\$ 243	-98.5%	18.0%									
In-Kind, Contributed Services	\$ -	\$ -	\$ -											
Allocated Indirect		\$ 14,500	\$ 13,747		-5.2%									
Capital Expenditures														
Equip. Purchases with Grant Funds	\$ 139,886			-100.0%										
Equip. Purchases with Local Revenue														
Equip. Purchases with Rate Generated Rev.														
Capital Debt Service - Principal & Interest														
ACTUAL YEAR GAIN														
Total Expenditures =														
	\$9,412													
	\$614,554	\$367,400	\$487,580	-40.2%	32.7%									

Union County
Transportation Disadvantaged Service Plan

	Upcoming Year's BUDGETED Revenues from July 1st of 2025 to June 30th of 2026		What amount of the <u>Budgeted</u> Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the <u>Subsidy</u> Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	\$ -		\$ -		
Medicaid Co-Pay Received	\$ -		\$ -		
Donations/ Contributions	\$ -		\$ -		
In-Kind, Contributed Services	\$ -		\$ -		
Other	\$ 13,747		\$ -		
Bus Pass Program Revenue	\$ -		\$ -		
CTD					
Non-Spons. Trip Program	\$ 123,726		\$ -	\$ -	
Non-Spons. Capital Equipment	\$ -		\$ -	\$ -	
Rural Capital Equipment	\$ -		\$ -	\$ -	
Other TD	\$ -		\$ -		
Bus Pass Program Revenue	\$ -		\$ -		
USDOT & FDOT					
49 USC 5307	\$ -		\$ -		
49 USC 5310	\$ -		\$ -	\$ -	
49 USC 5311 (Operating)	\$ 182,072		\$ 182,072		
49 USC 5311(Capital)	\$ -		\$ -	\$ -	
Block Grant	\$ -		\$ -		
Service Development	\$ -		\$ -		
Commuter Assistance	\$ -		\$ -		
Other DOT	\$ -		\$ -		
Bus Pass Program Revenue	\$ -		\$ -		
AHCA					
Medicaid	\$ 165,609		\$ -		
Other AHCA	\$ -		\$ -		
Bus Pass Program Revenue	\$ -		\$ -		
DOEA					
Older Americans Act	\$ 2,426		\$ -		
Community Care for Elderly	\$ -		\$ -		
Other DOEA	\$ -		\$ -		
Bus Pass Program Revenue	\$ -		\$ -		
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ -		\$ -		
Total Revenues =	\$ 487,580				
			\$ 305,508	\$ 182,072	\$ -

EXPENDITURES (CTC/Operators ONLY)				
Operating Expenditures				
Labor	\$ 178,759			
Fringe Benefits	\$ 97,348			
Services	\$ 16,401			
Materials and Supplies	\$ 119,301			
Utilities	\$ 14,530			
Casualty and Liability	\$ 45,640			
Taxes	\$ 546			
Purchased Transportation:				
Purchased Bus Pass Expenses	\$ -			
School Bus Utilization Expenses	\$ -			
Contracted Transportation Services	\$ -			
Other	\$ -			
Miscellaneous	\$ 1,065			
Operating Debt Service - Principal & Interest	\$ -			
Leases and Rentals	\$ -			
Contrib. to Capital Equip. Replacement Fund	\$ 243			
In-Kind Contributed Services	\$ -			
Allocated Indirect	\$ 13,747			
Capital Expenditures				
Equip. Purchases with Grant Funds	\$ -			
Equip. Purchases with Local Revenue	\$ -			
Equip. Purchases with Rate Generated Rev	\$ -			
Capital Debt Service - Principal & Interest	\$ -			
	\$ -			
	Total Expenditures = \$ 487,580			
<i>minus EXCLUDED Subsidy Revenue = \$ 182,072</i>				
Budgeted Total Expenditures INCLUDED				
in Rate Base = \$ 305,508				
Rate Base Adjustment ¹ = 				
Adjusted Expenditures Included in Rate				
Base = \$ 305,508				
PROGRAM-WIDE RATES				
Total Projected Passenger Miles = 157,250				
Rate Per Passenger Mile = \$ 1.94				
Total Projected Passenger Trips = 4,350				
Rate Per Passenger Trip = \$ 70.23				
Fiscal Year				
2025 - 2026				
Avg. Passenger Trip Length 36.1 Miles				
Rates If No Revenue Funds Were Identified As Subsidy Funds				
Rate Per Passenger Mile = \$ 3.10				
Rate Per Passenger Trip = \$ 112.09				
RATES FOR FY: 2025 - 2026				
Ambul	Chair	Stretcher	Group	
Leave Blank	Leave Blank	Leave Blank	Leave Blank	
156,960 + 290 + 0				
\$1.94	\$3.33	\$0.00	\$0.00	\$0.00

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Appendix C: Vehicle Inventory

