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September 8, 2021

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Meeting Announcement

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board will hold a business meeting **Wednesday, September 15, 2021 at 10:00 a.m.** in the **Santa Fe Room in the Florida Department of Transportation Lake City Operations Center located at 710 Northwest Lake Jeffery Road, Lake City, Florida. (location map attached).** The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Please note that Board members may participate (and vote), via communications media technology, however, **nine (9)** Board members must be present to establish a physical quorum to vote on agenda items that require formal action.

Per the updated Centers for Disease Control and Prevention guidelines, to maximize protection from the COVID-19 Delta variant and prevent possibly spreading it to others:

- Wear a mask indoors in public if you are in an area of substantial or high transmission.
- Wearing a mask is most important if you have a weakened immune system or if, because of your age or an underlying medical condition, you are at increased risk for severe disease, or if someone in your household has a weakened immune system, is at increased risk for severe disease, or is unvaccinated. If this applies to you or your household, you might choose to wear a mask regardless of the level of transmission in your area.
- You should continue to wear a mask where required by laws, rules, regulations, or local guidance.

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

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this public meeting is asked to advise our office at least **2 business days** before the meeting by contacting 352.955.2200 extension 110. If you are hearing or speech impaired, please contact our office using the Florida Relay Service, 1.800.955.8771 (TDD) or 1.800.955.8770 (Voice).

