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April 6, 2021

TO: Union County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Meeting Announcement

The Union County Transportation Disadvantaged Coordinating Board will hold a business meeting **Tuesday, April 13, 2021 at 1:00 p.m.** or as soon thereafter the public workshop in the Union County Transportation Facility located at 255 SW 9th Avenue, Lake Butler, Florida.

The Centers for Disease Control and Prevention social/physical distancing guidelines will be followed in the meeting room. Wearing of face coverings will be required. Meeting participants must stay at least six feet (about two arms' length) from other persons. Due to social distancing requirements, there will be limitations on the number of persons permitted to enter the meeting room and/or building. To keep the meeting room attendance to a maximum of ten persons, 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**

According to the Centers for Disease Control and Prevention, individuals at the greatest risk for severe illness from COVID-19 are those aged 65 or older. There are also other factors that can increase your risk for severe illness such as having underlying medical conditions. We encourage Board members who may have an increased risk of severe illness from COVID-19 to participate via communications media technology.

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

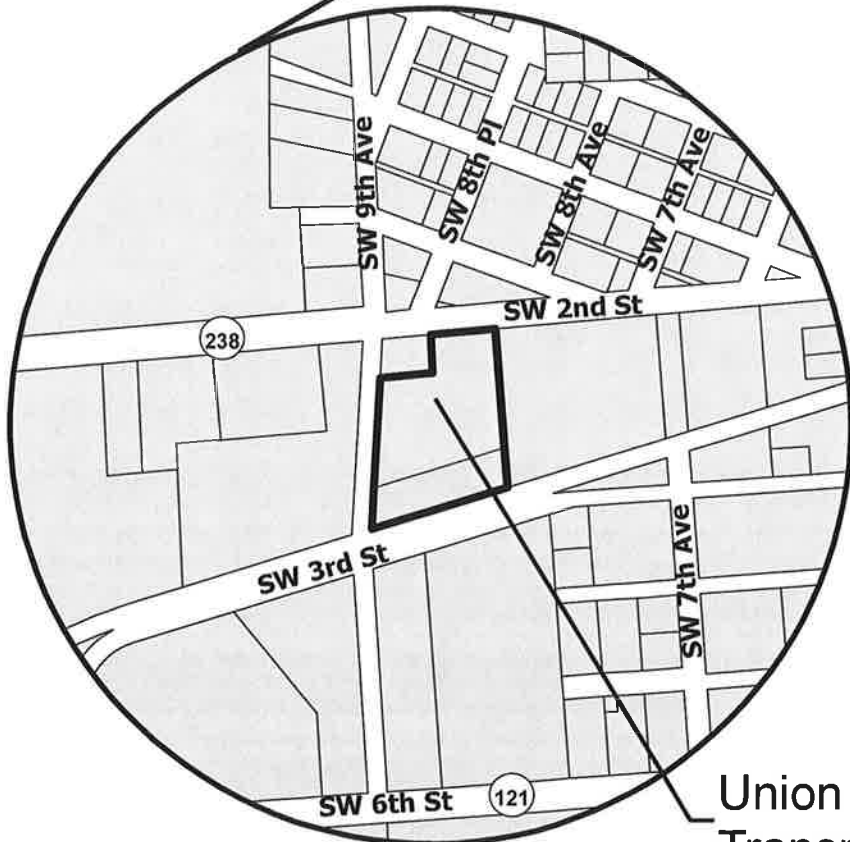
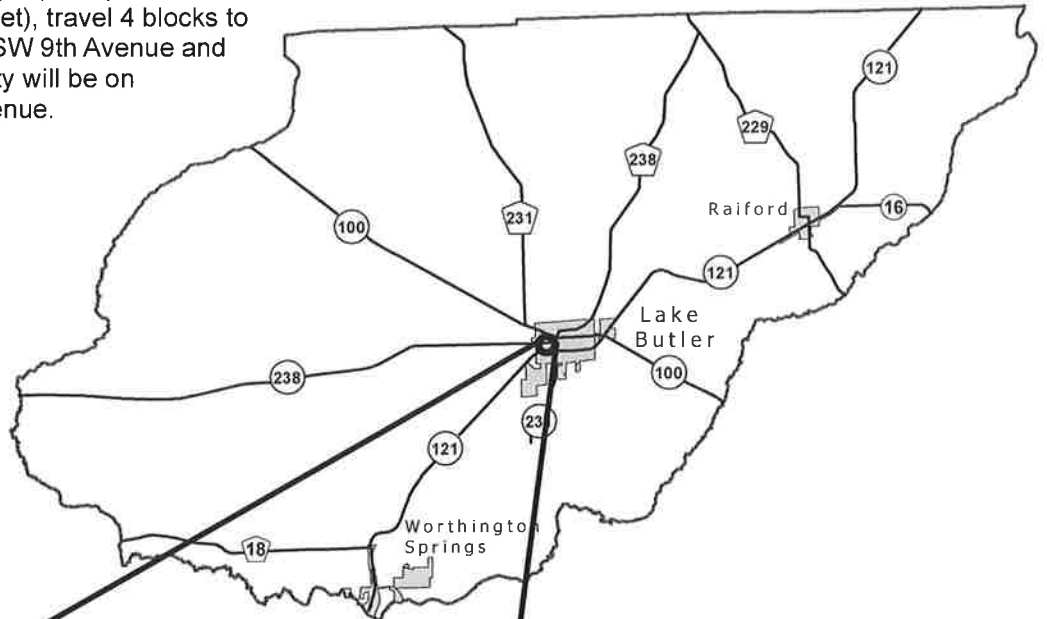
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Union County Transportation Facility

