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2009 NW 67th Place, Gainesville, FL 32653 - 1 803 • 352.955.2200

October 5, 2021

TO: Dixie County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Dixie County Transportation Disadvantaged Coordinating Board will hold a business meeting **Wednesday, October 13, 2021 at 11:00 a.m.** in the **Suwannee River Economic Council, Inc. Client/Senior Services Center located at 314 N.E. 255 Street, Cross City, Florida.** The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Please note that Board members may participate (and vote), via communications media technology, however, **two (2)** Board members must be present in person to establish a physical quorum to vote on agenda items that require formal action.

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

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

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

Attachment

T:\Lynn\TD2021\Dixie\Memos\oct.docx

# Suwannee River Economic Council, Inc.

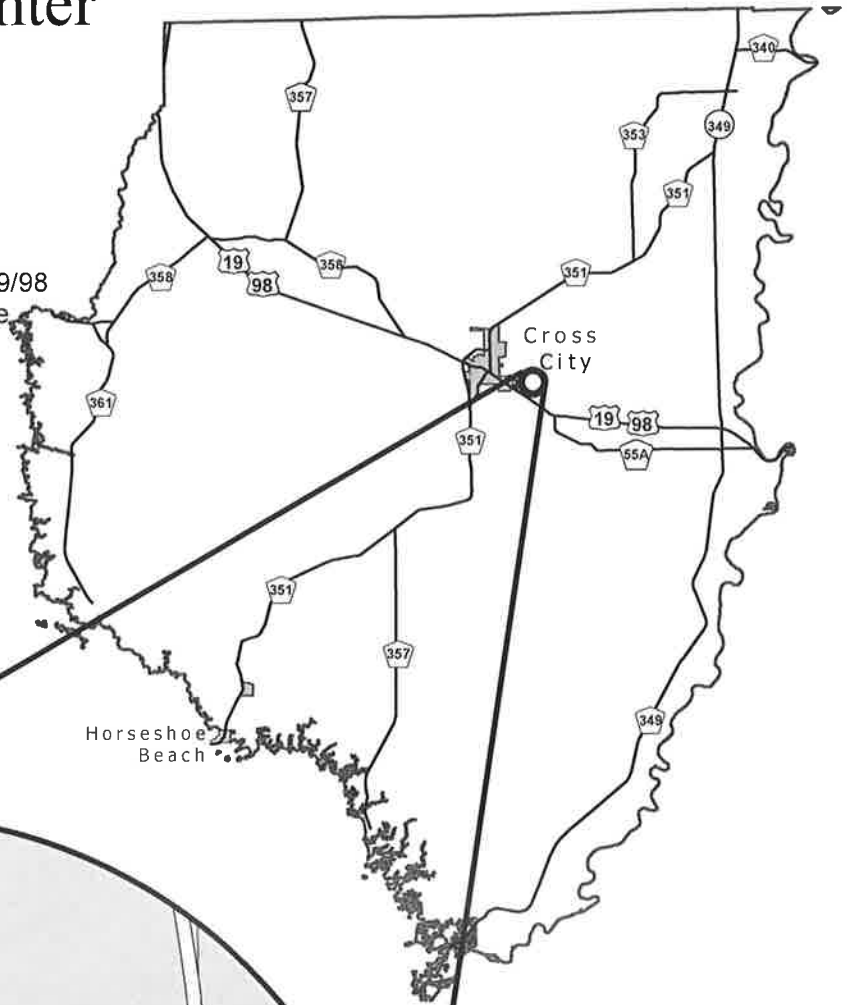
## Client/Senior Service Center

314 NE 255th Street

Cross City, FL 32628

Directions: From the intersection of U.S. Highway 19/98 and County Road 351 (also known as Cedar St) in the Town of Cross City head Southeast onto U.S. Highway 19/98 for 1.2 miles. Turn left onto NE 238th Street and continue on NE 165th Avenue/ NE 255th Street for 1 mile.

The Service Center will be on the right, on the Eastern side of NE 255th Street.



Horseshoe Beach



Suwannee River Economic Council, Inc.  
Client/Senior Service Center





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

**DIXIE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING ANNOUNCEMENT AND AGENDA**

**Suwannee River Economic Council, Inc.**  
**Client/Senior Service Center**  
**314 NE 255th Street**  
**Cross City, Florida**

Wednesday  
October 13, 2021  
11:00 a.m.

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

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

- A. Invocation**
- B. Pledge of Allegiance**
- C. Roll Call**
- D. Approval of the Meeting Agenda** **ACTION REQUIRED**
- E. Approval of the July 14, 2021 Minutes** **Page 7** **ACTION REQUIRED**

**II. NEW BUSINESS**

- A. 2020/21 Annual Performance Evaluation** **Page 11** **ACTION REQUIRED**  
The Board needs to approve Suwannee River Economic Council, Inc.’s 2020/21 annual performance evaluation
- B. Elect Vice-Chair** **Page 45** **ACTION REQUIRED**  
The Board needs to elect a Vice-Chair
- C. Appoint Grievance Committee Member** **Page 47** **ACTION REQUIRED**  
The Chair needs to appoint one Board member to the Grievance Committee
- D. 2020/21 Annual Operating Report** **Page 49** **NO ACTION REQUIRED**  
The Board needs to review the 2020/21 Dixie County Annual Operating Report

**III. OTHER BUSINESS**

**Comments**

**IV. FUTURE MEETING DATES**

- A. January 12, 2022 at 11:00 a.m.**
- B. April 13, 2022 at 11:00 a.m.**
- C. July 13, 2022 at 11:00 a.m.**
- D. October 12, 2022 at 11:00 a.m.**