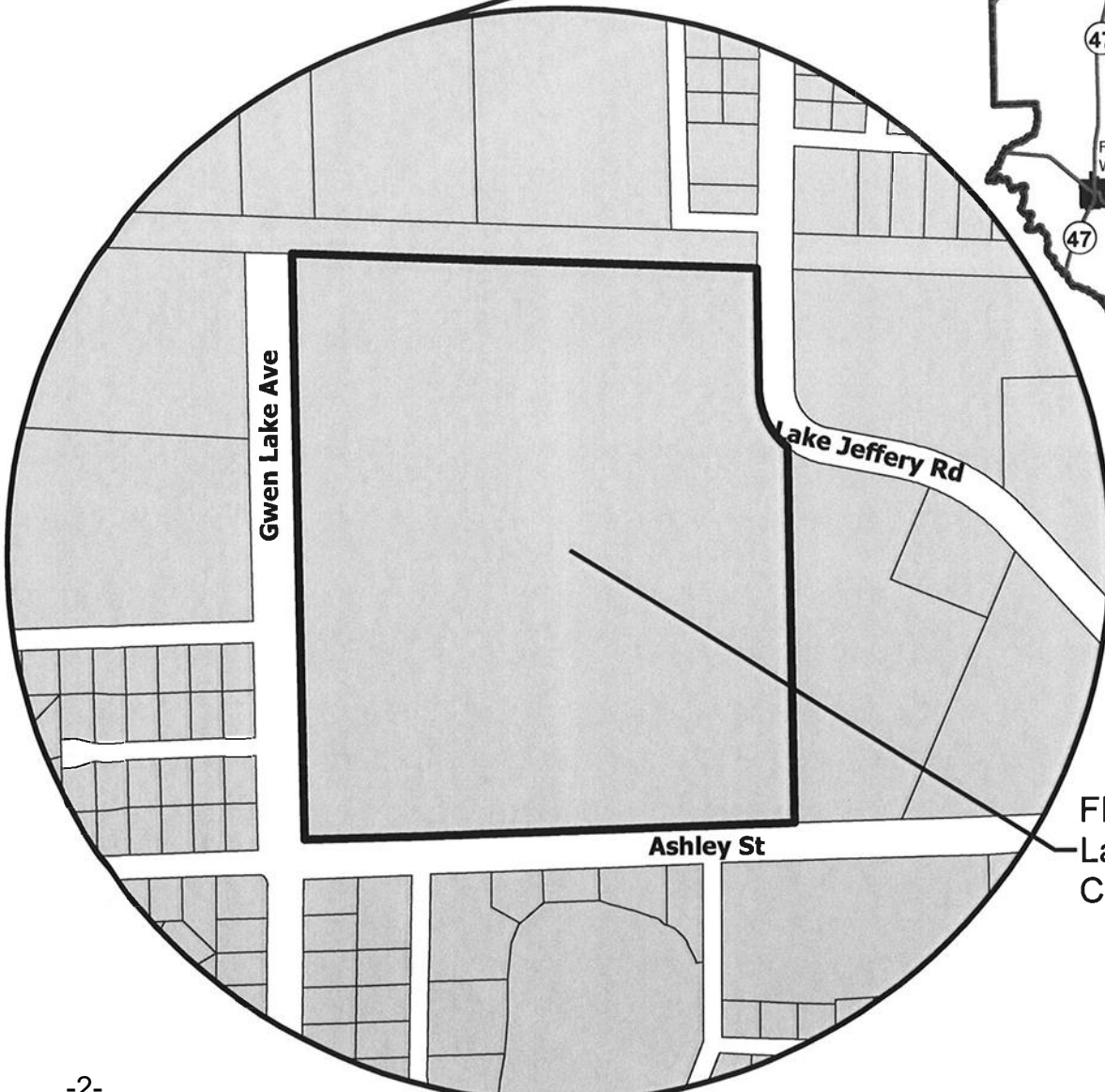
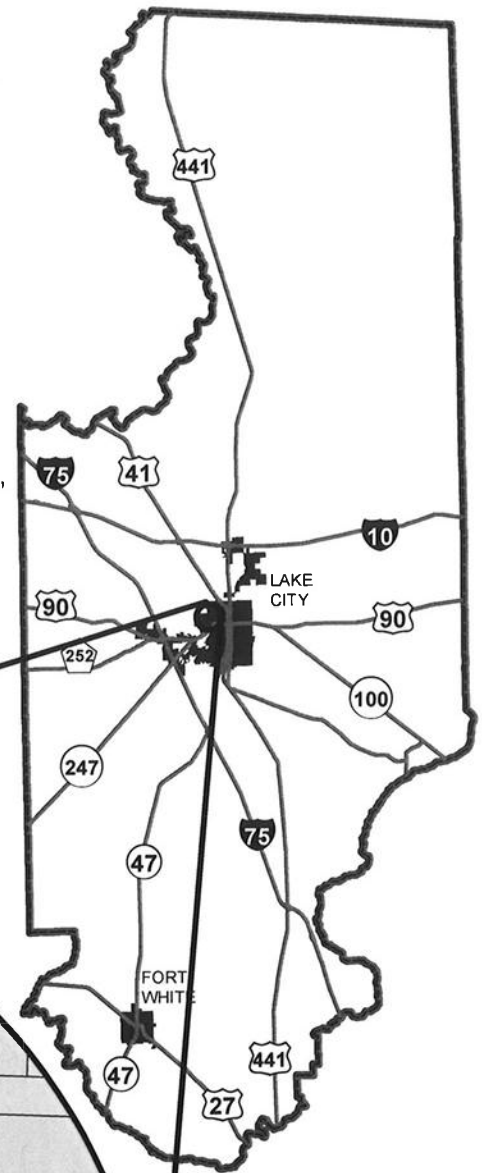
Attachments

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Dedicated to improving the quality of life of the Region's citizens,
by enhancing public safety, protecting regional resources,
promoting economic development and providing technical services to local governments.

Florida Department of Transportation District Two Lake City Operations Center 710 N.W. Lake Jeffery Road Lake City, FL 32055

Directions: From the intersection of Interstate 75 and U.S. Highway 90 (exit 427) turn, East onto U.S. Highway 90, travel approximately 2.5 miles to County Road 129 (also known as NW Lake Jeffery Rd), turn left (North) onto County Road 129 (also known as NW Lake Jeffery Rd), travel approximately 1/2 mile and the Florida Department of Transportation will be on the left, on the Western side of County Road 129 (also known as NW Lake Jeffery Rd).