255 SW 9th Avenue

Lake Butler, Florida 32054

Directions: From the intersection of State Road 100 (also known as Main St) and State Road 238 (also known as 6th Ave) in the City of Lake Butler, head Southwesterly onto State Road 238 (also known as 6th Ave) travel two blocks to State Road 238 (also known as SW 2nd Street), turn right (West) onto State Road 238 (also known as SW 2nd Street), travel 4 blocks to SW 9th Avenue, turn left (South) onto SW 9th Avenue and the Union County Transportation Facility will be on the left, on the East side of SW 9th Avenue.



1 inch = 500 feet

Union County
Transportation Facility





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**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

Union County Transportation Facility
255 SW 9th Avenue
Lake Butler, Florida
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

Tuesday
April 13, 2021
1:00 p.m. or as soon
thereafter the public
workshop

I. BUSINESS MEETING – CALL TO ORDER

- A. Approval of the Meeting Agenda** **ACTION REQUIRED**
- B. Approval of the October 13, 2020 Minutes** **Page 7** **ACTION REQUIRED**

II. NEW BUSINESS

- A. 2021/26 Memorandum of Agreement** **Page 11** **ACTION REQUIRED**

The Board needs to review and approve the 2021/26 Memorandum of Agreement

- B. 2021/26 Union County Transportation Disadvantaged Service Plan** **Page 21** **ACTION REQUIRED**

The Board needs to review and approve the 2021/26 Union County Transportation Disadvantaged Service Plan

- C. Resolutions of Appreciation** **Page 103** **ACTION REQUIRED**

The Board needs to approve awarding resolutions of appreciation to Suwannee River Economic Council, Inc. drivers and transportation staff

- D. Suwannee River Economic Council, Inc. Operations Reports** **Page 109** **NO ACTION REQUIRED**

III. OTHER BUSINESS

Comments

IV. FUTURE MEETING DATES

- A. July 13, 2021 at 1:00 p.m.**
- B. October 12, 2021 at 1:00 p.m.**
- C. January 11, 2022 at 1:00 p.m.**
- D. April 12, 2022 at 1:00 p.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.

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**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ryan Perez Local Elected Official/Chair	
Sandra Collins, Vice-Chair Florida Department of Transportation Grievance Committee Member	Lauren Adams Florida Department of Transportation
Amanda Bryant Florida Department of Children and Families Grievance Committee Member	Frederick Johnson Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Libby Murphy Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Dewece Ogden Florida Agency for Health Care Administration Grievance Committee Member	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Vacant Regional Workforce Board	Selvin Cray 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
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2021	Vacant Citizen Advocate Term ending June 30, 2021
Vacant Citizen Advocate - User Term ending June 30, 2021	Vacant Citizen Advocate - User Term ending June 30, 2021
Vacant Persons with Disabilities Term ending June 30, 2021	Vacant Persons with Disabilities Term ending June 30, 2021
Vacant Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
John "Dan" Mann Medical Community Term ending June 30, 2022	Vacant Medical Community Term ending June 30, 2022
Vacant 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.

**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

VIRTUAL MEETING MINUTES

Virtual Meeting		Tuesday
Dial in Number:	Toll free 1.888.585.9008	October 13, 2020
Conference Code:	864 183 272	1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Karen Cossey, Chair
Jeff Aboumrad, Florida Department of Education Representative
Sylvia Bamburg representing Helen “Renee” Cooke, Florida Agency for Persons with Disabilities Representative
Sandra Collins, Vice-Chair, Florida Department of Transportation Representative
Selvin Cray representing Darlene Strimple, Regional Workforce Board Representative
John “Dan” Man, Medical Community Representative
Libby Murphy, Florida Department of Elder Affairs Representative
Dewece Ogden, Florida Agency for Health Care Administration Representative

VOTING MEMBERS ABSENT

Amanda Bryant, Florida Department of Children and Families Representative
Barbara Fischer, Veterans Representative

OTHERS PRESENT

Christina Nalsen, Florida Department of Transportation
Stephanie Barrington, Suwannee River Economic Council, Inc.

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Chair Cossey called the meeting to order at 1:03 p.m.

A. Invocation

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

B. Pledge of Allegiance

Chair Cossey led the Board in reciting the Pledge of Allegiance.

C. Roll Call

Chair Cossey asked staff to take a roll call attendance.