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

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

**DIXIE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Jamie Storey Local Elected Official/Chair	Not Applicable
Christina Nalsen Florida Department of Transportation	Lauren Adams Florida Department of Transportation
John Wisker Florida Department of Children and Families	Amy Burton Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Vacant Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Vacant Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities Grievance Committee Member	Sylvia Bamburg Florida Agency for Persons with Disabilities
Selvin Cray Regional Workforce Board Grievance Committee Member	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2023	Vacant Florida Association for Community Action Term ending June 30, 2023
Vacant Public Education	Vacant Public Education
Vacant Veterans Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2024	Vacant 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
Vacant Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Matthew Ferguson Medical Community Term ending June 30, 2022	Allison Stevens Medical Community Term ending June 30, 2022
Sandra Woodard Children at Risk Grievance Committee Member Term ending June 30, 2022	Brooke Ward Children at Risk Term ending June 30, 2022
Vacant Private Transit Term ending June 30, 2022	Vacant Private Transit Term ending June 30, 2022



**DIXIE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

Suwannee River Economic Council, Inc.  
Client/Senior Service Center (new meeting location)  
314 NE 255th Street  
Cross City, Florida  
Dial in Number: Toll free 1.888.585.9008  
Conference Code: 864 183 272

Wednesday  
July 14, 2021  
11:00 a.m.

**VOTING MEMBERS PRESENT IN PERSON**

Commissioner Jamie Storey, Chair  
Lauren Adams, Florida Department of Transportation Representative  
Selvin Cray, Regional Workforce Board Representative  
Matthew Ferguson, Local Medical Community Representative  
John Wisker, Florida Department of Children and Families Representative

**VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS TECHNOLOGY**

Jeff Aboumrad, Florida Department of Education Representative  
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities Representative  
Sandra Woodard, Early Childhood Services Representative

**OTHERS PRESENT**

Duane Cannon, Dixie County Manager  
Matthew Pearson, Suwannee River Economic Council, Inc.

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Chair Storey called the meeting to order at 11:05 a.m.

**A. Invocation**

Mr. Matthew Pearson, Suwannee River Economic Council, Inc. Executive Director gave the invocation.

**B. Pledge of Allegiance**

Chair Storey lead those present in the Pledge of Allegiance.

**C. Roll Call**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, conducted the roll call and stated a quorum was present.

**D. Approval of the Meeting Agenda**

**ACTION: Lauren Adams moved to approve the meeting agenda. Matthew Ferguson seconded; motion passed unanimously.**

**E. Approval of the June 2, 2021 Meeting Minutes**

**ACTION: Lauren Adams moved to approve the June 2, 2021 meeting minutes. Matthew Ferguson seconded; motion passed unanimously.**

**II. NEW BUSINESS**

**A. Bylaws**

Ms. Godfrey stated that, the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually.

The Board reviewed the Bylaws.

**ACTION: Selvin Cray moved to approve the Bylaws with the following amendment: G. Meetings (6) Quorum. At all meetings of the Board, the presence in person of at least two voting members or their alternates in addition to voting or alternate member presence via communications media technology sufficient to make up 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. Vacant voting positions as specified in Chapter 1, Section 3 which are vacant shall not be included in the number of persons required to be present in order to constitute a quorum. In addition, amend all sections of the Bylaws related to quorum requirements. Matthew Ferguson seconded; motion passed unanimously.**

**B. Grievance Procedures**

Ms. Godfrey stated that, the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She said staff is not recommending any changes to the Grievance Procedures.

**ACTION: Lauren Adams moved to approve the Grievance Procedures. Matthew Ferguson seconded; motion passed unanimously.**



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

Mr. Matthew Pearson, Suwannee River Economic Council, Inc. Executive Director, discussed Suwannee River Economic Council's operations reports for the January – March 2021 quarter. He said the number of trips is still below normal because the mealsite is still closed. He said the number of medical trips are slowly increasing.

Mr. Pearson also stated that the Florida Commission for the Transportation Disadvantaged changed the formula used to distribute the Trip & Equipment Grant funds statewide. He said Dixie County will receive fewer funds incrementally through this grant program in the future.

**III. OTHER BUSINESS**

**A. Comments**

There were no comments.

**IV. FUTURE MEETING DATES**

Chair Storey stated that the next meeting is scheduled for October 13, 2021 at 11:00 a.m.

The Board agreed to continue meeting at the Suwannee River Economic Council, Inc. Senior/Client Services Center.

**ADJOURNMENT**

The meeting was adjourned at 11:30 a.m.

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Coordinating Board Chair

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Date





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October 5, 2021

TO: Dixie County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2020/21 Annual Performance Evaluation

RECOMMENDATION

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

BACKGROUND

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

Attachment

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



# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



## Transportation Disadvantaged

Community Transportation Coordinator: Suwannee River Economic Council, Inc.

County: Dixie

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

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

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



# 2020/21 Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Dixie County  
Transportation Disadvantaged Coordinating Board

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

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**Jaime Storey, Chair**

with Assistance from



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

October 13, 2021

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Cost _____	24
Level of Competition _____	25
Level of Coordination _____	26

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## I. FINDINGS AND RECOMMENDATIONS

- A. General Information**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- B. Chapter 427, Florida Statutes**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- C. Rule 41-2, Florida Administrative Code**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- D. On Site Observation**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- E. Surveys**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- F. Cost**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- G. Level of Competition**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- H. Level of Coordination**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None

## II. ENTRANCE INTERVIEW

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

Number of Calls	Resolved Cases	Unresolved Cases
0	0	0

### III. GENERAL INFORMATION

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

7/01/21

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

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

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

Yes (attached)

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

Yes

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

Yes

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

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

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

Yes

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

Yes (attached)

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

Yes

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

Yes

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

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

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

Yes

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

Yes

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

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

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

Yes

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

No

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

Suwannee River Economic Council, Inc. has previously been awarded Mobility Enhancement Grant funds to provide transportation for shopping trips.