1 inch = 500 feet

FDOT District 2
Lake City Operations
Center





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

BUSINESS MEETING AGENDA

**Florida Department of Transportation
Lake City Operations Center
Santa Fe Room
710 Northwest Lake Jeffery Road
Lake City, Florida
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272**

**Wednesday
September 15, 2021
10:00 a.m.**

I. Business Meeting – Call To Order

- A. Invocation**
- B. Pledge of Allegiance**
- C. Roll Call**

II. Consent Agenda

ACTION REQUIRED

- A. Approval of the Meeting Agenda Page 3**
- B. Approval of the May 12, 2021 Minutes Page 7**

III. Comments and Concerns

- A. Board Members**
- B. Citizens**

IV. General Business

- A. New Business**
 - 1. Bylaws (Lynn Godfrey) Page 13 ACTION REQUIRED**
 - 2. Grievance Procedures (Lynn Godfrey) Page 33 ACTION REQUIRED**

**3. Grievance Committee Appointments Page 51 ACTION REQUIRED
(Lynn Godfrey)**

**4. Suwannee Valley Transit Authority Page 53 NO ACTION REQUIRED
Operations Reports (Larry Sessions)**

B. Other Business

1. Board Members

2. Citizens

C. Future Meeting Dates

1. November 17, 2021 at 10:00 a.m. in Live Oak, Florida

2. February 16, 2022 at 10:00 a.m. in Jasper, Florida

3. May 18, 2022 at 10:00 a.m. in Lake City, Florida

4. September 21, 2022 at 10:00 a.m. in Live Oak, Florida

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

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

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Toby Witt Columbia County Elected Official Grievance Committee Chair	Not Applicable
Commissioner Robert Brown, Chair Hamilton County Elected Official	Not Applicable
Commissioner Travis Land, Vice-Chair Suwannee County Elected Official	Not Applicable
Christina Nalsen Florida Department of Transportation	Lauren Adams Florida Department of Transportation
Kay Tice Florida Department of Children and Families	Vacant Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education	Monique Gustafson Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	Dwight Law Florida Department of Elder Affairs
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Stanford Florida Agency for Persons with Disabilities	Sylvia Bamberg Florida Agency for Persons with Disabilities
Diane Head Regional Workforce Board	Selvin Cray Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2023 Grievance Committee Member	Vacant Florida Association for Community Action Term ending June 30, 2023
Daniel Taylor Public Education	Vacant Public Education
Jonathan C. Law, Jr. Veterans Term ending June 30, 2023 Grievance Committee Member	Vacant Veterans Term ending June 30, 2023
Teri Harmon Citizen Advocate Term ending June 30, 2024	Louie Goodin Citizen Advocate Term ending June 30, 2024
Vacant Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2024
Vacant Persons with Disabilities Term ending June 30, 2024	Vacant Persons with Disabilities Term ending June 30, 2024
John Koch Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Sandra Buck-Camp Medical Community Term ending June 30, 2022	Vacant Medical Community Term ending June 30, 2022
Audre J. Washington Children at Risk Term ending June 30, 2022	Vacant Children at Risk Term ending June 30, 2022
Vacant Private Transit Term ending June 30, 2022	Vacant Private Transit Term ending June 30, 2022

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

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

BUSINESS MEETING

Tourism and Economic Development Conference Room
Hamilton County Courthouse Annex
1153 US Hwy 41 NW
Jasper, Florida
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

Wednesday
May 19, 2021
10:15 a.m.

VOTING MEMBERS PRESENT IN PERSON

Commissioner Robert Brown, Hamilton County Local Elected Official, Chair
Sandra Buck-Camp, Medical Community Representative
Sandra Collins, Florida Department of Transportation Representative
Diane Head, Workforce Development Board Representative
John Koch, Elderly Representative
Commissioner Travis Land, Suwannee County Local Elected Official, Vice-Chair
Jonathan Law, Jr., Veterans Representative
Matthew Pearson, Florida Association for Community Action Representative
Daniel Taylor, Public Education Representative
Kay Tice, Florida Department of Children and Families Representative

VOTING MEMBERS PRESENT VIA COMMUNICATIONS MEDIA TECHNOLOGY

Jeff Aboumrad, Florida Department of Education Representative
Terri Harmon, Citizen Advocate Representative
Sheryl Stanford, Florida Agency for Persons with Disabilities Representative
Dewece Ogden, Florida Agency for Health Care Administration Representative

ALTERNATE MEMBERS PRESENT IN PERSON

Lauren Adams, Florida Department of Transportation Representative

ALTERNATE MEMBERS PRESENT VIA COMMUNICATIONS MEDIA TECHNOLOGY

Selvin Cray, Workforce Development Board Representative

VOTING MEMBERS ABSENT

Bruce Evans, Florida Department of Elder Affairs Representative
Audre J. Washington, Children at Risk Representative
Commissioner Toby Witt, Columbia County Local Elected Official

OTHERS PRESENT IN PERSON

Stew Lilker, Columbia County Observer

OTHERS IN PERSON VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY

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

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. Business Meeting Call To Order

Chair Brown called the meeting to order at 10:15 a.m.

