

Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

July 1, 2015 - June 30, 2016

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board



2015/16 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

Approved by the

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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June 17, 2015

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Chapter I: Development Plan

A. Introduction to The Service Area

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

1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

a. Florida Commission for the Transportation Disadvantaged

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

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

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

b. Designated Official Planning Agency

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

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

The North Central Florida Regional Planning Council is the Designated Official Planning Agency for Columbia, Hamilton and Suwannee Counties. According to Rule 41-2 of the Florida Administrative Code, responsibilities of the Designated Official Planning Agency include:

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

c. Local Coordinating Boards

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

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

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

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

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

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

d. Community Transportation Coordinator

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Suwannee Valley Transit Authority is the designated Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties.

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

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

2. Designation Date/History

Suwannee Valley Transit Authority is a public governmental entity providing transportation services for the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. In 1972, Suwannee Valley Transit Authority began the Suwannee Valley Transit System in Columbia, Hamilton, Suwannee and Lafayette Counties. In 1974, Suwannee Valley Transit Authority was created to serve Columbia, Hamilton and Suwannee Counties.

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

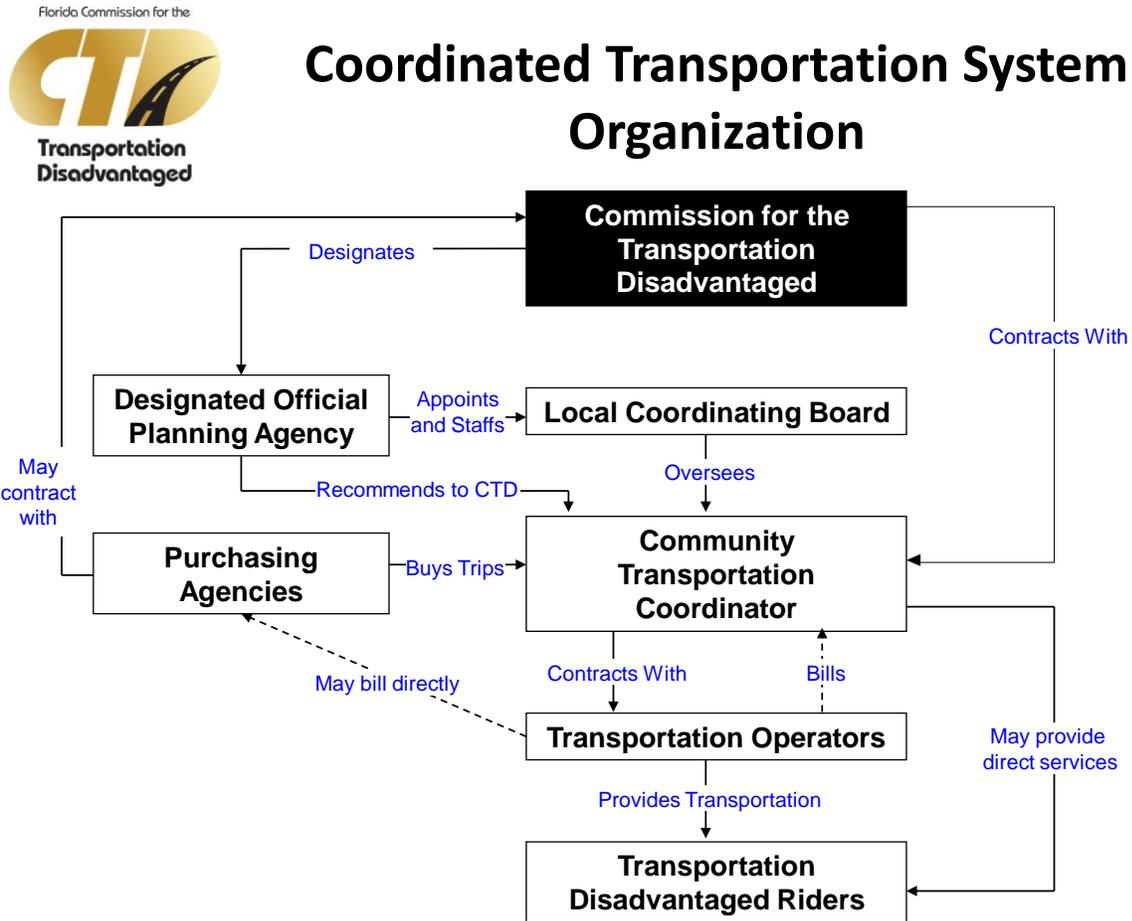
Suwannee Valley Transit Authority's Administrator directs the operation of the transit system. Suwannee Valley Transit Authority also employs maintenance, operational and fiscal personnel.

Suwannee Valley Transit Authority was designated the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties by the Florida Commission for the Transportation Disadvantaged in 1990. Suwannee Valley Transit Authority was selected as the Community Transportation Coordinator through a non-competitive selection process. The Florida Commission for the Transportation Disadvantaged re-designated Suwannee Valley Transit Authority as the Community Transportation Coordinator for a five-year period through a non-competitive selection process in 2011.

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

3. Organization Chart

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



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan as adopted by the North Central Florida Regional Planning Council is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan.

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

c. Transit Development Plans

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

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

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

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

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

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

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

Signature:  Date: 3/24/15
Carolyn B. Spooner, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Bucky Nash	Not Applicable	No Term
Local Elected Official	Beth Burnam	Not Applicable	No Term
Local Elected Official	Larry Sessions	Not Applicable	No Term
Elderly	Reverend Charles Burke	Vacant	6/30/2017
Disabled	Ralph Kitchens	Vacant	6/30/2015
Citizen Advocate	Jeanne d'Eauede	Louie Goodin	6/30/2015
Citizen Advocate/User	LJ Johnson	Vacant	6/30/2015
Children at Risk	Colleen Cody	Audre J. Washington	6/30/2016
Community Action	Matthew Pearson	Vacant	6/30/2017
Public Education	Keith Hatcher	Vacant	No Term
Department of Transportation	Sandra Collins	Janell Damato	No Term
Department of Children and Families	Kay Tice	Jaime Sanchez-Bianchi	No Term
Department of Elder Affairs	Bruce Evans	Dwight Law	No Term
Department of Education	Jeff Aboumrad	Allison Gill	No Term
Agency for Health Care Administration	Alana McKay	Andrew Singer	No Term
Regional Workforce Development Board	Sheryl Rehberg	Jeannie Carr	No Term
Veteran Services	Clay Lambert	Ellis A. Gray, III	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Transportation Industry	Vacant	Vacant	6/30/2016
Local Medical Community	Sandra Buck Camp	Vacant	6/30/2016

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

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

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Bucky Nash Local Elected Official/Chair	Not Applicable
Commissioner Beth Burnam - Vice-Chair Local Elected Official	Not Applicable
Commissioner Larry Sessions Local Elected Official	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Jaime Sanchez-Bianchi Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education	Allison Gill Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	Dwight Law Florida Department of Elder Affairs
Andrew Singer Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Board	Jeannie Carr Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Keith Hatcher Public Education	Vacant Public Education
Bo Beauchemin Veterans Term ending June 30, 2017	Ellis A. Gray, III Veterans Term ending June 30, 2017
Vacant Citizen Advocate Term ending June 30, 2015	Louie Goodin Citizen Advocate Term ending June 30, 2015
LJ Johnson Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Ralph Kitchens Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Reverend Charles Burke Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Sandra Buck-Camp Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Colleen Cody Children at Risk Term ending June 30, 2016	Audre J. Washington Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

B. Service Area Profile and Demographics

1. Columbia County Service Area Description

Columbia County has a land area of approximately 797 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by the State of Georgia, on the east by Baker and Union Counties on the south by Alachua and Gilchrist Counties and on the west by Hamilton and Suwannee Counties. The Santa Fe River forms a boundary on the northwest border of the County.

Hamilton County has a land area of approximately 515 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by the State of Georgia with Lowndes and Echols counties, on the east by Columbia County, on the south by Suwannee County and on the west by Madison County. The Withlacoochee River forms a boundary on the west and the Suwannee River forms a boundary on the eastern and southern borders of the County.

Suwannee County has a land area of approximately 688 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Hamilton County, on the east by Columbia County, on the south by Gilchrist and Lafayette County and on the west by Madison County. The Suwannee River forms a boundary on the west side and the Ichetucknee and Santa Fe Rivers form a boundary on the south side.

2. Demographics

a. Land Use

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

The land use for approximately 75 percent of the acreage within the unincorporated area of Columbia County has been designated as agricultural, forested lands and approximately 4 percent is residential. In addition, approximately 29 percent of the City of Lake City's acreage has been designated as residential and 35 percent is forested land.

Within the unincorporated areas of Columbia County, four types of growth have occurred. The first type of land use pattern which is emerging 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 they do not provide public facilities, their locations 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 Columbia 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 Columbia County.

The land use for approximately 95 percent of the acreage within the unincorporated area of Hamilton County has been designated as agricultural, forested lands and approximately 0.8 percent is residential.

Within the unincorporated areas of Hamilton 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 lacking public facilities, have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Withlacoochee and Suwannee Rivers within Hamilton 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 Hamilton County.

The land use for approximately 96 percent of the acreage within the unincorporated area of Suwannee County has been designated as agricultural, forested lands and approximately 3 percent is residential.

Within the unincorporated areas of Suwannee County, four types of growth have occurred. The first type of land use pattern which is emerging 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 they do not have public facilities, their locations have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Santa Fe, Ichetucknee and Suwannee Rivers within Suwannee 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 Suwannee County.

b. Population/Composition

According to the Bureau of Economic and Business Research, Columbia County's estimated total population in 2013 was 67,489. The Bureau of Economic and Business Research reports the population of the City of Lake City as 11,931, the Town of Fort White as 558, and the unincorporated area as 55,000. As Table 1 shows, 81 percent of the County's population is located within unincorporated areas.

According to Table 1.25 of the 2011 Florida Statistical Abstract, the Hamilton County estimated total population in 2010 was 14,799. Table 1.25 of the 2011 Statistical Abstract reported the estimated population of the City of Jasper as 4,546, the Town of Jennings as 878, the Town of White Springs as 777 and unincorporated area as 8,598. As Table 2 shows, 74 percent of the county's population is located within the unincorporated areas.

According to Table 1.25 of the 2011 Florida Statistical Abstract, the Suwannee County estimated total population in 2010 was 41,551. The 2011 Florida Statistical Abstract reported the estimated population of the City of Live Oak as 6,850 the Town of Branford as 712 and unincorporated area as 33,989.