The roll call was taken by Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, and, a quorum was declared present

D. Approval of the Meeting Agenda

ACTION: Selvin Cray moved to approve the meeting agenda. Deweece Ogden seconded; motion passed unanimously.

E. Approval of the July 14, 2020 Minutes

ACTION: Deweece Ogden moved to approve the July 14, 2020 meeting minutes. Libby Murphy seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2019/20 Annual Performance Evaluation

Ms. Godfrey stated that the Board is required to evaluate Suwannee River Economic Council, Inc.'s performance as the Union County Community Transportation Coordinator annually. She said the draft 2019/20 performance evaluation is included in the meeting materials for the Board's review.

The Board reviewed Suwannee River Economic Council's 2019/20 Annual Performance Evaluation.

ACTION: Sandra Collins moved to approve Suwannee River Economic Council, Inc.'s 2019/20 Annual Performance Evaluation. Libby Murphy seconded; motion passed unanimously.

B. 2019/20 Annual Operating Report

Ms. Godfrey stated that Suwannee River Economic Council, Inc. is required to submit an Annual Operating Report to the Florida Commission for the Transportation Disadvantaged by September 15th of each year. She said Suwannee River Economic Council's 2019/20 Annual Operating Report is included in the meeting materials for the Board's review.

Mr. Pearson discussed the 2019/20 Annual Operating Report.

C. Trip and Equipment Grant Allocation Methodology

Ms. Godfrey stated that, at the last Board meeting, staff discussed the Florida Commission for the Transportation Disadvantaged study to explore changes to the Trip and Equipment Grant allocation methodology. She said the Executive Summary of the final report published by the Florida Commission for the Transportation Disadvantaged is included in the meeting materials. She also stated that she submitted the Board's recommendations concerning the Trip and Equipment Grant allocation methodology.

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged is currently in the rule making process to amend Rule 41-2 of the Florida Administrative Code to include the new funding allocation methodology. She said the new methodology will be implemented July 1, 2021.

D. Suwannee River Economic Council, Inc. Operations Reports

Mr. Pearson discussed Suwannee River Economic Council's operations reports for the April to June 2020 quarter. He said trip numbers were low during this reporting period due to COVID-19, but, are slowly increasing. He also stated that he is very proud of the Suwannee River Economic Council, Inc. staff. He said they are essential workers who deserve recognition for their efforts during the COVID-19 pandemic. He said Suwannee River Economic Council, Inc. provided hazard pay to their employees for their continued dedication.

Chair Cossey stated that she appreciates all of the work still being done by Suwannee River Economic Council, Inc. staff.

III. OTHER BUSINESS

A. Comments

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged does not anticipate the Governor extending the Executive Order which allows the Board to meet virtually. She said she expects the next meeting will require a physical quorum to be present in order to conduct Board business. She said staff will continue to provide Board members the ability to participate via teleconference.

IV. FUTURE MEETING DATES

Chair Cossey stated that the next meeting of the Board will be held Tuesday, January 12, 2021 at 1:00 p.m. She thanked everyone for calling into the meeting and asked everyone to stay safe.

ADJOURNMENT

The meeting was adjourned at 1:25 p.m.

Coordinating Board Chair

Date



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April 6, 2021

TO: Union County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: 2021-2026 Memorandum of Agreement

STAFF RECOMMENDATION

Approve the 2021-2026 Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee River Economic Council, Inc.

BACKGROUND

The Memorandum of Agreement is a binding contract between the Florida Commission for the Transportation Disadvantaged and a designated Community Transportation Coordinator. The Memorandum of Agreement recognizes the Community Transportation Coordinator as a State contract vendor for a designated service area.

Attached is the 2021/26 Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee River Economic Council, Inc. The Memorandum of Agreement designates Suwannee River Economic Council, Inc. the Community Transportation Coordinator for Union County. This Memorandum of Agreement is effective July 1, 2021 through June 30, 2026.

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

Attachment

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Contract # TD2139

Effective: 7/1/2021 to 6/30/2026

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Suwannee River Economic Council, Inc., Post Office Box 70, Live Oak, FL 32064, the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Union county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

- I. The Coordinator Shall:
 - A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
 - B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
 - C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
 - D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 - 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 - 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Executive Director
PO Box 70, Live Oak, FL 32064

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

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on _____.

Coordinating Board Chairperson

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

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Agency Name

Printed Name of Authorized Individual

Printed Name of Authorized Individual

Signature: _____

Signature: _____

Title: Executive Director

Title: _____



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

April 6, 2021

TO: Union County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2021/26 Union County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the 2021/26 Union County Transportation Disadvantaged Service Plan.