A. Voting Via Communications Media Technology

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Board needs to take formal action to allow Board members participating via telecommunications technology to vote on agenda items.

ACTION: Johnathan Law moved to allow Board members participating via communications media technology to vote on agenda items that require formal action due to the extraordinary circumstances related to the COVID-19 pandemic. Sandra Buck-Camp seconded; motion passed unanimously.

II. Consent Agenda

A. Approval of the Meeting Agenda

ACTION: Sandra Buck-Camp moved to approve the meeting agenda. John Koch seconded; motion passed unanimously.

B. Approval of the February 17, 2021 Meeting Minutes

ACTION: Sandra Buck-Camp moved to approve the February 17, 2021 meeting minutes. John Koch seconded; motion passed unanimously.

III. Comments and Concerns

A. Board Members

Jonathan Law asked if Suwannee Valley Transit Authority resolved the issues with Ms. Caperelli.

Mr. Larry Sessions, Suwannee Valley Transit Authority Administrator, stated that he has not heard from Ms. Caparelli since the last Board meeting.

B. Citizens

There were no citizen comments.

IV. General Business

A. New Business

1. Recommend Chair

Ms. Godfrey stated the Board needs to recommend the North Central Florida Regional Planning Council appoint one of the Local Elected Official Representatives as Chair of the Board.

ACTION: Sandra Buck-Camp moved to recommend Commissioner Robert Brown as Chair of the Board. Jonathan Law seconded; motion passed unanimously.

2. Elect Vice-Chair

Ms. Godfrey stated that the Board needs to elect Commissioner Land or Commissioner Witt as Vice-Chair.

ACTION: Sandra Buck-Camp moved to elect Commissioner Land as Vice-Chair. John Koch seconded; motion passed unanimously.

3. 2021/26 Memorandum of Agreement

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged designated Suwannee Valley Transit Authority the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties for a five-year period. She said the Board must review and approve the Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee Valley Transit Authority.

Sandra Buck-Camp asked if there are any changes to the 2021/26 Memorandum of Agreement from the previous agreement.

Ms. Godfrey stated that she is not aware of any changes to the agreement.

ACTION: John Koch moved to approve the 2021/26 Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee Valley Transit Authority. Johnathan Law seconded; motion passed unanimously.

4. 2021/26 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan

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

Sandra Buck-Camp asked if Suwannee Valley Transit Authority's Fiscal Year 2021/22 service rates are included in the Plan.

Mr. Sessions stated that, after the Florida Commission for the Transportation Disadvantaged approves the 2021/22 service rates, they will be provided to the Board for approval.

Mr. Sessions also stated that the weight limit for mobility devices may also need to be amended at the next Board meeting.

ACTION: Travis Land moved to approve the 2021/26 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan. Sandra Buck-Camp seconded; motion passed unanimously

5. 2021/22 Rural Area Capital Assistance Grant Application

Mr. Larry Sessions stated that Suwannee Valley Transit Authority applied for 2021/22 Rural Area Capital Assistance Grant funds to purchase vehicles.

ACTION: Sandra Collins moved to approve Suwannee Valley Transit Authority's 2021/22 Rural Area Capital Assistance Grant application. Sandra Buck-Camp seconded; motion passed unanimously.

6. Suwannee Valley Transit Authority Operations Reports

Mr. Sessions presented Suwannee Valley Transit Authority's operations reports. He stated that there has been a steady increase in ridership since January 2021. He said he is working with the Hamilton County School District Supervisor to provide transportation to students enrolled in the Dual Enrollment Program with the North Florida College in Madison.

B. Other Business

1. Board Members

Sandra Buck-Camp commended Suwannee Valley Transit Authority for the operations report format.

2. Citizens

There were no citizen comments.