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

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

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

Ability to purchase transportation outside of Florida's Coordinated Transportation System.

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

No

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

Florida Agency for Health Care Administration and CareerSource Florida.

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

No marketing system in place.

## Complaint Process

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

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

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

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

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

# SREC Transportation Complaint Form

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

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

Description of Incident:

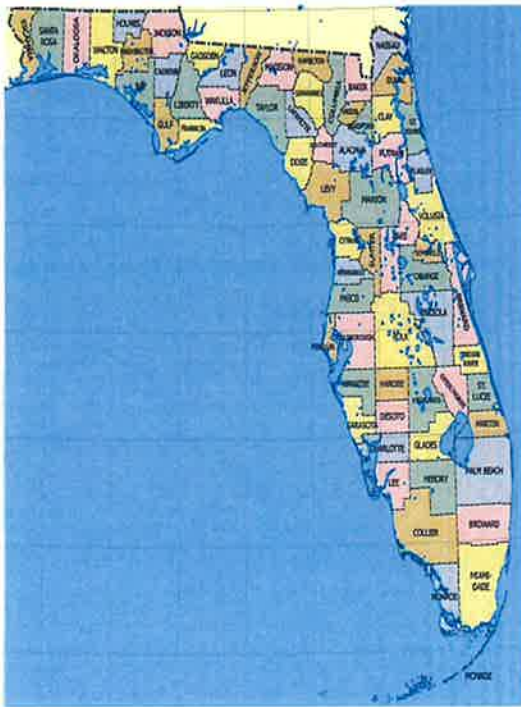
Complaint Resolution:

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

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



Florida State Map  
67 Counties



**Dixie County Brochure**

Revised 09/17/20

Accessible formats are available upon request

**Dixie County  
Programs and Services**

For information on our Aging Programs:

- Alzheimer's Disease Initiative
- Community Care for the Elderly
- Elder Farmers' Market Nutrition
- Emergency Home Energy Assistance for the Elderly
- Home Care for the Elderly
- Title III-B, C-1, C-2, IIIE



**Contact**

Dixie - Cross City Mealsite  
Hours: M - F, 8:00 a.m. - 5:00 p.m.  
314 NE 255th Street  
Cross City, Florida 32680  
(352) 498-2714

**Suwannee River Economic Council, Inc.**

Established  
1966



**Serving**

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

**Administrative Office**

Post Office Box 70  
1171 Nobles Ferry Road, Bldg #2  
Live Oak, Florida 32064  
(386) 362-4115 Voice/TDD

[mattpearson@suwanneecouncil.net](mailto:mattpearson@suwanneecouncil.net)

Affirmative Action,  
Fair Housing Agency

**SREC's Vision**

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

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

Visit our website

[www.srecinc.org](http://www.srecinc.org)

**Dixie County  
Programs and Services**

For information on:

Emergency Assistance/Self Sufficiency

- Community Services Block Grant (CSBG)
- Energy Neighbor Fund
- Low Income Home Energy Assistance Program

Housing

- Weatherization
- SHIP

Transportation

- Transportation Disadvantage Trust Fund
- Medicaid
- Title IIIB

**Contact**

Dixie Service / Senior Center  
314 NE 255th Street  
Cross City, Florida 32680  
(352) 498-5018  
(800) 955-8771 TDD  
(800) 955-8770 Voice

Dixie County –Programs, Services, Eligibility  
Housing/Transportation Programs

Weatherization Programs

- Minor home repairs to reduce infiltration of air and energy consumption.  
Eligibility: Income guidelines; 200% of U.S. poverty guidelines based on family size; owner, renter, site built or mobile home eligible.

State Housing Initiatives Partnership Program (SHIP)

- Emergency repairs, Owner Occupied Rehabilitation, down payment and closing cost assistance for Homeownership.  
Eligibility: Income guidelines and lending qualifications.

Transportation

- Public Transportation  
Transport elderly and disadvantaged to the doctor, medical facilities, meal sites, drug stores and shopping.  
Eligibility: Income guidelines, Medicaid, disabled.  
For reservations, scheduling, complaints/commendations and/or questions call (800) 597-7579, ext. 3.  
For Program information or complaints/commendations call TD Helpline at (800) 983-2435.
- Medicaid Broker Service  
Transport Medicaid eligible clients to the doctor, medical facilities, meals sites and shopping.  
Eligibility: Income guidelines, Medicaid Eligible  
Any complaints not resolved can be forwarded to the Director of Transportation at (386) 362-4115, ext. 241.



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

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

Dixie County –Programs, Services, Eligibility  
Aging Programs

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

- Congregate Meal Sites, Health Support, Homemaker, Home Delivered Meals, Nutrition Education, Outreach, Respite, Screening, Specialized Medical Equipment, Services and Supplies, Telephone Reassurance, and Transportation  
Eligibility: 60+ years of age – C1 Program  
60+ years of age – C2 Program - Home Bound  
60+ years of age - III-B Program - Frail

Dixie County –Programs, Services, Eligibility  
Aging Programs

Alzheimer's Disease Initiative (ADI)

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

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

Community Care for the Elderly (CCE)

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

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

Elder Farmers' Market Nutrition

(Available in Dixie, Gilchrist, Suwannee & Union County only)

- Fresh fruits and vegetables and information to educate elders on the nutritional benefits derived from consuming fresh produce.