Table 1

**Population Counts and Estimates
Columbia County**

Area	Population Estimates 2013
Columbia County	67,489
Town of Fort White	558
City of Lake City	11,931
Unincorporated Area	55,000

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

Table 2
Population Counts and Estimates
Hamilton County

Area	Population Estimates 2013
Hamilton County	14,507
City of Jasper	2,978
Town of Jennings	895
Town of White Springs	771
Unincorporated Area	9,863

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

Table 3
Population Count
Suwannee County

Area	Population Estimates 2013
Suwannee County	43,873
Town of Branford	694
City of Live Oak	6,800
Unincorporated Area	36,379

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

According to Table 1.80 of the 2011 Florida Statistical Abstract, there are 4,010 inmates and patients residing in federal and state government-operated institutions in Columbia County. There are 2,452 inmates and patients residing in federal and state government-operated institutions in Hamilton County. There are 2,806 inmates and patients residing in federal and state government operated institutions in Suwannee County. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

i. Population Densities

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

Table 4
Population Density
Columbia, Hamilton and Suwannee Counties

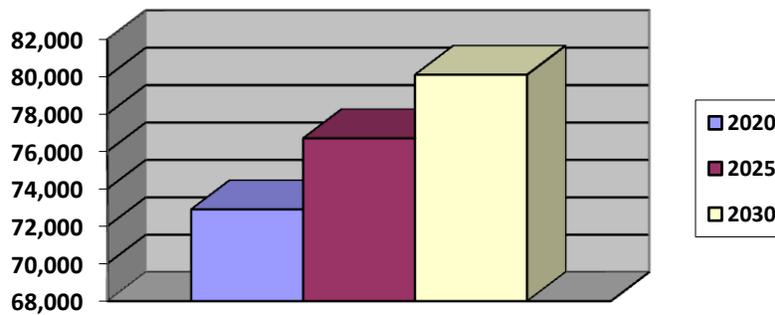
County	2014 Population Estimate	Square Miles	Persons per Square Mile
Columbia	67,857	797	84.7
Hamilton	14,048	514	28.8
Suwannee	44,022	688	60.3

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

ii. Population Projections

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

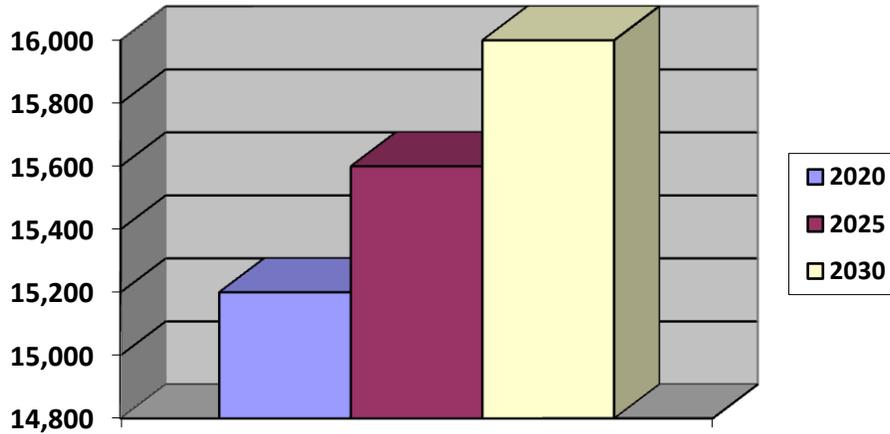
Illustration I
Population Projections
Columbia County



Source: Bureau of Economic and Business Research University of Florida

Illustration II

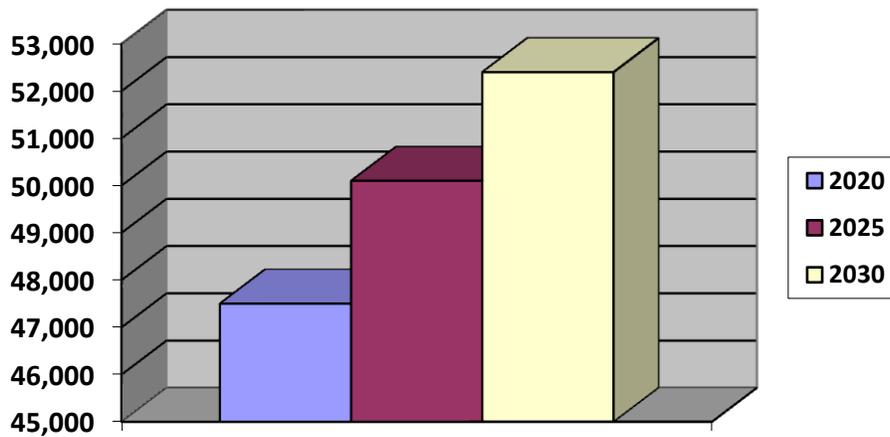
**Population Projections
Hamilton County**



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

Illustration III

**Population Projections
Suwannee County**



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

iii. Population Age Distribution

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 5 shows estimates of Columbia County's population by age group. The 25-54 year-old age group is the largest age group within Columbia County. The 65 years and older population comprises approximately 11 percent of the population.

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

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

**Table 5
Population Estimates by Age Group
Columbia County, 2013**

Age Group	Population
0-4	4,124
5-17	10,961
18-24	6,639
25-54	26,485
55-64	8,824
65-79	7,980
80+	2,410

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

**Table 6
Population Estimates by Age Group
Hamilton County, 2013**

Age Group	Population
0-4	776
5-17	2,137
18-24	1,956
25-54	6,054
55-64	1,930
65-79	1,542
80+	404

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

Table 7

**Population Estimates by Age Group
Suwannee County, 2013**

Age Group	Population
0-4	2,557
5-17	6,906
18-24	3,743
25-54	16,496
55-64	5,857
65-79	6,187
80+	2,127

Source: 2011 Florida Statistical Abstract Table 1.34.

c. Disability

According to the 2009-2013 American Community Survey 5-Year Estimates, Columbia County had a disabled population of 12,378. The population under 18 years of age with a disability was 1,048. The population 18 to 64 years of age with a disability was 6,585. The population 65 years and over with a disability was 4,743.

According to the 2009-2013 American Community Survey 5-Year Estimates, Hamilton County had a disabled population of 2,593. The population under 18 years of age with a disability was 99. The population 18 to 64 years of age with a disability was 1,318. The population 65 years and over with a disability was 1,167.

According to the 2009-2013 American Community Survey 5-Year Estimates, Suwannee County had a disabled population of 7,571. The population under 18 years of age with a disability was 610. The population 18 to 64 years of age with a disability was 3,775. The population 65 years and over with a disability was 3,182.

d. Employment

According to the Bureau of Economic and Business Research, the Columbia County monthly labor force (individuals who are able to work but may not be employed) in 2015 was 28,763 with 27,094 people employed and 1,669 unemployed. The monthly unemployment rate for Columbia County was 5.8 percent.

According the Bureau of Economic and Business Research, the Hamilton County monthly labor force (individuals who are able to work but may not be employed) in 2015 was 4,333 with 4,018 people employed and 315 unemployed. The monthly unemployment rate for Hamilton County was 7.3 percent.

According to Bureau of Economic and Business Research, the Suwannee County monthly labor force (individuals who are able to work but may not be employed) in 2015 was 17,793 with 16,755 people employed and 1,038 unemployed. The monthly unemployment rate for Suwannee County was 5.8 percent.

e. Income

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

Table 8
Income and Poverty Status Data
Columbia, Hamilton and Suwannee Counties

County	Median Household Income 2009-2013	Percent of Persons With Incomes Below Poverty Level 2009-2013
Columbia	\$38,070	19.8%
Hamilton	\$37,716	23.6%
Suwannee	\$35,698	23.6%

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

Table 9
2015 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	\$11,770
2	\$15,930
3	\$20,090
4	\$24,250
5	\$28,410
6	\$32,570
7	\$36,730
8	\$40,890

* For families/households with more than 8 persons, add \$4,160 for each additional person.

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

Table 10

**Supplemental Security Income Recipients
Columbia, Hamilton and Suwannee Counties
2013**

County	Aged Assistance	Blind and Disabled	Total
Columbia	126	2,454	2,580
Hamilton	54	582	636
Suwannee	111	1,366	1,477

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

f. Housing

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

Table 11

**Housing
Columbia, Hamilton and Suwannee Counties**

County	Housing Units 2013	Median Value of Owner-Occupied Housing Units 2009-2013	Households 2009-2013	Persons per Household 2009-2013
Columbia	28,124	\$108,700	23,604	2.69
Hamilton	5,663	\$73,500	4,657	2.45
Suwannee	18,726	\$98,400	15,712	2.64

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

g. Health

There are three hospitals located in Columbia County. According to the Bureau of Economic and Business Research, there are 84 licensed doctors of medicine and 1,249 licensed registered and practical nurses.

There are no hospitals located Hamilton County. There are four licensed doctors of medicine and 150 advanced registered nurse practitioners, registered and practical nurses.

There is one hospital located Suwannee County. According to the Bureau of Economic and Business Research, there are 12 doctors of medicine and 666 registered and practical nurses.

h. Transportation

According to the 2009-2013 American Community Survey 5-Year Estimates, 590 occupied housing units in Columbia County had no vehicles available. 70 occupied housing units in Hamilton County had no vehicles available. 329 occupied housing units in Suwannee County had no vehicles available.

i. Major Trip Generators/Attractors

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

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Population Estimates

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

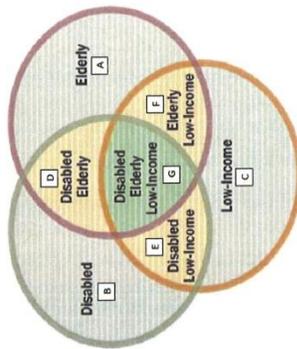
The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities,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

The following tables show general and critical need Transportation Disadvantaged population estimates for Columbia, Hamilton and Suwannee Counties.

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Columbia County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	1,883	1,905	1,927	1,949	1,972	1,995	2,018	2,041	2,065	2,089	2,113
B - Estimate non-elderly/ disabled/not low income	4,479	4,531	4,584	4,637	4,691	4,745	4,800	4,856	4,912	4,969	5,027
G - Estimate elderly/disabled/low income	378	382	387	391	396	400	405	410	415	419	424
D - Estimate elderly/ disabled/not low income	4,264	4,314	4,364	4,414	4,466	4,517	4,570	4,623	4,677	4,731	4,786
F - Estimate elderly/non-disabled/low income	543	549	556	562	569	575	582	589	596	602	609
A - Estimate elderly/non-disabled/not low income	5,577	5,642	5,707	5,774	5,841	5,908	5,977	6,046	6,117	6,188	6,259
C - Estimate low income/not elderly/not disabled	10,134	10,252	10,371	10,491	10,613	10,736	10,861	10,987	11,114	11,244	11,374
TOTAL GENERAL TD POPULATION	27,258	27,574	27,895	28,219	28,546	28,878	29,213	29,552	29,895	30,242	30,594
TOTAL POPULATION	67,568	68,353	69,146	69,949	70,761	71,583	72,414	73,255	74,105	74,966	75,836



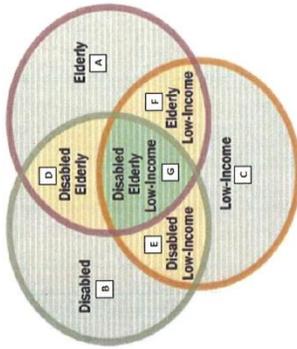
Columbia County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	2,481	2,510	2,539	2,569	2,599	2,629	2,659	2,690	2,722	2,753	2,785
Low Income Not Disabled No Auto/Transit	2,904	2,938	2,972	3,006	3,041	3,077	3,112	3,149	3,185	3,222	3,260
Total Critical Need TD Population	5,386	5,448	5,511	5,575	5,640	5,706	5,772	5,839	5,907	5,975	6,045
Daily Trips - Critical Need TD Population											
Severely Disabled	122	123	124	126	127	129	130	132	133	135	136
Low Income - Not Disabled - No Access	5,515	5,579	5,644	5,709	5,776	5,843	5,911	5,979	6,049	6,119	6,190
Total Daily Trips Critical Need TD Population	5,637	5,732	5,829	5,927	6,027	6,134	6,243	6,353	6,466	6,580	6,683
Annual Trips	2,057,345	2,092,114	2,127,471	2,163,425	2,199,987	2,238,927	2,278,556	2,318,886	2,359,930	2,401,701	2,439,408