C. Future Meeting Dates

Chair Brown stated that the next meeting will be held September 15, 2021 at 10:00 a.m. in Lake City, Florida.

Vice-Chair Land asked where the meeting location will be.

Ms. Godfrey stated that the meeting location will most likely be at one of the Florida Department of Transportation offices in Lake City.

ADJOURNMENT

The meeting adjourned at 10:30 a.m.

Commissioner Robert Brown, Chair
Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating Board

Date



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September 8, 2021

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Bylaws

RECOMMENDATION

Approve the Board's Bylaws.

BACKGROUND

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

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

Attachment

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

Bylaws

September 15, 2021

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board



Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Bylaws

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

Robert Brown, Chair

with Assistance from



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

September 15, 2021

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

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

D. Name and Purpose

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

E. Membership

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

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

- (s) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board. It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.
- (2) **Alternate Members.** The North Central Florida Regional Planning Council may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings.

F. Officers

- (1) Officers shall be the Chair, Vice-Chair and Grievance Committee Chair.
 - (a) The Chair shall be one of the local elected officials from Columbia, Hamilton or Suwannee Counties. The Chair shall preside at all meetings.
 - (b) The Vice-Chair shall be one of the local elected officials from Columbia, Hamilton or Suwannee Counties. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chair.
 - (c) Grievance Committee Chair. The Grievance Committee Chair shall be one of the local elected officials from Columbia, Hamilton or Suwannee Counties who is not serving as Chair or Vice-Chair of the Board. In the event the local elected official not serving as Chair or Vice-Chair of the Board does not wish to serve as Chair of the Grievance Committee, the Vice-Chair shall serve as Chair of the Grievance Committee.

- (2) Officers shall be appointed as follows:

Chair. On or before the third Wednesday of May each year, the Board shall recommend a Chair to the North Central Florida Regional Planning Council. The North Central Florida Regional Planning Council shall appoint the Chair for a one-year term beginning July 1 and ending June 30. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. The appointed Chair shall not be eligible to serve a one year successive term of appointment.

Vice-Chair. On or before the third Wednesday of May each year, the Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present. The Vice-Chair shall serve a one-year term beginning July 1 and ending June 30. The Vice-Chair shall not be eligible to serve a one-year successive term of appointment.

G. Meetings

- (1) Business Meetings. The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. Business meetings of the Board may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order. Audio recordings shall be made of all Board meetings.
- (2) Emergency Meetings. The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Emergency meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership. North Central Florida Regional Planning Council staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.
- (3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (4) Public Workshop. The Board shall hold a public workshop annually for the purpose of receiving input regarding unmet transportation needs or any other areas that relate to the local transportation services provided under Florida's Transportation Disadvantaged Program in Columbia, Hamilton and Suwannee Counties. The public workshop may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (5) Notice of Regular and Special Meetings. All meetings, public workshops, committee meetings, etc. shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting. Meeting notices shall include the date, time and location, general nature/subject of the meeting a contact person and phone number to call for additional information and to request accessible meeting material formats.

The North Central Florida Regional Planning Council shall provide the agenda and meeting package to the Florida Commission for the Transportation Disadvantaged, Board members and all other interested parties prior to the meeting. The agenda shall include a public participation opportunity.

- (6) Quorum. At all meetings of the Board, 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. In the absence of a quorum, the members present may also elect to either:
- (a) Cancel and reschedule the meeting; or
 - (b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

Board members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on agenda items that require formal action.

- (7) Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.
- (8) Voting Conflicts. In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."
- (9) Proxy Voting. Proxy voting is not permitted.
- (10) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.

- (11) Attendance. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The North Central Florida Regional Planning Council must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.
- (12) Public Comment. Each speaker will be allowed to speak for up to three minutes during public comments. Public comments shall be directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

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

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

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

H. Administration

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

I. Duties

- (1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
- (a) Review and make recommendations regarding the approval of the Memorandum of Agreement between a newly recommended Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged.