Eligibility: 60+ years of age, 185% poverty guidelines

Emergency Home Energy Assistance for the Elderly (EHEAP)

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

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

Home Care for the Elderly (HCE)

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

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

Dixie County –Programs, Services, Eligibility  
Emergency Assistance/Self Sufficiency

Community Services Block Grant (CSBG)

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

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

Energy Neighbor Fund

- Assistance with utilities, heating/cooling.

Eligibility: Must be Duke Energy customer; household income of no more than 125% of the federally established income guideline.

Low Income Home Energy Assistance Program

- Assistance with utility bills and utility crisis resolution.

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



# SUWANNEE RIVER ECONOMIC COUNCIL INC.



## TRANSPORTATION

Transportation Services are in the following counties only:

**Bradford, Dixie, Gilchrist, Lafayette and Union County**

**Funding:** Florida Department of Transportation, Florida Commission for the Transportation Disadvantaged, Medicaid HMO's

**Services:** Public Transportation

Transport elderly and disadvantaged to the doctor, medical facilities, meal sites, drug stores and shopping.

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

For **Dixie, Gilchrist and Lafayette County** reservations, scheduling, complaints/commendations and/or questions call (352) 498-5018, extension 3, or (844-496-0624).

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

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

Telephone services for the hearing and / or speech impaired can be accessed through the Florida Telecommunication Relay System at (800) 955-8771 for TDD or (800) 955-8770 for Voice.

### SERVICE AREAS

- Bradford County
- Columbia County
- Dixie County
- Gilchrist County
- Hamilton County
- Lafayette County
- Levy County
- Madison County
- Putnam County
- Suwannee County
- Taylor County
- Union County

**TRANSPORTATION DISADVANTAGED PROGRAM  
ELIGIBILITY CERTIFICATION APPLICATION**

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

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

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

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

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

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

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

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

Relationship \_\_\_\_\_

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

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

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

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

No

3. Are you enrolled in any assistance programs:

Managed Medical Care Program (Medicaid)  
 Aging Program  
 Other \_\_\_\_\_

**Mail Completed application to: Suwannee River Economic Council, Inc.  
255 SW 9<sup>th</sup> Avenue  
Lake Butler, FL 32054  
Tel # 844-496-0624  
Or  
Give to Driver at time of trip**



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

\_\_\_\_\_

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

Yes

No

6. Is your disability permanent?

Yes

No

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

Powered Wheelchair

Manual Wheelchair

Powered Scooter/Cart

Stretcher

Walker

Leg Braces

Cane

Respirator

Oxygen CO2

Personal Care Attendant/Escort

Service Animal

Other:

\_\_\_\_\_

#### **CERTIFICATION AND ACKNOWLEDGEMENT**

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

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

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

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

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

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

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



## Procedures for processing TD applications

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

I have read and understand the above procedures.

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

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

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

Not applicable, no subcontracted operators.

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

Not applicable, no subcontracted operators.

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

Not applicable, no subcontracted operators.

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

Not applicable, no subcontracted operators.

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

a) **Annual Operating Report:** Yes

b) **Memorandum of Agreement:** Yes

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

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

e) **Other grant applications:** Yes

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

Not applicable, no subcontracted operators.

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

Not applicable, no subcontracted operators.

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

Not applicable, no coordination contractors.

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

Not applicable, no coordination contractors.

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

No

## IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Hours of Service:**

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

2. **Call Intake Hours:**

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

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

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

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

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

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

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

14

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

No agreement with the local Regional Workforce Board.

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

No

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

Yes



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

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

Prescheduled Medical Appointments

- Dialysis appointments
- Cancer Care appointments
- Urgent Care appointments

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

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

Other Medical Appointments

- Dental appointments
- Pharmacy

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

Nutritional (within Dixie County)

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

Social Service Agency (within Dixie County)

- Public agency support services
- Senior programs

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

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

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

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

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

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

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

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

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

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

\$200,000/\$300,000

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

Not applicable, no subcontracted operators/coordination contractors.

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

No

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

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

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

Not applicable, no subcontracted operators.