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Hamilton County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	593	597	601	605	609	613	618	622	626	630	634
B - Estimate non-elderly/ disabled/not low income	1,460	1,470	1,480	1,490	1,501	1,511	1,521	1,531	1,542	1,552	1,563
G - Estimate elderly/disabled/low income	167	169	170	171	172	173	174	176	177	178	179
D - Estimate elderly/ disabled/not low income	735	740	745	750	755	760	766	771	776	781	787
F - Estimate elderly/non-disabled/low income	89	89	90	90	91	92	92	93	93	94	95
A - Estimate elderly/non-disabled/not low income	1,051	1,058	1,065	1,072	1,080	1,087	1,095	1,102	1,109	1,117	1,125
C - Estimate low income/not elderly/not disabled	1,834	1,847	1,859	1,872	1,885	1,897	1,910	1,923	1,936	1,950	1,963
TOTAL GENERAL TD POPULATION	5,929	5,970	6,010	6,051	6,092	6,134	6,176	6,218	6,260	6,302	6,345
TOTAL POPULATION	14,855	14,755	14,855	14,956	15,058	15,160	15,263	15,367	15,472	15,577	15,683



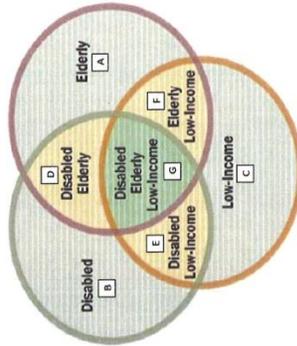
Hamilton County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population	760	766	771	776	781	787	792	797	803	808	814
Disabled	523	527	530	534	537	541	545	548	552	556	560
Low Income Not Disabled No Auto/Transit											
Total Critical Need TD Population	1,283	1,292	1,301	1,310	1,319	1,328	1,337	1,346	1,355	1,364	1,373
Daily Trips - Critical Need TD Population											
Severely Disabled	37	38	38	38	38	39	39	39	39	40	40
Low Income - Not Disabled - No Access	993	1,000	1,007	1,014	1,020	1,027	1,034	1,041	1,048	1,056	1,063
Total Daily Trips Critical Need TD Population	1,030	1,048	1,065	1,083	1,102	1,121	1,141	1,161	1,182	1,203	1,222
Annual Trips	376,084	382,440	388,903	395,476	402,159	409,278	416,522	423,894	431,397	439,033	445,926

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Suwannee County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	1,657	1,677	1,697	1,718	1,738	1,759	1,781	1,802	1,824	1,846	1,868
B - Estimate non-elderly/ disabled/not low income	2,931	2,966	3,002	3,038	3,075	3,112	3,149	3,187	3,226	3,265	3,304
G - Estimate elderly/disabled/low income	509	515	521	528	534	540	547	554	560	567	574
D - Estimate elderly/ disabled/not low income	2,577	2,608	2,639	2,671	2,704	2,736	2,769	2,802	2,836	2,870	2,905
F - Estimate elderly/non-disabled/low income	649	657	665	673	681	689	697	706	714	723	732
A - Estimate elderly/non-disabled/not low income	4,223	4,274	4,325	4,378	4,430	4,484	4,538	4,592	4,648	4,704	4,761
C - Estimate low income/not elderly/not disabled	6,957	7,041	7,126	7,212	7,299	7,387	7,476	7,566	7,657	7,749	7,843
TOTAL GENERAL TD POPULATION	19,503	19,738	19,976	20,217	20,460	20,707	20,957	21,209	21,465	21,724	21,986
TOTAL POPULATION	42,865	43,382	43,905	44,434	44,969	45,511	46,060	46,615	47,177	47,746	48,321



Suwannee County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	1,647	1,667	1,687	1,707	1,728	1,748	1,770	1,791	1,812	1,834	1,856
Low Income Not Disabled No Auto/Transit	2,069	2,094	2,119	2,145	2,170	2,197	2,223	2,250	2,277	2,304	2,332
Total Critical Need TD Population	3,716	3,760	3,806	3,852	3,898	3,945	3,993	4,041	4,089	4,139	4,189
Daily Trips - Critical Need TD Population	81	82	83	84	85	86	87	88	89	90	91
Severely Disabled	3,929	3,976	4,024	4,072	4,122	4,171	4,222	4,272	4,324	4,376	4,429
Low Income - Not Disabled - No Access	4,009	4,077	4,146	4,216	4,287	4,363	4,441	4,519	4,599	4,680	4,754
Total Daily Trips Critical Need TD Population	1,463,433	1,488,165	1,513,315	1,538,890	1,564,897	1,592,596	1,620,784	1,649,472	1,678,668	1,708,380	1,735,202
Annual Trips											

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

Columbia County

Census Data from: 2013

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5-17	749	4.20%	31	0.29%		
18-34	1,211	6.30%	76	0.49%		
35-64	4,402	13.84%	609	2.31%		
Total Non Elderly	6,362		717	1.26%	28.60%	205
65-74	2,040	27.12%	553	8.89%		
75+	2,602	46.55%	1,211	26.67%		
Total Elderly	4,642		1,764	16.40%	11.70%	206
Total	11,004		2,481	3.67%		412

Critical Need - Severely Disabled TD Population		
	Not Low Income	Low Income
Non-Elderly	512	205
Elderly	1,558	206
TOTAL	2,070	412

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

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION		
	Calculation of Daily Trips	Total
Low Income & Not Disabled = C + F		
Assumes 27.2%	10,677	
xx % without auto access	2,904	
xx % without transit access	2,904	
Total Actual Critical TD Population	2,481	122
Severely Disabled	###	5,515
Low Income ND		
Totals	5,386	5,637

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Hamilton County

Census Data from: 2013

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<18	196	6.90%	45	1.60%		
18-64	1,858	19.00%	548	5.60%		
Total Non Elderly	2,053	16.28%	593	4.70%	28.60%	170
65+	903	44.20%	167	8.20%		
Total Elderly	903	44.20%	167	8.20%	11.70%	20
Total	2,956	20.17%	760	5.19%		189

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	423	170	593
Elderly	148	20	167
TOTAL	571	189	760

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

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION			
Low Income & Not Disabled = C + F	1,923		
Assumes 27.2%			
xx % without auto access	523		
100%			
xx % without transit access	523		
		Calculation of Daily Trips	
		Daily Trip Rates	
		Per Person	
		Daily Trips	
		Total	
Total Actual Critical TD Population	760	0.049	37
Severely Disabled	523	1.899	993
Low Income ND			
Totals	1,283		1,030

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Suwannee County

Census Data from: 2013

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5-17	632	4.20%	27	0.39%		
18-34	689	6.30%	43	0.49%		
35-64	3,267	13.84%	452	2.72%		
Total Non Elderly	4,588		522	1.50%	28.60%	149
65-74	1,605	27.12%	435	9.81%		
75+	1,481	46.55%	689	19.59%		
Total Elderly	3,086		1,125	14.13%	11.70%	132
Total	7,674		1,647	3.84%		281

Critical Need - Severely Disabled TD Population		
	Not Low Income	Low Income
Non-Elderly	373	149
Elderly	993	132
TOTAL	1,366	281

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

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION		
Low Income & Not Disabled = C + F		
Assumes	7,606	
21.2%	xx % without auto access	2,069
100.0%	xx % without transit access	2,069
Calculation of Daily Trips		
Total Actual Critical TD Population	1,647	Total Daily Trips
Severely Disabled	1,647	Per Person
Low Income ND	###	0.049
		1.899
Totals	3,716	4,009

3. Barriers to Coordination

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

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

4. Needs Assessment

United States Code Section 5310 Grant Program

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
ARC of North Florida, Inc.	Purchase one vehicle.	2015/16	Hamilton County Suwannee County	\$35,761.60 \$4,470.20 \$4,470.20	United States Code. Section 5310 Florida Department of Transportation ARC of North Florida, Inc.
Columbia County Senior Services	Purchase two replacement vehicles.	2015/16	Columbia County	\$119,473.60 \$14,934.20 \$14,934.20	United States Code Section 5310 Florida Department of Transportation Columbia County Senior Services
Suwannee Valley Transit Authority	Purchase one vehicle and electric gates.	2015/16	Columbia County Hamilton County Suwannee County	\$64,931.04 \$8,116.38 \$8,116.38	United States Code Section 5310 Florida Department of Transportation Suwannee Valley Transit Authority

United States Code Section 5311 Grant Program

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	Transportation Operations	2015/16	Columbia County	\$255,673.50	United States Code Section 5311
				\$255,673.50	Suwannee Valley Transit Authority
Suwannee Valley Transit Authority	Transportation Operations	2015/16	Hamilton County	\$61,168.50	United States Code Section 5311
				\$61,168.50	Suwannee Valley Transit Authority
Suwannee Valley Transit Authority	Transportation Operations	2015/16	Suwannee County	\$157,330.50	United States Code Section 5311
				\$157,330.50	Suwannee Valley Transit Authority

United States Code Section 5339 Grant Program

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	Purchase three replacement vehicles and remove/repave parking lot.	2015/16	Columbia County Hamilton County Suwannee County	\$255,309.76	United States Code Section 5339
				\$63,827.44	Florida Department of Transportation
The ARC of North Florida, Inc.	Purchase 7 passenger van.	2015/16	Suwannee County	\$27,677	United States Code. Section 5339

Rural Capital Equipment Support Grant

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	Purchase operating equipment.	2014/15	Columbia County Hamilton County Suwannee County	\$133,833.62	Rural Area Capital Equipment Support Grant

Trip & Equipment Grant Program

Applicant	Project	Project Year	Areas Affected By Project	Project Cost	Funding Source
Suwannee Valley Transit Authority	Provide trips to transportation disadvantaged individuals.	2014/15	Columbia County	\$322,330	TD Trust Fund SVTA
			Hamilton County	\$35,813	
Suwannee Valley Transit Authority	Purchase one vehicle	2015/16	Suwannee County	\$157,195	TD Trust Fund SVTA
				\$17,466	
Suwannee Valley Transit Authority	Provide trips to transportation disadvantaged individuals	2015/16	Columbia County	\$232,970	TD Trust Fund SVTA
			Hamilton County	\$25,883	
Suwannee Valley Transit Authority				\$67,305.60	TD Trust Fund SVTA
				\$ 7,478.40	
Suwannee Valley Transit Authority	Provide trips to transportation disadvantaged individuals	2015/16	Columbia County	\$327,536	TD Trust Fund SVTA
			Hamilton County	\$ 36,393	
Suwannee Valley Transit Authority			Suwannee County	\$154,208	TD Trust Fund SVTA
				\$ 17,134	
				\$237,221	TD Trust Fund SVTA
				\$ 26,358	SVTA

5. Goals, Objectives and Strategies

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

OBJECTIVE: Identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through Suwannee Valley Transit Authority. Inform each non-coordinated agency about Chapter 427, Florida Statutes.

Strategy 1(a): Identify agencies located in Columbia, Hamilton and Suwannee Counties that are receiving local, state and/or federal funds to transport clients or to purchase vehicles.

Strategy 1(b): Contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc.

Strategy 1(c): Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: **Identify unmet transportation needs of the residents of Columbia, Hamilton and Suwannee Counties.**

OBJECTIVE: Report to the local Coordinating Board the unmet transportation needs of the residents of Columbia, Hamilton and Suwannee Counties.

Strategy 2(a): Report quarterly the number and types of transportation services that are requested which it is unable to provide.

Strategy 2(b): Report any identified unmet needs in the service area.

GOAL III: Provide transportation services that are consumer oriented and effectively group riders.

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

Strategy 3(a): Report on a quarterly basis the number of single passenger trips provided by county.

Strategy 3(b): Encourage passengers to arrange their appointment times in order to group trips.

Strategy 3(c): Attempt to reduce the number of single passenger trips.