BACKGROUND

Chapter 427, Florida Statutes requires Suwannee River Economic Council, Inc. prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the Board's approval. This plan provides information needed by the Board to continually review and assess transportation disadvantaged needs for Union County. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

Attached is the draft 2021/26 Union County Transportation Disadvantaged Service Plan. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

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Union County Transportation Disadvantaged Service Plan

July 1, 2021 - June 30, 2026

Union County Transportation Disadvantaged
Coordinating Board



2021/26 Union County Transportation Disadvantaged Service Plan

Approved by the

Union County
Transportation Disadvantaged Coordinating Board

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Ryan Perez, Chair

with Assistance from



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April 13, 2021

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Chapter I: Development Plan

A. Introduction to The Service Area

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

1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

a. Florida Commission for the Transportation Disadvantaged

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

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

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

b. Designated Official Planning Agency

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

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

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

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

c. Local Coordinating Boards

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

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

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

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

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

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

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

d. Community Transportation Coordinator

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

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

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

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

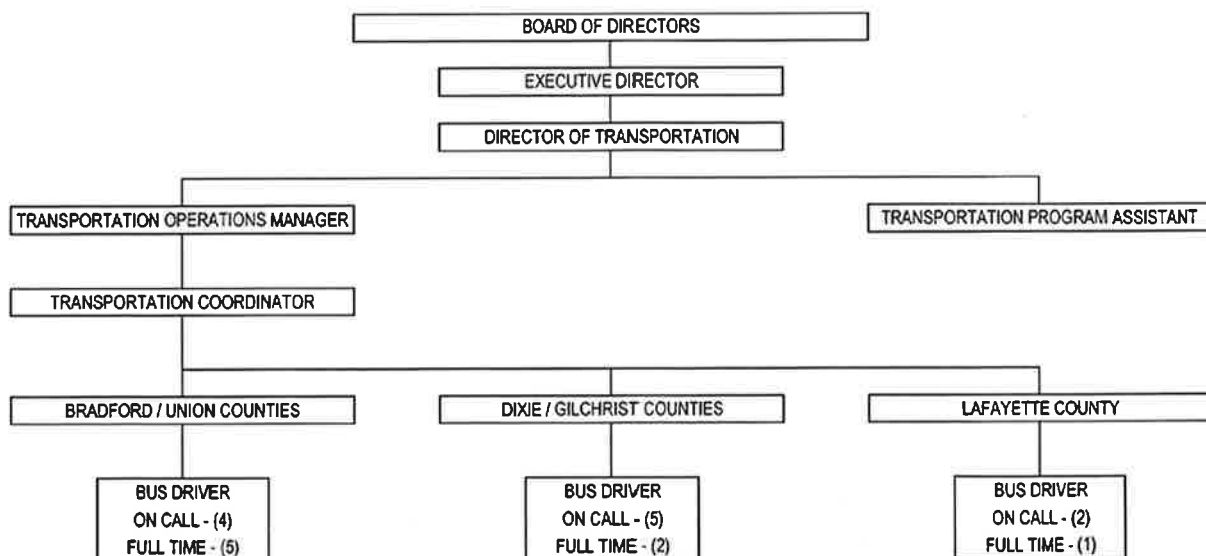
2. Designation Date/History

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

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

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

**Suwannee River Economic Council, Inc.
Transportation Department Organizational Chart**

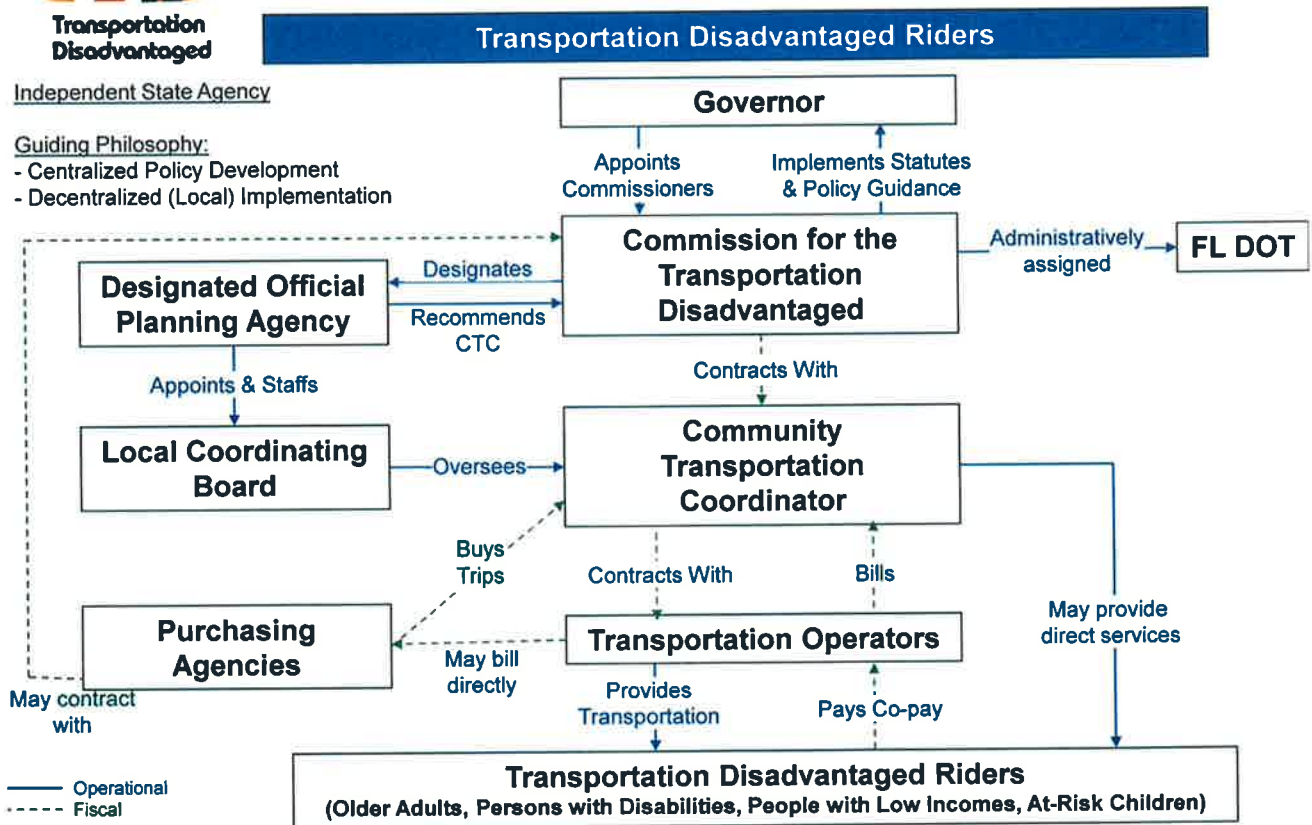


3. Organization Chart

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



Florida’s Coordinated Transportation System Organizational Structure



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

b. Regional Policy Plans

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

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