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

Yes

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

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

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

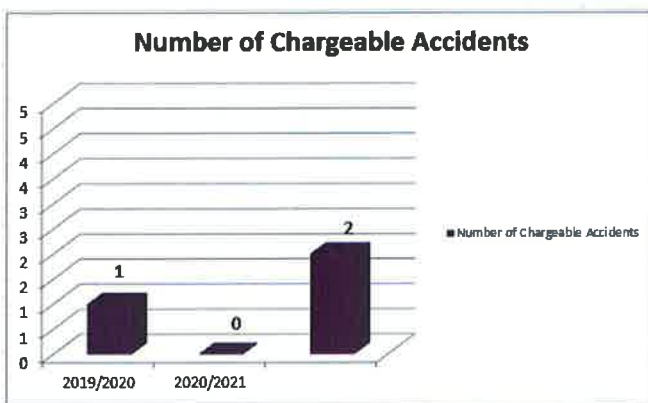
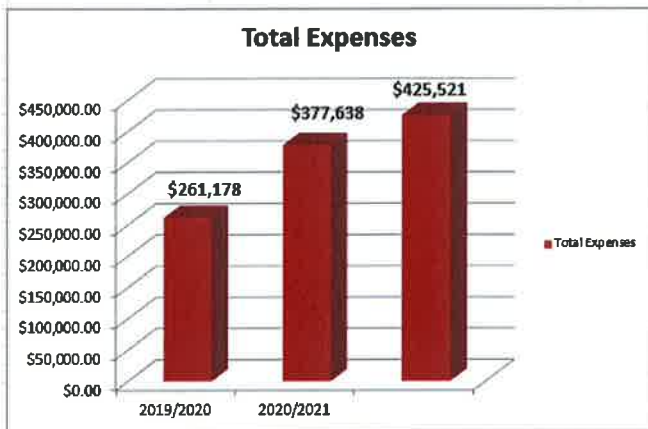
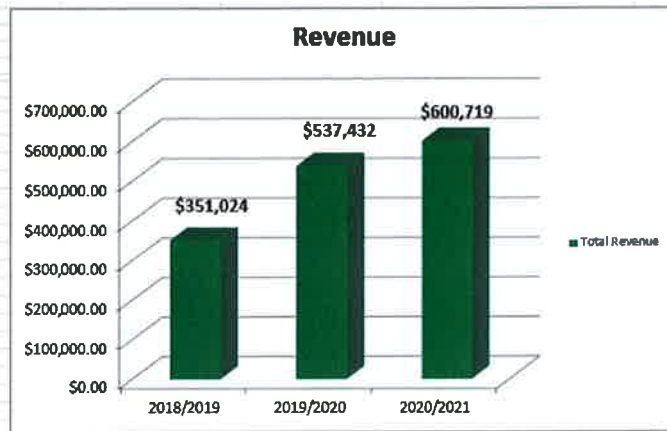
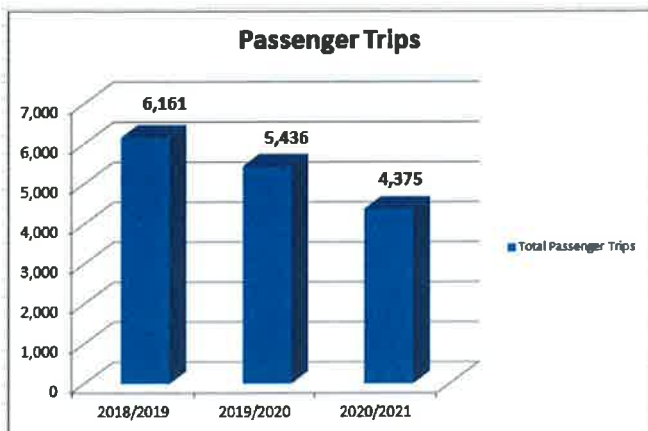
Out-of-Service Area trips	Suwannee River Economic Council, Inc. may require medical provider verification for any out of county transportation.
CPR/1st Aid	Suwannee River Economic Council, Inc. does not require drivers to be trained in CPR. Suwannee River Economic Council, Inc. requires that all vehicles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

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

**PERFORMANCE TRENDS  
DIXIE COUNTY**

MEASURE	Fiscal Year	Fiscal Year	Fiscal Year	Percent Change
	2018/2019	2019/2020	2020/2021	2019/2020 - 2020/2021
Total Passenger Trips	6,161	5,436	4,375	-24%
Total Vehicle Miles	153,173	144,415	151,470	5%
Miles Per Trip	25	27	35	23%
Total Revenue	\$351,024.00	\$537,432.00	\$600,719.00	11%
Total Expenses	\$261,178.00	\$377,638.00	\$425,521.00	11%
Cost/Passenger Trip	\$42.39	\$69.47	\$97.26	29%
Cost/Vehicle Mile	\$1.71	\$2.61	\$2.81	7%
Vehicles	9	10	9	-11%
Number of Chargeable Accidents	1	0	2	100%
Chargeable Accidents/100,000 Miles	1	0	1	100%
Average Miles Between Roadcalls	51,058	16,046	151,470	89%
Roadcalls	3	9	1	-800%
Passenger No-Shows	621	500	205	-144%
Number of Unmet Trip Requests	10	25	0	#DIV/0!

Source: Annual Operations Reports





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

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

**Certification Date (Current): 2019**

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

**Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.**

**1171 Nobles Ferry Rd.**

**POB 70**

**Live Oak FL 32064**

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

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

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

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

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

**Name: See Attached**

**Address: See Attached**

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

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

## VI ON-SITE OBSERVATION OF THE SYSTEM

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

## VII PASSENGER SURVEYS

**How often do your ride?**

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

**Have you been denied transportation services?**

Yes 0

No 3

**What is your trip purpose?**

Medical	Education/Training	Employment	Other
3	0	0	0

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

Yes 0

No 3

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

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



## VII PURCHASING AGENCY SURVEYS

### PURCHASING AGENCY SURVEY

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

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

- Yes  
 No

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

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

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

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

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

- Yes  
 No If no, skip to question 6

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

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

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

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

## VIII COST



### CTC Expense Sources

County: Dixie

CTC Status: Submitted

CTC Organization: Suwannee River  
Economic Council,  
Inc.