Strategy 3(d): Measure the total passenger trips per vehicles quarterly by county.

GOAL IV: Eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.

OBJECTIVE: Comply with the requirements of the Americans with Disabilities Act regarding the access to and provision of transportation services.

Strategy 4(a): Train its staff members regarding the utilization of special equipment for the disabled as well as the abilities of persons with disabilities.

Strategy 4(c): Ensure the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.

GOAL V: Evaluate Suwannee Valley Transit Authority's performance based on specific criteria.

OBJECTIVE: Annually use the most recent Florida Commission for the Transportation Disadvantaged Evaluation Workbook to evaluate Suwannee Valley Transit Authority's performance.

GOAL VI: Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost effective and efficient manner.

OBJECTIVE: Adhere to a strict budget of Transportation Disadvantaged Trust Funds and shall follow the local Coordinating Board's trip priorities to ensure that these funds are spent in the most efficient manner.

Strategy 6(a): Determine the most efficient manner to spend the Transportation Disadvantaged Trust Funds.

Strategy 6(b): Inform the local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.

GOAL VII: Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.

OBJECTIVE: Complete all reports in a timely manner which require local Coordinating Board review and/or approval.

Strategy 7(a): Complete and submit reports to the Designated Official Planning Agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the local Coordinating Board's meeting packet.

Strategy 7(b): Continue to require all subcontractors and coordination contractors to report quarterly operating data by County.

GOAL VIII: Maintain/improve the quality of service.

OBJECTIVE: Monitor the quality of service provided by Suwannee Valley Transit Authority.

Strategy 8(a): Monitor the quality of service based on input from riders, purchasers and operators.

Strategy 8(b): Make recommendations to Suwannee Valley Transit Authority to improve the quality of service.

OBJECTIVE IX: Provide courteous and professional service.

Strategy: Provide sensitivity and courtesy training to staff annually.

GOAL X: Ensure the provision of safe transportation services.

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

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

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

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

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

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

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

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

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

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

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

6. Implementation Plan

Strategies	Implementation Date
(1) Identify agencies receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive.	(1) Annually (2) Annually
(1) Identify agencies that receive local, state and/or federal funds that do not include transportation services in their budgets. (2) Review applications for funding to encourage the inclusion of transportation services in agency budgets.	(1) Ongoing (2) As necessary
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests. (3) Ask for additional local funding to help meet the growing demand for transportation disadvantaged services in Columbia, Hamilton and Suwannee Counties.	(1) Quarterly (2) Quarterly (3) Ongoing
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Report the number of single passenger trips provided by county. (3) Encourage passengers to arrange appointments to group trips. (4) Attempt to reduce the number of single passenger trips. (5) Measure total passenger trips per vehicle by county.	(1) Ongoing (2) Quarterly (3) Quarterly (4) Annually (5) Quarterly
(1) Provide alternative methods for accessing transportation services for individuals with disabilities. (2) Make use of special equipment for, and the abilities of, persons with disabilities. (3) Ensure that the transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to persons without disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Evaluate the performance of Suwannee Valley Transit Authority in general and relative to Commission standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	(1) Annually

Strategies	Implementation Date
<p>(1) Adhere to a budget of Transportation Disadvantaged Trust Funds to ensure that these 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) Annually (2) Annually (3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval in a timely manner.</p> <p>(2) Final reports shall be completed and submitted to Designated Official Planning Agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</p> <p>(3) Continue to require all subcontractors and coordination contractors to report quarterly operating data by county.</p>	<p>(1) Ongoing (2) Ongoing (3) Quarterly</p>
<p>(1) Address all written grievances in a timely manner according to the Grievance Procedures.</p> <p>(2) Document all grievances and the grievance process.</p> <p>(3) Report service complaints on a quarterly basis.</p>	<p>(1) Ongoing (2) Ongoing (3) Quarterly</p>
<p>(1) Provide courteous and professional service.</p> <p>(2) Provide sensitivity and courtesy training.</p>	<p>(1) Ongoing (2) Annually</p>
<p>(1) Encourage the provision of the greatest number of trips using the most cost effective methods possible.</p> <p>(2) Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>(1) Ongoing (2) Ongoing</p>
<p>(1) The System Safety Program Plan shall meet all established requirements and adhere to Section 341, Florida Statutes and Chapter 14-90, Florida Administrative Code.</p> <p>(2) Certify that Suwannee Valley Transit Authority complies with its System Safety Program Plan and that subcontractors have been monitored for their compliance with Chapter 14-90, Florida Administrative Code.</p>	<p>(1) Annually (2) Annually</p>

Chapter II: Service Plan

A. Operations

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

Suwannee Valley Transit Authority is a governmental organization created in 1974 as a regional public transportation authority by an inter-local agreement between Columbia, Hamilton and Suwannee County governments. The Florida Commission for the Transportation Disadvantaged designated Suwannee Valley Transit Authority the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties pursuant to Chapter 427 Florida Statutes in 1990. As the Community Transportation Coordinator, Suwannee Valley Transit Authority is responsible for coordinating the provision of transportation services to the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. Suwannee Valley Transit Authority was re-designated the Community Transportation Coordinator through June 30, 2016. The Florida Commission for the Transportation Disadvantaged designated Columbia, Hamilton and Suwannee Counties as a combined service area under Florida's Transportation Disadvantaged Program July 1, 2013.

1. Types, Hours and Days of Service

a. Types of Service

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

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

b. Hours and Days of Service

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

General Public service is available Monday through Friday from 6:00 a.m. to 5:00 p.m. excluding holidays.

Agency sponsored transportation service is provided according to contractual arrangements.

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. Reservations

Trip reservations can be made by calling 386. 362.5332 Monday through Friday from 8:00 a.m. to 5:00 p.m. excluding the following holidays: New Year's day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving and day after, Christmas Eve & and Christmas Day.

Transportation services for agency sponsored passengers are scheduled and canceled pursuant to contractual arrangements.

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

b. Advance Notification

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

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

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

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

c. Trip Cancellation Process

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

d. No-Show Policy

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

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

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

e. After Hours Service

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

Telephone:	(386) 362-5332, normal business hours (386) 688-1514, after hours emergency (386) 688-0547, after hours emergency
Answering Machine:	(386) 362-5332, after hours, weekends, holidays
Facsimile:	(386) 364-7834 or (386) 219-0157, 24 hours/seven days per week

f. Passenger Fares

Transportation Disadvantaged Program: \$1.00 per one-way trip

General Public: \$3.00 for each 10 mile segment or portion thereof, one way

Other sponsoring agencies: Determined by contractual agreement.

g. Transportation Disadvantaged Program Eligibility

Service provided under Florida's Transportation Disadvantaged Program is funded by the Transportation Disadvantaged Trust Fund. The purpose of the Transportation Disadvantaged Program is to provide transportation services to individuals who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities as defined in s. 411.202. The following criteria will be used to determine Transportation Disadvantaged Program eligibility:

- **Unable to obtain transportation:** Individual does not have an operational vehicle in the household; or the ability to operate a vehicle; or the ability to obtain transportation from other sources.
- **Unable to transport themselves:** Individual is not sponsored by any agency or organization for their transportation needs or have the ability to operate a vehicle.

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Eligibility shall be for one year. Suwannee Valley Transit Authority shall notify subscription riders 30 days in advance of their eligibility expiration date and need for renewal.

Eligibility may be revoked if it is determined an individual's eligibility status has changed. Transportation Disadvantaged Program eligibility applications are provided upon request. Suwannee Valley Transit Authority will provide one trip for new passengers who have not yet applied for eligibility but need transportation service immediately (urgent care, or urgent onset care appointment, Suwannee Valley Transit Authority will provide one trip while eligibility is being determined.

Suwannee Valley Transit Authority's Transportation Disadvantaged Program eligibility application is shown below.

**SUWANNEE VALLEY TRANSIT AUTHORITY
TRANSPORTATION DISADVANTAGED ASSESSMENT SCREENING FORM: 2015**

SECTION 1-PERSONAL INFORMATION

LAST NAME: _____ FIRST NAME: _____ MI: _____

PHYSICAL ADDRESS: _____ CITY: _____ ZIP CODE: _____

MAILING ADDRESS: _____ CITY: _____ ZIP CODE: _____

SUBDIVISION NAME: _____ HOME TELEPHONE #: _____

WORK #: _____ CELL PHONE #: _____ EMAIL ADDRESS: _____

MEDICAID# _____ DATE OF BIRTH: _____ GENDER (M/F): _____

SOCIAL SECURITY #: _____ ARE YOU A VETERAN? ___Yes ___ No

EMERGENCY CONTACT: _____ RELATIONSHIP: _____

HOME TELEPHONE #: _____ WORK #: _____ CELL #: _____

HOUSEHOLD MEMBERS

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

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

SECTION 2-AVAILABILITY OF OTHER TRANSPORTATION

1. What type of vehicle do you own? Year: _____ Make: _____ Model: _____ N/A: _____
2. Is there a reason why you cannot drive your car? ___Yes ___ No___ If yes please tell us if the reason is medical or is it because you are having vehicle trouble. _____
3. Does any other member of your household own a vehicle? ___Yes ___No
4. Could anyone in your household, family or friends transport you to your appointments? YES: _____NO: _____ If no, please explain why not? _____
5. How are you currently being transported to your appointments?

6. Are you aware that you are required to pay a co-payment of \$1 each way for this program and that if you do not pay, you cannot ride? YES: _____ NO: _____
7. Are you enrolled in any other programs that will pay for or provide you with transportation services? ___Yes ___ No
If yes please provide the name _____

SECTION 3-COMMON DESTINATIONS

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

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

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

SECTION 4-SPECIAL NEEDS

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

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

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

Do you have any other needs/conditions that we need to be aware of in order to transport you safely? ___Yes ___No

If yes, please explain _____

SECTION 5-INCOME AND EXPENSES

Monthly Income:

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

Total Household Income \$ _____

Monthly Expenses:

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

Total Monthly Household Expenses \$ _____

SECTION 6-CERTIFICATION AND ACKNOWLEDGEMENT

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

APPLICANT SIGNATURE: _____ **DATE:** _____

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

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

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

THE TRANSPORTATION DISADVANTAGED APPLICATION WILL BE RENEWED ON AN ANNUAL BASIS.