- (b) Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan.
- (c) The Board shall utilize the Florida Commission for the Transportation Disadvantaged's Quality Assurance Performance Evaluation Workbook to evaluate the performance of the Community Transportation Coordinator annually.
- (d) In cooperation with the Community Transportation Coordinator, review and provide recommendations to the Florida Commission for the Transportation Disadvantaged and the Designated Official Planning Agency on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner.
- (e) When requested, assist the Community Transportation Coordinator in establishing eligibility guidelines and trip priorities.
- (f) Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, operating hours and types of service in an effort to increase ridership to a broader population.
- (g) Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances from agencies, users, transportation operator and potential users of Florida's Coordinated Transportation System.
- (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
- (i) Annually hold at a minimum, one public meeting/workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public meeting/workshop will be held at a place and time that is convenient and accessible to the general public.
- (j) Work cooperatively with regional workforce development boards to develop innovative transportation services for participants in the Welfare Transition Program.
- (k) Evaluate multi county or regional transportation opportunities.
- (l) Review the Annual Operations Report.

J. Committees

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

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

K. Amendments

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

L. Certification

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 15th day of September 2021.

Robert Brown, Chair
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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September 8, 2021

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

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

RECOMMENDATION

Approve the Board's Grievance Procedures.

BACKGROUND

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

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

Attachment

T:\Lynn\TD2021\CHS\Memos\gp.docx

Grievance Procedures

September 15, 2021

Columbia, Hamilton and Suwannee
Transportation Disadvantaged Coordinating
Board



Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

Robert Brown, Chair

with Assistance from



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

September 15, 2021

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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.

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

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

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

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

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

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

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

D. Purpose

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

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

E. Membership

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

F. Officers

- (1) Chair. The Chair shall be one of the local elected officials from Columbia, Hamilton or Suwannee Counties who is not serving as Chair or Vice-Chair of the Board. In the event the local elected official not serving as Chair or Vice-Chair of the Board does not wish to serve as Chair of the Grievance Committee, the Vice-Chair shall serve as Chair of the Grievance Committee.

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill its responsibilities. Meetings may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair as long as the procedure requirements stated in Section J. (9) and (10) are met. The Grievance Committee may meet following Board meetings to hear complaints. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.

- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

- (5) Voting Conflicts. In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."

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

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

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

- (8) Public Comment. Each speaker will be allowed to speak for up to three minutes during public comments. Public comments shall be directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

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

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

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

H. Administration

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

I. Duties

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

J. Procedures

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

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.
 - (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."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

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

- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The suspended rider will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended rider requesting the reconsideration.

M. Prohibition Against Retaliation

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

N. Alternative Recourse

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

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 15th day of September 2021.

Robert Brown, Chair
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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September 8, 2021

TO: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Appoint Grievance Committee Members

RECOMMENDATION

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

BACKGROUND

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

- Commissioner Toby Witt, Chair
- Jonathan C. Law, Jr., Veterans Representative
- Matthew Pearson, Florida Association for Community Action Representative

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

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



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September 8, 2021

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

RECOMMENDATION

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

BACKGROUND

Attached are Suwannee Valley Transit Authority's operations reports for April - June 2021. If you have any questions regarding the attached reports, please contact me.

Attachments

T:\Lynn\TD2021\CHS\Memos\statsept.docx

APRIL-JUNE OPERATIONS REPORT

Service Type - O/W	APRIL			MAY			JUNE		
	Col	Ham	Suw	Col	Ham	Suw	Col	Ham	Suw
Paratransit AMB	1258	549	507	1117	514	533	984	449	497
NON-AMB	164	13	175	151	0	186	168	0	189
TOTAL	1422	562	682	1268	514	719	1152	449	686
			2666			2501			2287

Revenue Source - O/W	Col	Ham	Suw	Col	Ham	Suw	Col	Ham	Suw
DONATION	0	0	0	0	0	0	0	0	0
APD	456	53	131	472	40	135	494	38	148
CTD	649	424	444	619	385	476	555	378	470
DEO	0	0	0	0	0	0	0	0	0
DCF	0	0	0	0	0	0	0	0	0
DOE (VR)	0	0	0	0	0	0	0	0	0
DOEA (Elder Affairs)	0	0	0	0	0	0	0	0	0
DOH	0	0	0	0	0	0	0	0	0
DJJ							0	0	0
DOT									
LOCAL GVMT									
RW	0	0	0	0	0	2	0	0	0
CAR	243	48	36	100	49	21	0	0	0
American Cancer	0	0	0	0	0	0	0	0	0
United Way	0	0	0	0	0	0	0	0	0
LOCAL NON-GVMT									
PP	74	37	71	77	40	85	103	33	68
PP-B	0	0	0	0	0	0	0	0	0
OTHER FED & STATE									
TOTAL - REVENUE SOURCE	1422	562	682	1268	514	719	1152	449	686