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

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Labor</b>	\$ 150,686	\$ 0	\$ 150,686	\$ 121,340	\$ 0	\$ 121,340
<b>Fringe Benefits</b>	\$ 75,807	\$ 0	\$ 75,807	\$ 55,679	\$ 0	\$ 55,679
<b>Services</b>	\$ 12,848	\$ 0	\$ 12,848	\$ 10,801	\$ 0	\$ 10,801
<b>Materials &amp; Supplies Consumed</b>	\$ 54,976	\$ 0	\$ 54,976	\$ 60,043	\$ 0	\$ 60,043
<b>Utilities</b>	\$ 11,059	\$ 0	\$ 11,059	\$ 10,726	\$ 0	\$ 10,726
<b>Casualty &amp; Liability</b>	\$ 21,199	\$ 0	\$ 21,199	\$ 19,626	\$ 0	\$ 19,626
<b>Taxes</b>	\$ 543	\$ 0	\$ 543	\$ 448	\$ 0	\$ 448
<b>Miscellaneous</b>	\$ 1,293	\$ 0	\$ 1,293	\$ 2,022	\$ 0	\$ 2,022
<b>Interest</b>	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Leases &amp; Rentals</b>	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Capital Purchases</b>	\$ 82,018	\$ 0	\$ 82,018	\$ 78,382	\$ 0	\$ 78,382
<b>Contributed Services</b>	\$ 15,092	\$ 0	\$ 15,092	\$ 18,290	\$ 0	\$ 18,290
<b>Allocated Indirect Expenses</b>	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 281	N/A	\$ 281
<b>Total - Expense Sources</b>	<b>\$ 425,521</b>	<b>\$ 0</b>	<b>\$ 425,521</b>	<b>\$ 377,638</b>	<b>\$ 0</b>	<b>\$ 377,638</b>

**IX LEVEL OF COMPETITION**

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

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	1	1
Private For-Profit	0	0
Government	0	0
Public Transit Agency	0	0
<b>Total</b>	<b>1</b>	<b>1</b>

2. **How many of the operators are coordination contractors?** 0

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

Yes \_\_\_\_\_

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

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

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

**X LEVEL OF COORDINATION**

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

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

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

Suwannee River Economic Council, Inc. determines passenger eligibility except for passengers using Florida’s Managed Medical Care Program.

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

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

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

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

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

Suwannee River Economic Council, Inc. handles all trip allocations.

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

Suwannee River Economic Council, Inc. schedules all trips except for trips provided in Florida’s Managed Medical Care Program.

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

Not applicable, no subcontracted operators.



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October 5 2021

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

RECOMMENDATION

**Elect a new Vice-Chair.**

BACKGROUND

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

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

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October 5, 2021

TO: Dixie County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee Member

RECOMMENDATION

**The Chair needs to appoint one Board member to the Grievance Committee.**

BACKGROUND

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

- Jeff Aboumrad, Florida Department of Education Representative
- Selvin Cray, Regional Workforce Board Representative
- Sheryl Stanford, Florida Agency for Persons with Disabilities Representative
- Sandra Woodard, Children at Risk Representative

Currently, there is one vacancy on the Grievance Committee. Therefore, the Chair needs to appoint one Board member to this Committee.

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

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October 5, 2021

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

RECOMMENDATION

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

BACKGROUND

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

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

Attachment

T:\Lynn\TD2021\Dixie\Memos\laor.docx





# CTC Organization

County: Dixie

CTC Status: Submitted

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

CTD Status: Under Review

Date Initiated: 8/18/2021

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

**Address:** PO Box 70

**City:** Live Oak

**State:** FL

**Zip Code:** 32064

**Organization Type:** Private Non Profit

**Network Type:** Partial Brokerage

**Operating Environment:** Rural

**Transportation Operators:** No

**Number of Transportation Operators:** 0

**Coordination Contractors:** No

**Number of Coordination Contractors:** 0

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Jamie Story

**CTC Contact:** Matt Pearson

**CTC Contact Title:** Executive Director

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

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

## CTC Certification

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

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

## LCB Certification

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

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



# CTC Trips

County: Dixie

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	3,798	0	3,798	4,706	0	4,706
Non-Ambulatory	577	0	577	730	0	730
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>4,375</b>	<b>0</b>	<b>4,375</b>	<b>5,436</b>	<b>0</b>	<b>5,436</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	1,835	0	1,835	1,658	0	1,658
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	2,210	N/A	2,210	2,991	N/A	2,991
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	751	0	751
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	330	0	330	36	0	36
Local Government	0	0	0	0	0	0
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>4,375</b>	<b>0</b>	<b>4,375</b>	<b>5,436</b>	<b>0</b>	<b>5,436</b>



## CTC Trips (cont'd)

County: Dixie

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	0	0	0	751	0	751
Children At Risk	74	0	74	70	0	70
Persons With Disabilities	577	0	577	730	0	730
Low Income	3,724	0	3,724	3,885	0	3,885
Other	0	0	0	0	0	0
<b>Total - Passenger Type</b>	<b>4,375</b>	<b>0</b>	<b>4,375</b>	<b>5,436</b>	<b>0</b>	<b>5,436</b>
<b>Trip Purpose - One Way</b>						
Medical	4,308	0	4,308	4,397	0	4,397
Employment	0	0	0	6	0	6
Education/Training/Daycare	0	0	0	0	0	0
Nutritional	0	0	0	776	0	776
Life-Sustaining/Other	67	0	67	257	0	257
<b>Total - Trip Purpose</b>	<b>4,375</b>	<b>0</b>	<b>4,375</b>	<b>5,436</b>	<b>0</b>	<b>5,436</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	282	0	282	480	0	480
<b>Total - UDPHC</b>	<b>282</b>	<b>0</b>	<b>282</b>	<b>480</b>	<b>0</b>	<b>480</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	0	N/A	0	25	N/A	25
No Shows	205	N/A	205	500	N/A	500
<b>Customer Feedback</b>						
Complaints	0	N/A	0	2	N/A	2
Commendations	0	N/A	0	0	N/A	0



# CTC Vehicles & Drivers

County: Dixie

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	151,470	0	151,470	144,415	0	144,415
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>151,470</b>	<b>0</b>	<b>151,470</b>	<b>144,415</b>	<b>0</b>	<b>144,415</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	1	0	1	9	0	9
Chargeable Accidents	2	0	2	0	0	0
<b>Vehicle Inventory</b>						
Total Number of Vehicles	9	0	9	10	0	10
Number of Wheelchair Accessible Vehicles	9	0	9	10	0	10
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	8	0	8	7	0	7
Number of Volunteer Drivers	0	0	0	0	0	0