Union County
Transportation Disadvantaged Service Plan

Model Year	Chassis Make and Model	Vehicle Identification Number (17 Digits)	Maximum Ambulatory/ Wheelchair Passenger Seating	Average Vehicle Miles Per Year	Current Mileage as of (Date)	Anticipated Retirement Year	Source of Funding
2014	Ford Econoline	1FTNE2EL1E DA67826	8	7,303	58,420	2035	FDOT 5316
2016	Mobility Ventures MV1	57WMD2A63 EM101999	4/2	19,124	114,745	2028	TD-RC
2012	Ford Econoline	1FDXE4FL5B DA29977	10/2	22,528	180,224	2024	TD
2015*	Ford Econoline	1FDFE4FS4F DA35293	12/2	29,461	206,224	2023	TD-RC
2018	Ford Econoline	1FDFE4FS9J DC07505	12/2	42,238	168,953	2024	TD-RC
2020	Ford Econoline	1FDFE4FS6K DC65217	12/2	53,631	107,262	2025	TD-RC
2021	Ford Econoline	1FDFE4FN8 MDC18364	12/2	43,671	87,342	2027	FDOT 5339
2021	Ford Econoline	1FDFE4FN3 MDC41714	12/2	39,900	79,800	2027	FDOT 5339

Appendix D: Safety Compliance Self Certification



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 2025

Certification Year: (Previous): 2024

Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.
1171 Nobles Ferry Rd.
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: January 4, 2025
(Individual Responsible for Assurance of Compliance)

Name: Matt Pearson Title: Executive Director

North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson, AICP, Senior Planner

* Primary Responsibility



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Union County Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org/td

EXHIBIT G

GUIDELINES FOR THE PROBATIONARY AND ANNUAL REVIEW OF A COMMUNITY TRANSPORTATION COORDINATOR

II. ~~GUIDELINES FOR THE PROBATIONARY PERIOD~~
A COMMUNITY TRANSPORTATION COORDINATOR

All initial CTC approvals of the TDC will be for a six month probationary period and will require the submission of a six month evaluation of CTC performance by the local CB. The six-month evaluation shall be performed six months from the date the TDC approved the designation of the CTC. A report shall be submitted to the TDC by the Planning Agency within 45 days of the evaluation, summarizing the results of the evaluation, the conclusion of the CB, and a recommendation by the Planning Agency whether or not to proceed with the current CTC.

The annual evaluation is customarily completed 2 to 3 months prior to the expiration of the MOA contract period and prior to the efforts to develop the new MOA and Service Plan. A report shall be submitted to the TDC by the local CB within 45 days of the evaluation and prior to the execution of a new MOA, summarizing the results of the evaluation, the conclusion of the local CB, and a recommendation by the Planning Agency whether or not to proceed with the current CTC.

The following guidelines are to be used as criteria for evaluating the CTC's performance:

1. The local CB is provided the flexibility to evaluate their respective CTC based on the progress made since the time of the CTC's appointment. The CB should also evaluate the CTC based on performance standards or expectations identified in the approved service plan. In addition, the CB may evaluate the level of successful compliance with any of the requirements in the (MOA), including the service plan, if they so desire.
2. Any recommended course of action by a local CB or Planning Agency which is of the nature to replace the existing CTC should be properly supported with detailed documentation explaining the recommendation.
3. The procedure for monitoring this process shall be for TDC staff to monitor the submission of these reviews and schedule only the unfavorable reviews for TDC action. Favorable reviews shall be deemed as an automatic approval by the TDC for the continuation of the existing CTC, until further TDC monitoring or review reveals the need for corrective action.

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EXHIBIT H

2024/25 ANNUAL OPERATING REPORT



CTC Organization

County: Union

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Submitted

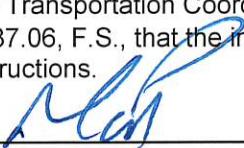
CTD Status: Under Review

Date Initiated: 8/6/2025

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: No
Number of Coordination Contractors: 0
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Melissa McNeal
CTC Contact: Matt Pearson
CTC Contact Title: Executive Director
CTC Contact Email: mpearson@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, Melissa McNeal, 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): 



CTC Trips

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
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	2,682	0	2,682	3,878	0	3,878
Non-Ambulatory	708	0	708	608	0	608
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
Total - Service Type	3,390	0	3,390	4,486	0	4,486
Contracted Transportation Operator						
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
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	1,096	0	1,096	1,982	0	1,982
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	1,914	N/A	1,914	1,987	N/A	1,987
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)	132	0	132	183	0	183
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)	248	0	248	334	0	334
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
Total - Revenue Source	3,390	0	3,390	4,486	0	4,486



CTC Trips (cont'd)

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	2,809	0	2,809	3,133	0	3,133
Children At Risk	36	0	36	32	0	32
Persons With Disabilities	111	0	111	608	0	608
Low Income	434	0	434	713	0	713
Other	0	0	0	0	0	0
Total - Passenger Type	3,390	0	3,390	4,486	0	4,486
Trip Purpose - One Way						
Medical	2,804	0	2,804	3,855	0	3,855
Employment	0	0	0	0	0	0
Education/Training/Daycare	0	0	0	0	0	0
Nutritional	375	0	375	420	0	420
Life-Sustaining/Other	211	0	211	211	0	211
Total - Trip Purpose	3,390	0	3,390	4,486	0	4,486
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	127	0	127	238	0	238
Total - UDPHC	127	0	127	238	0	238
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	145	N/A	145	184	N/A	184
Customer Feedback						
Complaints	0	N/A	0	0	N/A	0
Commendations	0	N/A	0	0	N/A	0