OFFICIAL USE ONLY			
DO NOT WRITE IN THIS SPACE			
New Application: _____		Recertification: _____ TD: _____ Other: _____	
Approved Date: _____		Denied Date: _____ Reason for Denial: _____	
Worker: _____ Date: _____		Supervisor: _____ Date: _____	

h. Transportation Disadvantaged Program Trip Priorities

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

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

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

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

3. Public Transit Utilization

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

4. School Bus Utilization

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

5. Vehicle Inventory

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

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

Fleet #	Date of Mfg x/y/z	Make	Model	Usage Status, X=down R=retired	NTD Veh Type	VIN #	FDOT Control Number	W/C Cap.	# Passen/d Inver	Source Funded By	Category	Estimated Value	Miles As of 2/2/2015	Avg Miles per Year	Anticipated Replacement Year
2	2008	Ford	Truck		TK	1FTNF0278C08564	NA	0	1	S Conroy Cap	Category II	\$12,000	102,582	14,264	2016-17
3	2006	Ford	Crown Vic		AO	2FAFP1W46X128033	NA	0	3	S Conroy Cap	Category II	\$10,000	184,577	20,075	2013-14
4	2001	Ford	Crown Vic		AO	2FAFP1W01X190540	53	0	3	FDOT 5310	Category II	\$5,000	294,326	20,731	2013-14
5	2003	Thomas	Trolley		CU	1T0230B2331130870	166	2	32	FDOT 5310	Category I	\$175,000	50,296	4,124	2018-19
6*	DISPOSAL														
7*	DISPOSAL														
8*	DISPOSAL														
9*	2005	Ford	E350		CU	1FDWE35L15HA19418	NA	1	9	S Conroy Cap	Category II	\$25,000	331,120	31,713	2014-15
10	2012	Ford	E550		CU	1FDGFGY0CEB97504	NA	2	16	S Conroy Cap	Category I	\$30,000	123,874	38,844	2017-18
11	2006	Ford	E350	X	CU	1FDWE35L36HA89035	NA	2	9	S Conroy Cap	Category II	\$500	317,219	34,501	2014-15
12	2005	Ford	E350		CU	1FDWE35L164HA37041	NA	2	9	Gift, Levy C. BOCC	Category II	\$20,000	402,402	39,472	2014-15
13	2004	Ford	E350		CU	1FDWE35L14HA13200	NA	3	9	Gift, Levy C. BOCC	Category II	\$20,000	409,848	35,814	2014-15
14	2011	Chevy	GMT-610		CU	1GBG31KX821174734	NA	2	8	S Conroy Cap	Category II	\$45,000	141,828	33,835	2016-17
15	2009	Chevy	Goshen	X	CU	1GBG31KX81232570	NA	2	8	S Conroy Cap	Category II	\$20,000	210,071	33,927	2014-15
16	2002	Ford	E-350		CU	1F1S34L92HA66320	NA	1	10	SVTA Funds	Category II	\$25,000	259,343	19,651	2014-15
17	2009	Chevy	3500		CU	1GBG31K291107936	80206	2	9	Leased, ARRA 5311 C	Category II	\$30,000	151,715	24,503	2016-17
18	2013	Ford	E550		CU	1FDGFGT2DEB00406	91214	2	16	FDOT 5310	Category I	\$30,000	91,431	41,768	2020-21
1020	2010	Dodge	Mini-Van		MV	2D4RN4DEXAR455096	80254	1	7	FTA-ARRA 5311 C	Category II	\$40,000	145,521	30,491	2014-15
1021*	DISPOSAL														
1122	2011	Champion	Bus	X	BU	4UZA80D70ACA12710	80252	2	29	FTA-ARRA 5311 C	Category I	\$172,000	25,187	6,009	2021-22
1123	2011	Champion	Bus		BU	4UZA80D72ACA12711	80251	2	29	FTA-ARRA 5311 C	Category I	\$172,000	39,043	9,314	2021-22
1124	2011	Champion	Bus	X	BU	4UZA80D71ACA12712	80250	2	29	FTA-ARRA 5311 C	Category I	\$172,000	25,546	6,094	2021-22
25	2001	Bl/Bird	Bus		BU	1BAGBCPA42F202651	52	2	24	FDOT 5310	Category I	\$35,000	55,971	3,965	2014-15
26*	DISPOSAL														
1028	2010	Eldorado	Bus		CU	1N9MNA65AC084275	80241	2	31	FTA-ARRA 5311 C	Category I	\$289,000	85,272	16,424	2020-21
1029	2010	Eldorado	Bus	X	BU	1N9MNA67AC084276	80242	2	31	FTA-ARRA 5311 C	Category I	\$289,000	35,145	6,769	2020-21
1030	2010	Eldorado	Bus		BU	1N9MNA69AC084277	80243	2	31	FTA-ARRA 5311 C	Category I	\$289,000	55,106	10,614	2020-21
1031	2010	Eldorado	Bus		BU	1N9MNA66AC084278	80248	2	31	FTA-ARRA 5311 C	Category I	\$289,000	52,115	10,038	2020-21
32	2009	Ford	E150		VN	1F1MNE11W9DA87861	90262	0	7	FDOT 5310	Category II	\$10,000	156,813	26,389	2014-15
33	2006	Ford	E350	X	CU	1FDWE35S16DA62172	NA	3	10	Donation - JTA	Category II	\$500	343,068	37,312	
34	2007	Chevy	3500		CU	1GBG31U71246999	NA	3	10	Donation - JTA	Category II		459,437	57,876	
35	2007	Chevy	3500		CU	1GBG31U31245712	NA	3	10	Donation - JTA	Category II		405,898	51,087	
36	2007	Chevy	3500		CU	1GBG31U71246803	NA	3	10	Donation - JTA	Category II		443,961	55,878	
37	2007	Chevy	3500	X	CU	1GBG31U971246962	NA	3	10	Donation - JTA	Category II	\$500	358,445	45,115	
38	2006	Chevy	4500	X	CU	1GBE4V1246427151	NA	5	14	Donation - JTA	Category I	\$500	375,329	41,959	
39	2006	Chevy	4500		CU	1GBE4V1226F427195	NA	5	14	Donation - JTA	Category I		384,349	42,967	
40	2006	Chevy	4500	X	CU	1GBE4V1216F427236	NA	5	14	Donation - JTA	Category I	\$500	358,445	40,071	
41	2006	Chevy	4500		CU	1GBE4V1237F404364	NA	5	14	Donation - JTA	Category I		399,780	44,692	
42	2006	Chevy	4500		CU	1GBE4V1256F427322	NA	5	14	Donation - JTA	Category I		3,888,813	434,737	
43	2012	VPG	MV1		MV	523MFJA61CM101614	91222	1	4	FDOT 5310	Category II	\$46,598	37,781	12,502	2016-17
44	2012	VPG	MV1		MV	523MFJA63CM101596	91223	1	4	FDOT 5310	Category II	\$46,598	39,916	13,209	2016-17

6. System Safety Program Plan Certification

Commission for the Transportation Disadvantaged NET Safety Compliance and Emergency Management Self Certification

THIS CERTIFIES CALENDAR YEAR 2014 DATE: May 1, 2014

SUBCONTRACTED TRANSPORTATION PROVIDER: Suwannee Valley Transit Authority

ADDRESS: 1907 Vayles Street SW Live Oak, FL 32064

In accordance with the Medicaid Non-Emergency Transportation Subcontracted Transportation Provider (STP) Contract with the Commission for the Transportation Disadvantaged, the above STP, hereby certifies to the following:

1. The adoption of a System Safety Program Plan and a Security Program Plan (a.k.a. Emergency Management Plan) based on established standards set forth in **Rule Chapter 14.90, F.A.C.** Such plans ensure the continuation of appropriate services during an emergency, including but not limited to localized acts of nature, accidents, and technological and/or attached-related emergencies, both natural and manmade;
2. Compliance with its adopted System Safety Program Plan and Security Program Plan, including:
 - a. Safety inspections of all service vehicles;
 - b. Applicable Drug and Alcohol procedures, including training and monitoring;
 - c. Driver Training and Monitoring.
3. Compliance with requirement of monitoring subcontracted operators;
4. Compliance with maintenance of support documentation for plans, inspections, training and monitoring, and that said documentation is available upon request by an authorized representative of the Commission or the Agency for Health Care Administration.

I understand that providing false information may result in an unfavorable action by the Commission.

Signature: Teresa Fortner

Name: Teresa Fortner
(Type or Print)

Title: Administrator

7. Inter-County Services

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

8. Natural Disaster/Emergency Preparedness

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

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

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

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

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

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

9. Marketing

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

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

10. Acceptable Alternatives

Not applicable.

11. Service Standards

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

i. Drug and Alcohol Policy

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

Local Policy: Suwannee Valley Transit Authority shall comply with Suwannee Valley Transit Authority's Substance Abuse Policy and drug and alcohol testing program.

j. Transport of Escorts and Dependent Children

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

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

k. Use, Responsibility and Cost of Child Restraint Devices

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

Local Policy: All passengers under the age of 4 and/or under 50 pounds will be required to use an approved child restraint device, or otherwise be in compliance with state regulations at the time. This device shall be provided by the child's escort, and it must be clean and sanitized.

l. Passenger Property

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

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

m. Vehicle Transfer Points

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

Local Policy: Suwannee Valley Transit Authority shall comply with this standard.

n. Local Toll Free Phone Number

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

Local Policy: Suwannee Valley Transit Authority shall comply with this standard.

o. Out-Of-Service Area Trips

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

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

p. Vehicle Cleanliness

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

Local Policy: The interior and exterior of all vehicles operating in the coordinated transportation system shall be cleaned at least once a week.

q. Billing Requirements

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

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

r. Passenger/Trip Database

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

Suwannee Valley Transit Authority shall comply with this standard using software the Florida Commission for the Transportation Disadvantaged has found to be acceptable. Should a passenger need to inquire telephonically about their trip, they must provide the confirmation number to the trip coordinator for the purpose of proper positive identification per Health Insurance Portability and Accountability Action of 1996 regulations.

s. Adequate Seating

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

Local Policy: Suwannee Valley Transit Authority shall comply with this standard.

t. Driver Identification

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

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

u. Passenger Assistance

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

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

v. Smoking, Eating, and Drinking

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

Local Policy: Eating and drinking on board vehicles is prohibited unless medically necessary (as with dialysis riders) or for trips that have extended wait or travel times. Stops for food, smoke breaks, drinks, or errands are not permitted by either Suwannee Valley Transit Authority or its' subcontracted operators.

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

w. Passenger No-Shows

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

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

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

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

x. Two-Way Communications

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

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

y. Air Conditioning/Heating

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

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

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

aa. Cardiopulmonary Resuscitation

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

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

bb. Driver Criminal Background Screening

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

Local Policy: All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement prior to hire. Suwannee Valley Transit Authority and its subcontractors will check the Motor Vehicle Report of each driver prior to hire, and on a routine and systematic basis.

cc. 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.

dd. 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 Policies:

Passengers shall be picked up two hours before or one hour after their scheduled pick-up time. Passengers will be given pick-up times when they make their trip reservations.

Return Trips: Passengers will be picked up 0-60 minutes after their scheduled return pick-up time. For example: 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 6:00 p.m. Passengers who do not schedule return trip pickup times, will be given a return pick-up time of 90 minutes after the scheduled drop off time.

Will Call Return Pick-Up: A "will-call" return pick-up will be offered when a passenger is not ready at their requested return trip pick-up time. As a courtesy, Suwannee Valley Transit Authority will dispatch a vehicle back to their return trip pick-up location within two hours of the time the "will-call" request was made.

ee. On-Time Performance

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

Local Policy: Suwannee Valley Transit Authority shall have a 90 percent on-time performance rate for all completed trips.

ff. 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: Trips must be scheduled three (3) weekdays in advance of the day of appointment.

gg. 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.

hh. 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.

ii. Call-Hold Time

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

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

jj. 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: There shall be no more than one complaint per 1,000 trips during the evaluation period.

12. Local Grievance Procedure/Process

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

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

b. Suwannee Valley Transit Authority Complaint And Grievance Procedure

Service Complaints

Service complaints may include but are not limited to:

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

Filing Complaints

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

Suwannee Valley Transit Authority will shall maintain a log documenting each complaints. Suwannee Valley Transit Authority will conduct a review of each complaint, and based on evidence collected, note for the record if the complaint is found by Suwannee Valley Transit Authority to be valid or if the complaint is unfounded or not valid. Suwannee Valley Transit Authority will provide the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board a summary of all complaints received and actions taken.

Upon receiving a written complaint, Suwannee Valley Transit Authority will make reasonable efforts to contact the complainant no later than the end of the next business day. Suwannee Valley Transit Authority will contact all parties involved to obtain statements, research the complaint and gather all relevant evidence that may be available, review and evaluate the evidence, formulate a decision and a recommendation and issue a report.