# CTC Revenue Sources

County: Dixie

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 97,726	\$ 0	\$ 97,726	\$ 93,440	\$ 0	\$ 93,440
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 10,881	\$ 0	\$ 10,881
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 135,824	N/A	\$ 135,824	\$ 180,949	N/A	\$ 180,949
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 72,546	N/A	\$ 72,546
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 276,240	\$ 0	\$ 276,240	\$ 161,326	\$ 0	\$ 161,326
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 75,737	\$ 0	\$ 75,737	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 15,192	\$ 0	\$ 15,192	\$ 18,290	\$ 0	\$ 18,290
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 600,719</b>	<b>\$ 0</b>	<b>\$ 600,719</b>	<b>\$ 537,432</b>	<b>\$ 0</b>	<b>\$ 537,432</b>



# CTC Expense Sources

County: Dixie

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 150,686	\$ 0	\$ 150,686	\$ 121,340	\$ 0	\$ 121,340
Fringe Benefits	\$ 75,807	\$ 0	\$ 75,807	\$ 55,679	\$ 0	\$ 55,679
Services	\$ 12,848	\$ 0	\$ 12,848	\$ 10,801	\$ 0	\$ 10,801
Materials & Supplies Consumed	\$ 54,976	\$ 0	\$ 54,976	\$ 60,043	\$ 0	\$ 60,043
Utilities	\$ 11,059	\$ 0	\$ 11,059	\$ 10,726	\$ 0	\$ 10,726
Casualty & Liability	\$ 21,199	\$ 0	\$ 21,199	\$ 19,626	\$ 0	\$ 19,626
Taxes	\$ 543	\$ 0	\$ 543	\$ 448	\$ 0	\$ 448
Miscellaneous	\$ 1,293	\$ 0	\$ 1,293	\$ 2,022	\$ 0	\$ 2,022
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 82,018	\$ 0	\$ 82,018	\$ 78,382	\$ 0	\$ 78,382
Contributed Services	\$ 15,092	\$ 0	\$ 15,092	\$ 18,290	\$ 0	\$ 18,290
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 281	N/A	\$ 281
<b>Total - Expense Sources</b>	<b>\$ 425,521</b>	<b>\$ 0</b>	<b>\$ 425,521</b>	<b>\$ 377,638</b>	<b>\$ 0</b>	<b>\$ 377,638</b>



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

Demographics	Number
Total County Population	0
Unduplicated Head Count	282



Trips By Type of Service	2019	2020	2021	Vehicle Data	2019	2020	2021
Fixed Route (FR)	0	0	0	Vehicle Miles	153,173	144,415	151,470
Deviated FR	0	0	0	Roadcalls	3	9	1
Complementary ADA	0	0	0	Accidents	1	0	2
Paratransit	6,161	5,436	4,375	Vehicles	9	10	9
TNC	0	0	0	Drivers	8	7	8
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>6,161</b>	<b>5,436</b>	<b>4,375</b>				

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	4,890	4,397	4,308
Employment	0	6	0
Ed/Train/DayCare	0	0	0
Nutritional	973	776	0
Life-Sustaining/Other	298	257	67
<b>TOTAL TRIPS</b>	<b>6,161</b>	<b>5,436</b>	<b>4,375</b>

Financial and General Data	2019	2020	2021
Expenses	\$431,645	\$377,638	\$425,521
Revenues	\$536,947	\$537,432	\$600,719
Commendations	0	0	0
Complaints	0	2	0
Passenger No-Shows	621	500	205
Unmet Trip Requests	10	25	0

Passenger Trips By Revenue Source	2019	2020	2021
CTD	3,886	2,991	2,210
AHCA	1,835	1,658	1,835
APD	0	0	0
DOEA	440	751	0
DOE	0	0	0
Other	0	36	330
<b>TOTAL TRIPS</b>	<b>6,161</b>	<b>5,436</b>	<b>4,375</b>

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	0.65	0	1.32
Miles between Roadcalls	51,058	16,046	151,470
Avg. Trips per Passenger	17.65	11.33	15.51
Cost per Trip	\$70.06	\$69.47	\$97.26
Cost per Paratransit Trip	\$70.06	\$69.47	\$97.26
Cost per Total Mile	\$2.82	\$2.61	\$2.81
Cost per Paratransit Mile	\$2.82	\$2.61	\$2.81

Trips by Provider Type	2019	2020	2021
CTC	6,161	5,436	4,375
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>6,161</b>	<b>5,436</b>	<b>4,375</b>





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October 5, 2021

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

RECOMMENDATION

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

BACKGROUND

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

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

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

Attachments

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**QUARTERLY OPERATING REPORT  
DIXIE COUNTY  
APRIL JUNE 2021**

OPERATING DATA	Suwannee River Economic Council, Inc.
<b>NUMBER OF INVOICED TRIPS</b>	<b>1,057</b>
Managed Medical Assistance Program - Medicaid	456
Florida Department of Elder Affairs	0
Transportation Disadvantaged Program	519
Community Trips	82
<b>TOTAL VEHICLE MILES</b>	<b>32,456</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$61,362.33</b>
Managed Medical Assistance Program - Medicaid	\$25,864.87
Florida Department of Elder Affairs	\$0.00
Transportation Disadvantaged Program	\$35,497.46
Community Trips	\$0.00
<b>AVERAGE COST PER TRIP</b>	<b>\$58.05</b>
Managed Medical Assistance Program - Medicaid	<b>\$56.72</b>
Florida Department of Elder Affairs	<b>#DIV/0!</b>
Transportation Disadvantaged Program	<b>\$68.40</b>
Community Trips	<b>\$0.00</b>
<b>AVERAGE COST PER VEHICLE MILE</b>	<b>\$1.89</b>
<b>TRIP PURPOSE*</b>	-
Medical	1,029
Employment	0
Education/Training	0
Shopping	16
Meal Site	0
Recreation	0
Other	12
<b>CHARGEABLE ACCIDENTS</b>	<b>0</b>
<b>NUMBER OF VEHICLES</b>	<b>10</b>
<b>AVERAGE MILES PER TRIP</b>	<b>31</b>
<b>NUMBER OF ROADCALLS</b>	<b>0</b>