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

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

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

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

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

c. Transit Development Plans

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

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

6. Union County Coordinating Board Membership Certification

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

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

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

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

Signature: _____ Date: _____
 Charles S. Chestnut IV, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Commissioner Perez		No Term
Elderly	Vacant	Vacant	6/30/2023
Disabled	Vacant	Vacant	6/30/2021
Citizen Advocate	Vacant	Vacant	6/30/2021
Citizen Advocate/User	Vacant	Vacant	6/30/2021
Children at Risk	Vacant	Vacant	6/30/2022
Florida Association for Community Action	Vacant	Vacant	6/30/2023
Public Education	Vacant	Vacant	No Term
Florida Agency for Persons with Disabilities	Sheryl Stanford	Sylvia Bamburg	No Term
Florida Department of Transportation	Sandra Collins	Lauren Adams	No Term
Florida Department of Children and Families	Amanda Bryant	Frederick Johnson	No Term
Florida Department of Elder Affairs	Libby Murphy	Vacant	No Term
Florida Department of Education	Jeff Aboumrad	Vacant	No Term
Florida Agency for Health Care Administration	Dewecee Ogden	Vacant	No Term
Regional Workforce Development Board	Selvin Cray	Vacant	No Term
Veteran Services	Barbara Fischer	Vacant	6/30/2023
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2022
Local Medical Community	John "Dan" Mann	Vacant	6/30/2022

7. Union County Transportation Coordinating Board Membership

**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ryan Perez Local Elected Official/Chair	
Sandra Collins, Vice-Chair Florida Department of Transportation Grievance Committee Member	Lauren Adams Florida Department of Transportation
Amanda Bryant Florida Department of Children and Families Grievance Committee Member	Frederick Johnson Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Libby Murphy Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Deweese Ogden Florida Agency for Health Care Administration Grievance Committee Member	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Vacant Regional Workforce Board	Selvin Cray 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
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2021	Vacant Citizen Advocate Term ending June 30, 2021
Vacant Citizen Advocate - User Term ending June 30, 2021	Vacant Citizen Advocate - User Term ending June 30, 2021
Vacant Persons with Disabilities Term ending June 30, 2021	Vacant Persons with Disabilities Term ending June 30, 2021
Vacant Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
John "Dan" Mann Medical Community Term ending June 30, 2022	Vacant Medical Community Term ending June 30, 2022
Vacant 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