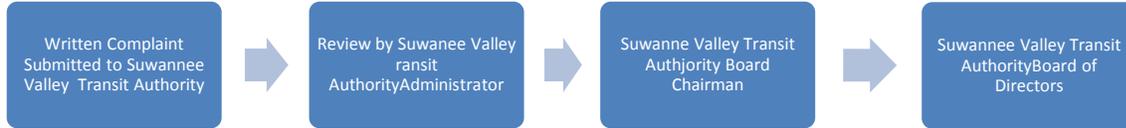
Suwannee Valley Transit Authority will respond to the complainant within thirty (30) calendar days after receiving the complaint.

Suwannee Valley Transit Authority will provide any findings, an explanation of the facts that lead to Suwannee Valley Transit Authority's decision and, if applicable, information as to what actions were taken to bring about a resolution to the complainant. Based on the findings, if appropriate, Suwannee Valley Transit Authority will review its policies and procedures to see if adjustments are justified.

Suwannee Valley Transit Authority will maintain a complaint log for written complaints. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

Filing Grievances

Additionally, where appropriate, an interested party may also file a grievance with Suwannee Valley Transit Authority's Board of Directors. The only matters subject to consideration as a grievance are those which have unsatisfactorily been processed as written complaints.



13. Passenger Code of Conduct



Suwannee Valley Transit Authority

Code of Conduct

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

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

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

Penalties

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

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

14. Evaluation Process

Suwannee Valley Transit Authority does not have any subcontracted providers.

B. Cost/Revenue Allocation and Rate Structure Justification

SERVICE RATES SUMMARY

Effective July 1, 2015- June 30, 2016

Transportation Disadvantaged Program Rates:

Type of Service	Unit	Cost per unit
Ambulatory	passenger mile	\$2.04
Wheelchair	passenger mile	\$3.49

Rider Fares:

- a. Transportation Disadvantaged Program: \$1.00 per one-way passenger trip.
- b. General Public: \$3.00 for each 10 mile segment or portion thereof, one way
- c. Other sponsoring agencies: Determined by contractual agreements.

Preliminary Information Worksheet

Version 1.4

CTC Name: Suwannee Valley Transit Authority
County (Service Area): Columbia, Hamilton, Suwannee
Contact Person: Teresa Fortner
Phone #: 386-362-5332 extension 6329

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

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

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from Oct 1st of 2013 to Sept 30th of 2014	Current Year's APPROVED Budget, as amended from Oct 1st of 2014 to Sept 30th of 2015	Upcoming Year's PROPOSED Budget from Oct 1st of 2015 to Sept 30th of 2016	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox	\$ 25,144	\$ 17,566	\$ 41,630	-30.1%	136.7%	No Medicaid copays after TMO transition in 5/2014. Other = Private Pay.
Medicaid Co-Pay Received	\$ 500	\$ -	\$ -	-100.0%		
Donations/ Contributions	\$ -	\$ -	\$ -			
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Other	\$ 21,236	\$ 25,849	\$ 48,016	21.7%	85.8%	
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

Local Government

District School Board	\$ -	\$ -	\$ -			County Cash = Interlocal agreement between Columbia, Hamilton, & Suwannee Counties. Other Contributed Services = Value of Suwannee County and DOJJ Court's Community Services Program for janitorial, bus washing and other maintenance services. Program discontinued in March 2014.
Compl. ADA Services	\$ -	\$ -	\$ -			
County Cash	\$ 52,448	\$ 52,448	\$ 52,448	0.0%	0.0%	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -			
City Cash	\$ -	\$ -	\$ -			
City In-kind, Contributed Services	\$ -	\$ -	\$ -			
Other Cash	\$ -	\$ -	\$ -			
Other In-Kind, Contributed Services	\$ 6,750	\$ -	\$ -	-100.0%		
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

CTD

Non-Spons. Trip Program	\$ 661,519	\$ 718,956	\$ 746,500	8.7%	3.8%	Shirely Conroy awards reduced in current and future fiscal year.
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -			
Rural Capital Equipment	\$ 177,719	\$ 29,115	\$ 42,827	-83.8%	47.1%	
Other TD (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

USDOT & FDOT

49 USC 5307	\$ -	\$ -	\$ -			5310 Award reduced in the current year. Other DOT = 5339 Grant
49 USC 5310	\$ 86,000	\$ 48,529	\$ 81,164	-43.6%	67.2%	
49 USC 5311 (Operating)	\$ 609,296	\$ 621,499	\$ 621,499	2.0%	0.0%	
49 USC 5311(Capital)	\$ -	\$ -	\$ -			
Block Grant	\$ -	\$ -	\$ -			
Service Development	\$ -	\$ -	\$ -			
Commuter Assistance	\$ -	\$ -	\$ -			
Other DOT (specify in explanation)	\$ -	\$ -	\$ 318,137			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

AHCA

Medicaid	\$ 1,347,044	\$ 231,859	\$ 15,000	-82.8%	-93.5%	Not getting many trips from Access2Care. This is the only TMO that we have a contract with.
Other AHCA (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

DCF

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

DOH

Children Medical Services						Other DOH = Disability Determination
County Public Health						
Other DOH (specify in explanation)	\$ 130			-100.0%		
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

DOE (state)

Carl Perkins						Vocational Rehab trips are not guaranteed. Just doing business when they call us.
Div of Blind Services						
Vocational Rehabilitation	\$ 1,963			-100.0%		
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

AWI

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

DOEA

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

DCA

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

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

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from Oct 1st of 2013 to Sept 30th of 2014	Current Year's APPROVED Budget, as amended from Oct 1st of 2014 to Sept 30th of 2015	Upcoming Year's PROPOSED Budget from Oct 1st of 2015 to Sept 30th of 2016	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services	\$ 38,240	\$ 24,000	\$ 43,541	-37.2%	81.4%	Budget for current year Developmental Services was reduced because no longer doing transportation for Live Oak ARC. Increased Lake City ARC trips anticipated for upcoming Fiscal Year.
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

Dept. of Revenue/Motor Fuel Tax	\$ 14,798	\$ 29,423	\$ 17,544	98.8%	-40.4%	Fuel bill is reduced so taxes paid and refunded to SVTA are reduced.
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings	\$ 15	\$ 22	\$ 7	46.7%	-68.2%	
Misc. and Leasing Revenue	\$ 259	\$ 1,000	\$ 3,757	286.1%	275.7%	
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ 56,627					
---------------------------------------	-----------	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$3,100,588	\$1,800,286	\$2,033,130	-41.9%	12.9%	

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

Operating Expenditures

Labor	\$ 1,325,352	\$ 880,138	\$ 816,353	-33.6%	-7.2%	Reduced labor due to layoffs on 3/8/2015. Overall operating budget reduced because we are not doing a lot of trips for Medicaid.
Fringe Benefits	\$ 420,077	\$ 307,473	\$ 341,594	-26.8%	11.1%	
Services	\$ 63,592	\$ 86,746	\$ 56,748	3.8%	-34.6%	
Materials and Supplies	\$ 341,023	\$ 244,757	\$ 202,345	-28.2%	-17.3%	
Utilities	\$ 48,659	\$ 31,287	\$ 27,555	-35.7%	-11.9%	
Casualty and Liability	\$ 100,089	\$ 98,724	\$ 98,724	-1.4%	0.0%	
Taxes	\$ 1,650	\$ 500	\$ 500	-69.7%	0.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses	\$ -	\$ -	\$ -			
School Bus Utilization Expenses	\$ -	\$ -	\$ -			
Contracted Transportation Services	\$ 415,574	\$ -	\$ -	-100.0%		
Other:						
Miscellaneous	\$ 77,616	\$ 71,517	\$ 44,685	-7.9%	-37.5%	
Operating Debt Service - Principal & Interest	\$ 965	\$ 1,500	\$ 1,500	55.4%	0.0%	
Leases and Rentals	\$ 8,326	\$ -	\$ -	-100.0%		
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ 6,750	\$ -	\$ -	-100.0%		
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 263,719	\$ 77,644	\$ 435,011	-70.6%	460.3%	
Equip. Purchases with Local Revenue	\$ 7,196	\$ -	\$ 8,117	-100.0%		
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

Total Expenditures =	\$3,100,588	\$1,800,286	\$2,033,130	-41.9%	12.9%	
-----------------------------	--------------------	--------------------	--------------------	---------------	--------------	--

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

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Suwannee Valley Transit Authority

County: Columbia, Hamilton, Suwannee

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

Upcoming Year's BUDGETED Revenues	
from	
Oct 1st of	
2015	
to	
Sept 30th of	
2016	
1	2

What amount of the <u>Budgeted Revenue</u> 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 Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 41,630
Medicaid Co-Play Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 48,016
Bus Pass Program Revenue	\$ -

\$ 41,630	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 48,016	\$ -	
\$ -	\$ -	

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

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 52,448
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ 44,331	\$ 8,117	\$ 8,117
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

**BLUE cells
Should be funds generated by rates in this spreadsheet**

CTD

Non-Spons. Trip Program	\$ 746,560
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ 42,827
Other TD	\$ -
Bus Pass Program Revenue	\$ -

\$ 746,560	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ 42,827	\$ 42,827
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

local match req

\$ 82,951

\$ -

\$ 4,759

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

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

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

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

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ 81,164
49 USC 5311 (Operating)	\$ 621,499
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ 319,137
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ 81,164	\$ 81,164
\$ -	\$ 621,499	\$ 621,499
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ 319,137	\$ 319,137	\$ 319,137
\$ -	\$ -	\$ -

\$ 9,018

\$ -

GOLD cells

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

AHCA

Medicaid	\$ 15,000
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

\$ 15,000	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DCF

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

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOH

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

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOE (state)

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

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOEA

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

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DCA

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

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

Worksheet for Program-wide Rates

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

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	451,748
Rate Per Passenger Mile = \$	2.08
Total Projected Passenger Trips =	30,096
Rate Per Passenger Trip = \$	31.20

Fiscal Year

2015 - 2016

Avg. Passenger Trip Length = 15.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	4.50
Rate Per Passenger Trip = \$	67.55

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

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

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

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

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

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

Combination Trip and Mile Rate

Ambulatory Leave Blank and Go to Section III for Ambulatory Service	Wheelchair Leave Blank and Go to Section III for Wheelchair Service	Stretcher Do NOT Complete Section II for Stretcher Service	Group Do NOT Complete Section II for Group Service
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

Worksheet for Multiple Service Rates

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

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
Skip #2 - 4 and Section IV and go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?
 Pass. Trip Pass. Mile
 Leave Blank
3. If you answered Yes to #1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?
 Leave Blank
4. How much will you charge each escort?
 Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)
 Do NOT Complete Section IV

Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		451,748	
Rate per Passenger Mile =		\$3.49	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		30,096	
Rate per Passenger Trip =		\$52.37	
... INPUT the Desired Rate per Trip (but must be less than per trip rate above) =			
Rate per Passenger Mile for Balance =		\$3.49	

RATES FOR FY: 2015 - 2016			
Ambul	Wheel Chair	Stretcher	Group
438,196	13,562	Leave Blank	0
\$2.04	\$3.49	\$0.00	\$0.00
per passenger		per passenger	
Ambul	Wheel Chair	Stretcher	Group
29,193	903	Leave Blank	Leave Blank
\$30.55	\$52.37	\$0.00	\$0.00
per passenger		per passenger	
Combination Trip and Mile Rate			
Ambul	Wheel Chair	Stretcher	Group
\$2.04	\$3.49	Leave Blank	Leave Blank
per passenger		per passenger	

Rates if No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group
\$4.41	\$7.55	\$0.00	\$0.00
per passenger		per passenger	
Ambul	Wheel Chair	Stretcher	Group
\$66.14	\$113.38	\$0.00	\$0.00
per passenger		per passenger	

Programs Track Rates Into Your Medicaid Encounter Data

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Chapter III: Quality Assurance

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

C. Community Transportation Coordinator Evaluation Process

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

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Appendix A: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

Transportation Disadvantaged Grievance Procedures

August 13, 2014

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

Approved by the

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

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



Bucky Nash, Chair

with Assistance from



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

August 13, 2014

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Appendices

Appendix A: Florida Commission for the Transportation Disadvantaged Medicaid Grievance System A-1

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

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

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

D. Purpose

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

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

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

E. Membership

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

F. Officers

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

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats. Notices and agendas shall be sent to all Grievance Committee members and other interested parties at least two (2) weeks prior to each Grievance Committee meeting. Such notice shall state the date, time and the place of the meeting.
- (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.