CTC Vehicles & Drivers

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
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	100,204	0	100,204	97,667	0	97,667
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
Total - Vehicle Miles	100,204	0	100,204	97,667	0	97,667
Roadcalls & Accidents						
Roadcalls	1	0	1	3	0	3
Chargeable Accidents	1	0	1	0	0	0
Vehicle Inventory						
Total Number of Vehicles	8	0	8	8	0	8
Number of Wheelchair Accessible Vehicles	7	0	7	8	0	8
Drivers						
Number of Full Time & Part Time Drivers	8	0	8	9	0	9
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 74,605	\$ 0	\$ 74,605	\$ 122,616	\$ 0	\$ 122,616
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
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)	\$ 2,028	\$ 0	\$ 2,028	\$ 2,811	\$ 0	\$ 2,811
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 130,496	N/A	\$ 130,496	\$ 122,261	N/A	\$ 122,261
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 139,692	N/A	\$ 139,692
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 240,540	\$ 0	\$ 240,540	\$ 223,001	\$ 0	\$ 223,001
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	\$ 139,692	\$ 0	\$ 139,692	\$ 0	\$ 0	\$ 0
Local Government						
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
Local Non-Government						
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	\$ 15,050	\$ 0	\$ 15,050	\$ 13,585	\$ 0	\$ 13,585
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 602,411	\$ 0	\$ 602,411	\$ 623,966	\$ 0	\$ 623,966



CTC Expense Sources

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 196,811	\$ 0	\$ 196,811	\$ 166,778	\$ 0	\$ 166,778
Fringe Benefits	\$ 110,580	\$ 0	\$ 110,580	\$ 95,563	\$ 0	\$ 95,563
Services	\$ 15,967	\$ 0	\$ 15,967	\$ 17,892	\$ 0	\$ 17,892
Materials & Supplies Consumed	\$ 111,739	\$ 0	\$ 111,739	\$ 120,898	\$ 0	\$ 120,898
Utilities	\$ 14,249	\$ 0	\$ 14,249	\$ 14,117	\$ 0	\$ 14,117
Casualty & Liability	\$ 46,846	\$ 0	\$ 46,846	\$ 43,960	\$ 0	\$ 43,960
Taxes	\$ 614	\$ 0	\$ 614	\$ 482	\$ 0	\$ 482
Miscellaneous	\$ 831	\$ 0	\$ 831	\$ 1,393	\$ 0	\$ 1,393
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 140,216	\$ 0	\$ 140,216	\$ 139,886	\$ 0	\$ 139,886
Contributed Services	\$ 14,500	\$ 0	\$ 14,500	\$ 13,585	\$ 0	\$ 13,585
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
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
Total - Expense Sources	\$ 652,353	\$ 0	\$ 652,353	\$ 614,554	\$ 0	\$ 614,554

County: Union
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 PO Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mpearson@suwanneec.net

Demographics		Number
	Total County Population	0
	Unduplicated Head Count	127



Trips By Type of Service	2023	2024	2025
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	4,871	4,486	3,390
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	4,871	4,486	3,390

Passenger Trips By Trip Purpose

Medical	4,594	3,855	2,804
Employment	0	0	0
Ed/Train/DayCare	0	0	0
Nutritional	119	420	375
Life-Sustaining/Other	158	211	211
TOTAL TRIPS	4,871	4,486	3,390

Passenger Trips By Revenue Source

CTD	2,161	1,987	1,914
AHCA	2,311	1,982	1,096
APD	0	0	0
DOEA	75	183	132
DOE	0	0	0
Other	324	334	248
TOTAL TRIPS	4,871	4,486	3,390

Trips by Provider Type

CTC	4,871	4,486	3,390
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	4,871	4,486	3,390

Vehicle Data	2023	2024	2025
Vehicle Miles	102,804	97,667	100,204
Roadcalls	2	3	1
Accidents	0	0	1
Vehicles	7	8	8
Drivers	8	9	8

Financial and General Data

Expenses	\$466,492	\$614,554	\$652,353
Revenues	\$629,871	\$623,966	\$602,411
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	177	184	145
Unmet Trip Requests	0	0	0

Performance Measures

Accidents per 100,000 Miles	0	0	1.00
Miles between Roadcalls	51,402	32,556	100,204
Avg. Trips per Passenger	20.21	18.85	26.69
Cost per Trip	\$95.77	\$136.99	\$192.43
Cost per Paratransit Trip	\$95.77	\$136.99	\$192.43
Cost per Total Mile	\$4.54	\$6.29	\$6.51
Cost per Paratransit Mile	\$4.54	\$6.29	\$6.51