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

OPERATING DATA	Suwannee River Economic Council, Inc.
<b>NUMBER OF INVOICED TRIPS</b>	<b>831</b>
Managed Medical Assistance Program - Medicaid	299
Florida Department of Elder Affairs	0
Transportation Disadvantaged Program	496
Community Trips	<b>36</b>
<b>TOTAL VEHICLE MILES</b>	<b>27,356</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$44,292.88</b>
Managed Medical Assistance Program - Medicaid	<b>\$17,111.00</b>
Florida Department of Elder Affairs	<b>\$0.00</b>
Transportation Disadvantaged Program	<b>\$27,181.88</b>
Community Trips	<b>\$0.00</b>
<b>AVERAGE COST PER TRIP</b>	<b>\$53.30</b>
Managed Medical Assistance Program - Medicaid	<b>\$57.23</b>
Florida Department of Elder Affairs	<b>#DIV/0!</b>
Transportation Disadvantaged Program	<b>\$54.80</b>
Community Trips	<b>\$0.00</b>
<b>AVERAGE COST PER VEHICLE MILE</b>	<b>\$1.62</b>
<b>TRIP PURPOSE*</b>	-
Medical	793
Employment	0
Education/Training	0
Shopping	0
Meal Site	0
Recreation	0
Other	<b>38</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>
<b>NUMBER OF VEHICLES</b>	<b>9</b>
<b>AVERAGE MILES PER TRIP</b>	<b>33</b>
<b>NUMBER OF ROADCALLS</b>	<b>5</b>

Source: Suwannee River Economic Council, Inc.

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

<b>MONTH/YEAR</b>	<b>FUNDING ALLOCATION</b>	<b>TOTAL DOLLARS SPENT</b>	<b>TOTAL AMOUNT REMAINING</b>	<b>NUMBER OF TRIPS</b>	<b>AVERAGE COST PER TRIP</b>
Jul-21	\$211,021.00	\$13,918.58	\$197,102.42	216	\$64.44
Aug-21	-		\$197,102.42		#DIV/0!
Sep-21	-		\$197,102.42		#DIV/0!
Oct-21	-		\$197,102.42		#DIV/0!
Nov-21	-		\$197,102.42		#DIV/0!
Dec-21	-		\$197,102.42		#DIV/0!
Jan-22	-		\$197,102.42		#DIV/0!
Feb-22	-		\$197,102.42		#DIV/0!
Mar-22	-		\$197,102.42		#DIV/0!
Apr-22	-		\$197,102.42		#DIV/0!
May-22	-		\$197,102.42		#DIV/0!
Jun-22	-		\$197,102.42		#DIV/0!
<b>TOTAL</b>	-	<b>\$13,918.58</b>	-	<b>216</b>	<b>\$64.44</b>

Source: Suwannee River Economic Council, Inc.

Total Contract Amount: \$211,021.00

**DIXIE COUNTY  
SERVICE COMPLAINTS/COMMENDATIONS  
APRIL - JUNE 2021**

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

Source: Suwannee River Economic Council, Inc.

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

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

Source: Suwannee River Economic Council, Inc.



**ATTENDANCE RECORD**

**DIXIE COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**

<b>MEMBER/ORGANIZATION</b>	<b>NAME</b>	<b>1-13-21</b>	<b>4-14-21</b>	<b>6-2-21</b>	<b>7-14-21</b>
Chair	Commissioner Jamie Storey	A	A	P	P
Florida Department of Transportation Alternate Member	Christina Nalsen Lauren Adams	A	A	A	P
Florida Department of Children and Families Alternate Member	John Wisker Amy Burton				
Florida Agency for Health Care Administration Alternate Member	(Vacant) (Vacant)				
Florida Department of Education Alternate Member	Jeffrey Aboumrad (Vacant)	A	P	P	P
Florida Department of Elder Affairs Alternate Member	(Vacant) (Vacant)				
Florida Agency for Persons with Disabilities Alternate Member	Sheryl Dick-Stanford Sylvia Bamburg	P A	A A	A A	P A
Florida Association for Community Action Alternate Member	(Vacant) (Vacant)				
Public Education Alternate Member	(Vacant) (Vacant)				
Citizen Advocate Alternate Member	(Vacant) (Vacant)				
Citizen Advocate-User Alternate Member	(Vacant) (Vacant)				
Elderly Citizen Advocate	(Vacant) (Vacant)				
Veterans Alternate Member	(Vacant) (Vacant)				
Persons with Disabilities Alternate Rep.	(Vacant) (Vacant)				
Children at Risk Alternate Member	Sandra Woodard Brooke Ward	P A	P A	P A	P A
Local Medical Community Alternate Member	Matthew Ferguson Allison Stevens		A A	P A	P A
Regional Workforce Board Alternate Member	Selvin Cray (Vacant)	P	P	P	P

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

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