B. Service Area Profile and Demographics

1. Union County Service Area Description

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

2. Demographics

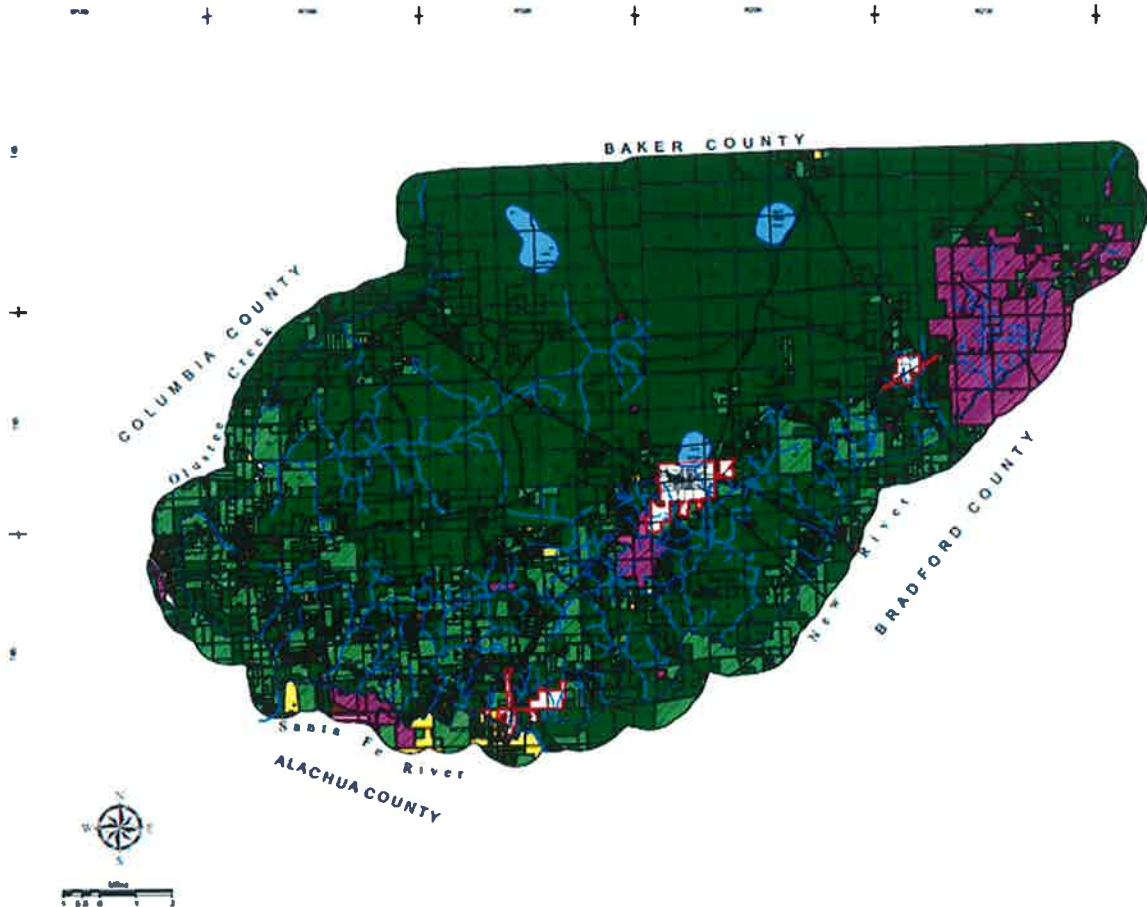
a. Land Use

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

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

Union County

Existing Land Use Plan Map 2010



EXISTING LAND USE MAP CLASSIFICATIONS

- Conservation
- Agriculture - Forest
- Agriculture - Pasture
- Agriculture - Row Crops/Fields
- Wetland
- Residential
- Public
- Industrial
- Residential - Single-Family (100,000 sq ft or more)
- Residential - Medium-Density (100,000 sq ft or more)
- Residential - High-Density (100,000 sq ft or more)
- Commercial
- Interstate

OTHER MAP FEATURES

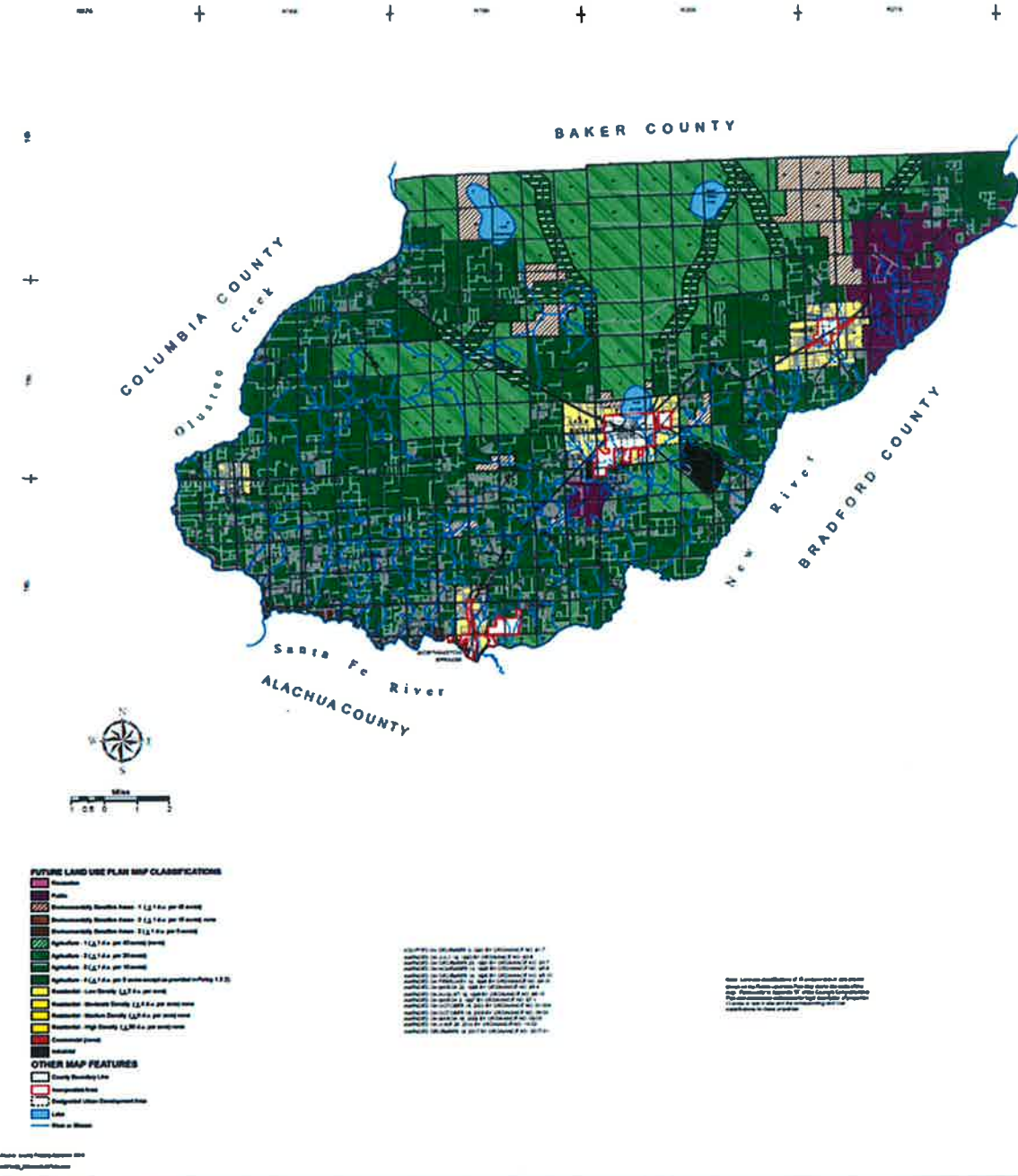
- County Boundaries
- Interjurisdictional
- Lake
- Road or Bridge