Passenger Type O/W	Col	Ham	Suw	Col	Ham	Suw	Col	Ham	Suw
Older Adults 60+	202	60	214	183	63	253	208	58	232
Children At Risk	0	253	0	0	203	0	0	217	0
Persons w/Disabilities	296	49	161	346	45	180	361	30	185
Low Income	0	0	0	0	0	0	0	0	0
Other	924	200	307	739	203	286	583	144	269
TOTAL - PASS TYPE	1422	562	682	1268	514	719	1152	449	686

Trip Purpose O/W	Col	Ham	Suw	Col	Ham	Suw	Col	Ham	Suw
Medical	292	121	344	280	144	415	328	120	386
Employment	23	33	63	24	32	70	18	31	75
Ed/Training/Daycare	775	354	167	631	292	156	498	255	148
Nutritional	0	0	0	0	0	1	0	0	0
Life-Sustaining/Other	332	54	108	333	46	77	308	43	77
TOTAL - TRIP PURPOSE	1422	562	682	1268	514	719	1152	449	686

APRIL-JUNE 2021 TDTF TRIP COUNT

	Columbia County		Hamilton County		Suwannee County	
	Trips	Funding Source	Trips	Funding Source	Trips	Funding Source
April	649	TDTF	424	TDTF	444	TDTF
May	619	TDTF	385	TDTF	476	TDTF
June	555	TDTF	378	TDTF	470	TDTF

COMPLAINTS APRIL-JUNE

COMPLAINT #	
DATE	
TIME	
COMPLAINANT'S NAME	
COMPLAINANT'S POC	
COMPLAINANT'S ISSUE	
COUNTY OF RESIDENCE	
SVTA'S ACTION TAKEN	
RESOLUTION	

UNMET NEEDS APRIL-JUNE 2021			
DATE	PICK UP	DESTINATION	DENIAL REASON

ATTENDANCE RECORD

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

MEMBER/ORGANIZATION	NAME	06/17/20	09/16/20	02/17/21	05/19/21
Columbia County Elected Official	Commissioner Toby Witt			P	A
Hamilton County Elected Official	Commissioner Robert Brown, Chair			P	P
Suwannee County Elected Official	Commissioner Travis Land, Vice-Chair			P	P
Florida Department of Transportation Alternate Member	Christina Nalsen Lauren Adams	A	P	A	P
Florida Department of Children and Families Alternate Member	Kay Tice Amanda Bryant	P A	P A	P A	P A
Florida Agency for Health Care Administration Alternate Member	Reeda Harris Pamela Hagley				
Florida Department of Education Alternate Member	Jeffrey Aboumrad Monique Gustafson	P	P	P P	P A
Florida Department of Elder Affairs Alternate Member	Bruce Evans Dwight Law	A A	A A	A A	A A
Florida Agency for Persons with Disabilities Alternate Member	Sheryl Stanford Sylvia Bamburg			P P	P A
Public Education Alternate Member	Daniel Taylor Vacant	A	A	A	P
Citizen Advocate Alternate Member	Terri Harmon Louie Goodin	P A	P A	P A	P A
Citizen Advocate - User Alternate Member	Vacant Vacant				
Elderly Alternate Member	John Koch Vacant	A	A	P	P
Veterans Alternate Member	Jonathan C. Law, Jr. Vacant	P	A	P	P
Persons with Disabilities Alternate Member	Vacant Vacant				
Florida Association of Community Action Alternate Member	Matthew Pearson Vacant	P	P	P	P
Children at Risk Alternate Member	Audre J. Washington Vacant	A	A	A	A
Private Transit Alternate Member	Vacant Vacant				
Regional Workforce Board Alternate Member	Diane Head Selvin Cray	A	P	P A	P P
Medical Community Alternate Member	Sandra Buck-Camp Vacant	A	P	P	P

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

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