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

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

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

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

H. Administration

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

I. Duties

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

J. Procedures

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

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

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

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (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.

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

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

K. Appeals

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

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

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

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

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- (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. Medicaid Non-Emergency Transportation Program Grievance System

- (1) If the Community Transportation Coordinator provides Medicaid Non-Emergency Medical Transportation through a contract with the Florida Commission for the Transportation Disadvantaged, the Board's Grievance Committee shall be responsible for responding to grievances and appeals through the Medicaid Grievance System. A Medicaid Expedited Appeal Committee must also be established to address expedited appeals. The Florida Commission for the Transportation Disadvantaged and Medicaid Subcontracted Transportation Provider shall have a Grievance System in place that includes complaint and grievance processes. The Medicaid Subcontracted Transportation Provider must also have an appeal process and access to the Medicaid Fair Hearing System.
- (2) The Florida Commission for the Transportation Disadvantaged Medicaid Grievance System is attached as Appendix A.

M. Suspension Reconsideration

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

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- (4) The person 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 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 the Community Transportation Coordinator to the person requesting the hearing.

N. 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.

O. 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.

P. Certification

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 26th day of July 2013.



Bucky Nash, Chair
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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Appendix A: Florida Commission for the Transportation Disadvantaged Medicaid Grievance System

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Florida Commission for the Transportation Disadvantaged Medicaid Grievance System

A. Overview

1. Description

- a. **Complaint process** – The Complaint process is the CTD AND STP's procedure for addressing Medicaid Beneficiary Complaints, which are expressions of dissatisfaction about any matter other than an Action that are resolved at the Point of Contact rather than through filing a formal Grievance.
- b. **Grievance process** – The Grievance process is the CTD AND STP's procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any matter other than an Action.
- c. **Appeal process** – The Appeal process is the STP's procedure for addressing Medicaid Beneficiary Appeals, which are requests for review of an Action.
- d. **Medicaid Fair Hearing process** – The Medicaid Fair Hearing process is the administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the CTD AND STP.
- e. **Action** – (i) The denial or limited authorization of a requested service, including the type or level of service, pursuant to 42 CFR 438.400(b). (ii) The reduction, suspension, or termination of a previously authorized service. (iii) The denial, in whole or in part, of payment for a service. (iv) The failure to provide services in a timely manner, as defined by the State. (v) The failure of the CTD AND STP to resolve a Complaint within fifteen (15) Business Days, a Grievance within ninety (90) Calendar Days, and an Appeal within forty-five (45) Calendar Days from the date the CTD AND STP receives the Complaint, Grievance, or Appeal.

2. General Requirements

- a. The CTD AND STP shall all have a Grievance System in place that includes a Complaint process and a Grievance process. The STP must also have an Appeal process and access to the Medicaid Fair Hearing System. The CTD AND STP Grievance System shall comply with the requirements set forth in Section 641.511, F.S., if applicable and with all applicable federal and State laws and regulations, including 42 CFR 431.200 and 42 CFR 438, Subpart F, "Grievance System."
- b. The CTD AND STP must develop and maintain written policies and procedures relating to the Grievance System. Before implementation, the AHCA must give the CTD AND STP written approval of the CTD AND STP Grievance System policies and procedures.
- c. The CTD AND STP shall refer all Medicaid Beneficiaries who are dissatisfied with the CTD AND STP or its Actions to the CTD AND STP Grievance/Appeal Coordinator for processing and documentation in accordance with this Contract and the CTD AND STP, AHCA approved policies and procedures.
- d. The CTD AND STP must give Medicaid Beneficiaries reasonable assistance in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability.
- e. The CTD AND STP must acknowledge, in writing, the receipt of a Grievance or a request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.
- f. The CTD AND STP shall ensure that none of the decision makers on a Grievance or Appeal were involved in any of the previous levels of review or decision-making when deciding any of the following:
 - (1) An Appeal of a denial that is based on lack of Medical Necessity; and
 - (2) A Grievance regarding the denial of an expedited resolution of an Appeal.
 - (3) ***All local Appeals and Grievances shall be heard by the local Transportation Disadvantaged Coordinating Board.***

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- g. The CTD AND STP shall allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity to examine the Medicaid Beneficiary's case file before and during the Grievance or Appeal process, including all Medical Records and any other documents and records.
- h. The CTD AND STP shall consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the Grievance/Appeal.
- i. The CTD AND STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of this Contract and to fulfill the reporting requirements as set forth in Section XI, Reporting Requirements.
- j. Notice of Action
 - (1) The STP shall notify the Medicaid Beneficiary, in writing, using language at, or below the fourth (4th) grade reading level, of any Action taken by the STP to deny a Transportation Service request, or limit Transportation Services in an amount, duration, or scope that is less than requested.
 - (2) The STP must provide notice to the Medicaid Beneficiary as set forth below (see 42 CFR 438.404(a) and (c) and 42 CFR 438.210(b) and (c)):
 - (a) The Action the STP has taken or intends to take;
 - (b) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;
 - (c) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;
 - (d) The procedures for filing an Appeal;
 - (e) The circumstances under which expedited resolution is available and how to request it; and
 - (f) The Medicaid Beneficiary's rights to request that Transportation Services continue pending the

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resolution of the Appeal, how to request the continuation of Transportation Services, and the circumstances under which the Medicaid Beneficiary may be required to pay the costs of these services.

- (3) The STP must provide the notice of Action within the following time frames:
 - (1) **At least ten (10) Calendar Days before the date of the Action or fifteen (15) Calendar Days if the notice is sent by Surface Mail (five [5] Calendar Days if the Vendor suspects Fraud on the part of the Medicaid Beneficiary).** See 42 CFR 431.211, 42 CFR 431.213 and 42 CFR 431.214.
 - (2) For denial of the Trip request, at the time of any Action affecting the Trip request.
 - (3) For standard Service Authorization decisions that deny or limit Transportation Services, as quickly as the Medicaid Beneficiary's health condition requires, **but no later than fourteen (14) Calendar Days following receipt of the request for service (see 42 CFR 438.201(d)(1)).**
 - (4) If the STP extends the time frame for notification, it must:
 - (a) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid Beneficiary of the right to file a Grievance if the Medicaid Beneficiary disagrees with the STP's decision to extend the time frame; and
 - (b) Carry out its determination as quickly as the Medicaid Beneficiary's health condition requires, **but in no case later than the date upon which the fourteen (14) Calendar Day extension period expires (see 42 CFR 438.210(d)(1)).**
 - (5) If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a

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denial and, therefore, an Action adverse to the Medicaid Beneficiary (See 42 CFR 438.210(d)).

- (6) **For expedited Service Authorization decisions, within three (3) Business Days (with the possibility of a fourteen (14) Calendar Day extension). See 42 CFR 438.210(d)(2).**

B. The Complaint Process

1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a Complaint. ***All complaints must begin with an STP response, regardless of where the initial complaint is received.***
2. General CTD AND STP Duties
 - a. The CTD AND STP must:
 - (1) **Resolve each Complaint within fifteen (15) Business Days from the day the CTD AND STP received the Initial Complaint, be it oral or in writing;**
 - (a) **The CTD AND STP may extend the Complaint resolution time frame by up to ten (10) Business Days if the Medicaid Beneficiary requests an extension, or the CTD AND STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.**
 - (b) **If the CTD AND STP request the extension, the CTD AND STP must give the Medicaid Beneficiary written notice of the reason for the delay.**
 - (2) **Notify the Medicaid Beneficiary, in writing, within five (5) Business Days of the resolution of the Complaint if the Medicaid Beneficiary is not satisfied with the CTD AND STP resolution.** The notice of disposition shall include the results and date of the resolution of the Complaint, and shall include:
 - (a) **A notice of the right to request a Grievance or Appeal, whichever is the most appropriate to the nature of the objection;**

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- (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Section VIII.E., Medicaid Fair Hearing System, below);
 - (3) Provide the AHCA with a report detailing the total number of Complaints received, pursuant to Section XI., Reporting Requirements; and
 - (4) Ensure that neither the **CTD AND STP** (if applicable), or any Transportation Provider takes any punitive action against a physician or other Health Care Provider who files a Complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's Complaint.
 - b. Filing Requirements
 - (1) **The Medicaid Beneficiary or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent must file a Complaint within fifteen (15) Calendar Days after the date of occurrence that initiated the Complaint.**
 - (2) The Medicaid Beneficiary or his/her representative may file a Complaint either orally or in writing. The Medicaid Beneficiary or his/her representative may follow up an oral request with a written request, however the timeframe for resolution begins the date the **CTD AND STP** receives the oral request.
- C. The Grievance Process
- 1. A Medicaid Beneficiary may file a Grievance, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a Grievance.
 - 2. General **CTD AND STP** Duties
 - a. The **CTD AND STP** must:
 - (1) **Resolve each Grievance within ninety (90) Calendar Days from the day the CTD AND STP received the initial Grievance request, be it oral or in writing;**

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- (2) **Notify the Medicaid Beneficiary, in writing, within thirty (30) Calendar Days of the resolution of the Grievance.** The notice of disposition shall include the results and date of the resolution of the Grievance, and for decisions not wholly in the Medicaid Beneficiary's favor, the notice of disposition shall include:
 - (a) Notice of the right to request a Medicaid Fair Hearing, if applicable;
 - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, including the contact information necessary to pursue a Medicaid Fair Hearing (see Section VIII.E., Medicaid Fair Hearing System, below);
 - (3) Provide AHCA with a copy of the written notice of disposition upon request;
 - (4) Ensure that neither the CTD AND STP nor any Subcontractors (if applicable), or any Transportation Provider takes any punitive action against a physician or other health care provider who files a Grievance on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's Grievance; and
 - (5) Provide AHCA with a report detailing the total number of Grievances received, pursuant to Section XI., Reporting Requirements.
- b. **The CTD AND STP may extend the Grievance resolution time frame by up to fourteen (14) Calendar Days** if the Medicaid Beneficiary requests an extension, or the **CTD AND STP** documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
- (1) If the **CTD AND STP** requests the extension, the **CTD AND STP** must give the Medicaid Beneficiary **written notice** of the reason for the delay.
- c. **Filing Requirements**
- (1) The Medicaid Beneficiary or provider must file a Grievance within one (1) year after the date of occurrence that initiated the Grievance.

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- (2) The Medicaid Beneficiary or provider may file a Grievance either orally or in writing. The Medicaid Beneficiary may follow up an oral request with a written request, however the timeframe for resolution begins the date the CTD AND STP receives the oral request.