Source: Union County Planning and Economic Development Department
 Date: 10/15/2010



Union County

Future Land Use Plan Map 2027



b. Population/Composition

The Bureau of Economic and Business Research estimated Union County's total population in 2020 as 15,410. The Bureau of Economic and Business Research also estimated the population of the City of Lake Butler as 1,758, the Town of Raiford as 242, the Town of Worthington Springs as 377 and the unincorporated area as 13,094.

As Table 1 shows, 82 percent of the County's population is located within the unincorporated areas. Table 2 indicates that Union County's population is not evenly distributed. In 2010, approximately 57 percent of the population lived in the Lake Butler census division which covers 46 percent of the County's land area. Population/land area percentages for the Raiford census division and the Worthington census division are 21.4/26.3 and 22.1/27.2 respectively.

TABLE 1
POPULATION COUNTS AND ESTIMATES
UNION COUNTY

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2020
Union County	15,535	15,410
City of Lake Butler	1,897	1,758
Town of Raiford	255	242
Town of Worthington Springs	181	377
Unincorporated Area	13,202	13,033

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

It is important to note that, according to the Bureau of Economic and Business Research, 4,792 individuals in Union County are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

c. Population Densities

Table 2 shows the Union County population distribution.

TABLE 2
POPULATION DISTRIBUTION
UNION COUNTY

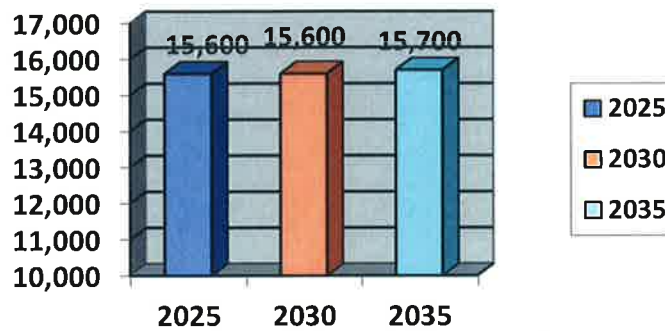
2010 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
15,535	243	64

Source: U.S. Census Bureau: 2010 State and County Quick Facts

d. Population Projections

According to the Bureau of Economic and Business Research, by the year 2025, Union County will have a total population of 15,600 and by the year 2035, the total County population will be 16,500. Illustration I shows population projections for 2020, 2025 and 2030.