D. The Appeal Process

1. A Medicaid Beneficiary may file an Appeal, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file an Appeal.
2. General STP Duties
 - a. The STP shall:
 - (1) Confirm in writing all oral inquiries seeking an Appeal, unless the Medicaid Beneficiary or provider requests an expedited resolution;
 - (2) If the resolution is in favor of the Medicaid Beneficiary, provide the services as quickly as the Medicaid Beneficiary's health condition requires;
 - (3) Provide the Medicaid Beneficiary or provider with a reasonable opportunity to present evidence and allegations of fact or law, in person and/or in writing;
 - (4) Allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity, before and during the Appeal process, to examine the Medicaid Beneficiary's case file, including all documents and records;
 - (5) Consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the Appeal;
 - (6) Continue the Medicaid Beneficiary's Transportation Services if:
 - (a) The Medicaid Beneficiary files the Appeal in a timely manner, meaning on or before the later of the following:

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- (i) **Within ten (10) Business Days of the date on the notice of Action (add five [5] Business Days if the notice is sent via Surface Mail); or**
 - (ii) The intended effective date of the STP proposed Action.
 - (b) The Appeal involves the termination, suspension, or reduction of a previously authorized Transportation service;
 - (c) The Transportation was for a Medicaid compensable service ordered;
 - (d) The authorization period has not expired; and/or
 - (e) The Medicaid Beneficiary requests extension of Transportation Services.
- (7) **Provide written notice of the resolution of the Appeal, including the results and date of the resolution within two (2) Business Days after the resolution.** For decisions not wholly in the Medicaid Beneficiary's favor, the notice of resolution shall include:
- (a) Notice of the right to request a Medicaid Fair Hearing;
 - (b) Information about how to request a Medicaid Fair Hearing, including the DCF address necessary for pursuing a Medicaid Fair Hearing, as set forth in Section VIII.E., Medicaid Fair Hearing System, below;
 - (c) Notice of the right to continue to receive Transportation Services pending a Medicaid Fair Hearing;
 - (d) Information about how to request the continuation of Transportation Services; and
 - (e) Notice that if the STP Action is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued Transportation Services.
- (8) Provide AHCA with a copy of the written notice of disposition upon request;

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- (9) Ensure that neither the **STP** nor any Subcontractors (if applicable) or Transportation Providers take any punitive action against a physician or other health care provider who files an Appeal on behalf of a Medicaid Beneficiary or supports a Medicaid Beneficiary's Appeal; and
 - (10) Provide the AHCA with a report detailing the total number of Appeals received, pursuant to Section XI., Reporting Requirements.
- b. If the **STP** continues or reinstates the Medicaid Beneficiary's Transportation Services while the Appeal is pending, the **STP** must continue providing the Transportation Services until one (1) of the following occurs:
- (1) The Medicaid Beneficiary withdraws the Appeal;
 - (2) Ten (10) Business Days pass from the date of the **STP**'s notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and if the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached;
 - (3) The Medicaid Fair Hearing panel's decision is adverse to the Medicaid Beneficiary; or
 - (4) The authorization to provide services expires, or the Medicaid Beneficiary meets the authorized service limits.
- c. If the final resolution of the Appeal is adverse to the Medicaid Beneficiary, the **STP** may recover the costs of the services furnished from the Medicaid Beneficiary while the Appeal was pending, to the extent that the **STP** furnished the services solely because of the requirements of this Section.
- d. If the **STP** did not furnish services while the Appeal was pending and the Appeal panel reverses the **STP** decision to deny, limit or delay services, the **STP** must authorize or provide the disputed services promptly and as quickly as the Medicaid Beneficiary's health condition requires.
- e. If the **STP** furnished services while the Appeal was pending and the Appeal panel reverses the **STP** decision to deny, limit or delay

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services, the STP must pay for disputed services in accordance with State policy and regulations.

3. Filing Requirements

- a. **The Medicaid Beneficiary or his/her representative must file an Appeal within thirty (30) Calendar Days of receipt of the notice of the Vendor's/Subcontractor's Action.**
- b. **The Medicaid Beneficiary may file an Appeal either orally or in writing. If the filing is oral, the Medicaid Beneficiary must also file a written, signed Appeal within thirty (30) Calendar Days of the oral filing. The STP shall notify the requesting party that it must file the written request within ten (10) Business Days after receipt of the oral request. For oral filings, time frames for resolution of the Appeal begin on the date the STP receives the oral filing.**
- c. **The STP shall resolve each Appeal within State-established time frames not to exceed forty-five (45) Calendar Days from the day the Plan received the initial Appeal request, whether oral or in writing.**
- d. **If the resolution is in favor of the Medicaid Beneficiary, the STP shall provide the services as quickly as the Medicaid Beneficiary's health condition requires.**
- e. **The STP may extend the resolution time frames by up to fourteen (14) Calendar Days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.**
 - (1) **If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.**
 - (2) **The STP must provide written notice of the extension to the Medicaid Beneficiary within five (5) Business Days of determining the need for an extension.**

4. Expedited Process

- a. **The STP shall establish and maintain an expedited review process for Appeals when the STP determines, the Medicaid Beneficiary requests or the provider indicates (in making the request on the**

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Medicaid Beneficiary's behalf or supporting the Medicaid Beneficiary's request) that taking the time for a standard resolution could seriously jeopardize the Medicaid Beneficiary's life, health or ability to attain, maintain or regain maximum function.

- b. The Medicaid Beneficiary may file an expedited Appeal either orally or in writing. No additional written follow-up on the part of the Medicaid Beneficiary is required for an oral request for an expedited Appeal.
- c. The **STP** must:
 - (1) Inform the Medicaid Beneficiary of the limited time available for the Medicaid Beneficiary to present evidence and allegations of fact or law, in person and in writing;
 - (2) **Resolve each expedited Appeal and provide notice to the Medicaid Beneficiary, as quickly as the Medicaid Beneficiary's health condition requires, within State established time frames not to exceed seventy-two (72) hours after the STP receives the Appeal request, whether the Appeal was made orally or in writing;**
 - (3) **Provide written notice of the resolution in accordance with Section VIII.D., The Appeal Process, of the expedited Appeal to the Medicaid Beneficiary;**
 - (4) Make reasonable efforts to provide oral notice of disposition to the Medicaid Beneficiary immediately after the Appeal panel renders a decision; and
 - (5) Ensure that neither the STP nor any Subcontractors (if applicable) or Transportation Providers take any punitive action against a physician or other health care provider who requests an expedited resolution on the Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for expedited resolution of an Appeal.
- d. If the **STP** denies a request for an expedited resolution of an Appeal, the Vendor/Subcontractor must:
 - (1) Transfer the Appeal to the standard time frame of no longer than **forty-five (45) Calendar Days from the day the STP received the request for Appeal (with a possible fourteen [14] day extension);**

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- (2) Make reasonable efforts to provide immediate oral notification of the **STP** denial for expedited resolution of the Appeal;
- (3) **Provide written notice of the denial of the expedited Appeal within two (2) Calendar Days;** and
- (4) Fulfill all requirements set forth in Section VIII.D., The Appeal Process, above.

E. Medicaid Fair Hearing System

1. As set forth in Rule 65-2.042, FAC, the **CTD AND STP** Grievance Procedure and Appeal and Grievance processes shall state that the Medicaid Beneficiary has the right to request a Medicaid Fair Hearing, in addition to, and at the same time as, pursuing resolution through the **CTD AND STP** Grievance and Appeal processes.
 - a. A physician or other health care provider must have a Medicaid Beneficiary's written consent before requesting a Medicaid Fair Hearing on behalf of a Medicaid Beneficiary.
 - b. The parties to a Medicaid Fair Hearing include the **CTD AND STP**, as well as the Medicaid Beneficiary, his/her representative or the representative of a deceased Medicaid Beneficiary's estate.
2. Filing Requirements
 - a. The Medicaid Beneficiary may request a Medicaid Fair Hearing within ninety (90) days of the date of the notice of the **CTD AND STP** resolution of the Medicaid Beneficiary's Grievance/Appeal by contacting DCF at:

The Office of Appeal Hearings
1317 Winewood Boulevard, Building 5, Room 203
Tallahassee, Florida 32399-0700
3. General **CTD AND STP** Duties
 - a. The **CTD AND STP** must:
 - (1) Continue the Medicaid Beneficiary's Transportation Services while the Medicaid Fair Hearing is pending if:

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- (a) The Medicaid Beneficiary filed for the Medicaid Fair Hearing in a timely manner, meaning on or before the later of the following:
 - (i) Within ten (10) Business Days of the date on the notice of Action (add five [5] Business Days if the notice is sent via Surface Mail);
 - (ii) The intended effective date of the **STP** proposed Action.
 - (b) The Medicaid Fair Hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
 - (c) The authorization period has not expired; and/or
 - (d) The Medicaid Beneficiary requests extension of Transportation Services.
- (2) Ensure that neither the **CTD AND STP** (if applicable) or Transportation Providers take any punitive action against a physician, Transportation Provider, or other health care provider who requests a Medicaid Fair Hearing on a Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for a Medicaid Fair Hearing.
- b. If the **STP** continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the Vendor/Subcontractor must continue said Transportation Services until one (1) of the following occurs:
- (1) The Medicaid Beneficiary withdraws the request for a Medicaid Fair Hearing;
 - (2) Ten (10) Business Days pass from the date of the **STP's** notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached (add five [5] Business Days if the **STP** sends the notice of Action by Surface Mail);
 - (3) The Medicaid Fair Hearing officer renders a decision that is adverse to the Medicaid Beneficiary; and/or

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- (4) The Medicaid Beneficiary's authorization expires or the Medicaid Beneficiary reaches his/her authorized service limits.
4. If the final resolution of the Medicaid Fair Hearing is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished while the Medicaid Fair Hearing was pending, to the extent that the STP furnished said services solely because of the requirements of this Section.
 5. If services the STP did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP decision to deny, limit or delay services, the STP must authorize or provide the disputed services as quickly as the Medicaid Beneficiary's health condition requires.
 6. If the STP did furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP decision to deny, limit or delay services, the STP must pay for the disputed services in accordance with State policy and regulations.

<u>Type</u>	<u>Time Frame to File</u>	<u>Provide Transportation Services During Review</u>	<u>Time Frame to Resolve</u>	<u>Extension Time Frame</u>	<u>Time Frame to Send Notification of Resolution</u>	<u>Next Step (if any)</u>
Complaint	Ninety (90) Calendar Days From the Date of the Incident That Precipitated the Complaint	Yes	Fifteen (15) Business Days	Ten (10) Business Days	Five (5) Business Days From the Date of the Complaint	File a Grievance
Grievance	Ninety (90) Calendar Days From the Date of the Action That Precipitated the Grievance	Yes	Ninety (90) Calendar Days	Fourteen (14) Calendar Days	Thirty (30) Calendar Days from the Date of the Resolution of the Grievance	Medicaid Fair Hearing

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Appeal	Thirty (30) Calendar Days of Receiving Notice of Denial or Limitation of Services	Yes	Forty-five (45) Calendar Days	Fourteen (14) Calendar Days	Thirty (30) Calendar Days from the Date of the Resolution of the Appeal	Medicaid Fair Hearing
Medicaid Fair Hearing	Upon Filing a Grievance or Appeal	Yes	Resolution by Administrative Hearing	None	Notification Sent by the Administrative Hearing Office	Legal Recourse

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

- * Marlie Sanderson, AICP, Director of Transportation Planning
- ** Lynn Franson-Godfrey, AICP, Senior Planner

- * Primary Responsibility
- ** Secondary Responsibility



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Transportation Disadvantaged Coordinating Board

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

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North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

* Lynn Franson-Godfrey, AICP, Senior Planner

- * Primary Responsibility
- ** Secondary Responsibility



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