ILLUSTRATION I



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

e. Population Age Distribution

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

TABLE 3

**POPULATION ESTIMATES BY AGE GROUP
UNION COUNTY
2019**

Age Group	Estimated 2019 Population
0-4	752
5-17	1,990
18-24	1,421
25-54	6,781
55-64	2,547
65-79	1,671
80+	343

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

f. Disability and Self Care Limitations

The 2010 Census American Community Survey 2013-2017 reported 1,672 civilian residents of Union County have a disability.

g. Employment

According to the U.S. Department of Labor, Bureau of Labor Statistics, the estimated labor force in December 2020 was 4,489. The estimated unemployment rate for Union County in December 2020 was 4.1 percent.

h. Income

The 2010 U.S. Census Bureau estimates the median household income for Union County in 2018 was \$41,770. Table 4 characterizes the levels of household income in Union County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4
HOUSEHOLD INCOME
UNION COUNTY, 2018

HOUSEHOLDS	MEDIAN HOUSEHOLD INCOME	PERCENT OF PERSONS BELOW POVERTY LEVEL
3,892	\$41,770	21%

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

TABLE 5
2021 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

Persons In Family/Household	202123 Poverty Guideline
1	\$12,880
2	\$17,420
3	\$21,960
4	\$26,500
5	\$31,040
6	\$35,580
7	\$40,120
8	\$44,660

* For families/households with more than 8 persons, add \$5,680 for each additional person.

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

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

TABLE 6
INCOME AND POVERTY STATUS DATA
UNION COUNTY, 2018

PER CAPITA INCOME	MEDIAN HOUSEHOLD INCOME	PERCENT OF PERSONS BELOW POVERTY LEVEL
\$15,475	\$41,770	21%

Source: Bureau of the Census, 2010, State and County Quick Facts

According to the Florida Agency for Health Care Administration, Medicaid Data Analytics, the total Medicaid eligibles for Union County as of January 31, 2021 was 580. Table 6 shows individuals who received Supplemental Security Income.

TABLE 7
Supplemental Security Income
Union County
2019

Type Of Assistance	Recipients
Aged	13
Blind and Disabled	376

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

i. Housing

The U.S. Census Bureau estimates that in 2018, the total number of households in Union County was 3,892 and that the average household size was 2.5. Table 8 presents data on Union County housing units.

TABLE 8
HOUSING OCCUPANCY
UNION COUNTY, 2018

HOUSING UNITS	Owner-Occupied Housing Unit Rate
4,628	69%

Source: Bureau of the Census, 2010, State and County Quick Facts

j. Health

One hospital is located in Union County. According to the Florida Health 2019/20 Physician Workforce Annual Report, there were 23 licensed doctors of medicine practicing in Union County.

k. Transportation

According to the 2010 Census 2014-2018 American Community Survey, an estimated 204 households had no vehicle available in 2018.

I. Major Trip Generators/Attractors

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

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

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

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

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

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

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

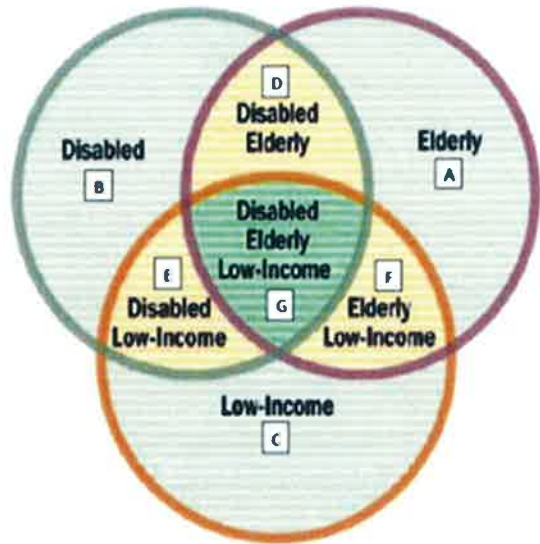
Union County

Census Data from: **2018**

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

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

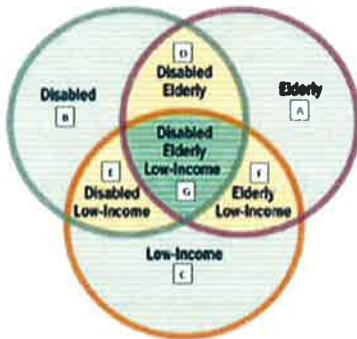
General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	5,411	36.2%



FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Union County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/low income	390	391	392	393	394	395	396	396	399	400	401
B - Estimate non-elderly/disabled/not low income	1277	1280	1283	1287	1290	1294	1297	1301	1304	1308	1311
G - Estimate elderly/disabled/low income	161	161	162	162	163	163	164	164	165	165	165
D - Estimate elderly/disabled/not low income	919	922	924	927	929	932	934	937	939	942	944
F - Estimate elderly/non-disabled/low income	76	76	76	77	77	77	77	77	78	78	78
A - Estimate elderly/non-disabled/not low income	1,081	1,083	1,086	1,089	1,092	1,095	1,098	1,101	1,104	1,107	1,110
C - Estimate low income/not elderly/not disabled	1,507	1,511	1,515	1,519	1,523	1,527	1,531	1,535	1,539	1,544	1,548
TOTAL GENERAL TD POPULATION	5,411	5,425	5,440	5,454	5,469	5,484	5,498	5,513	5,528	5,543	5,557
TOTAL POPULATION	14,940	14,980	15,020	15,061	15,101	15,141	15,182	15,223	15,264	15,304	15,345



Union County

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
<i>Disabled</i>	551	553	554	556	557	559	560	562	563	565	566
<i>Low Income Not Disabled No Auto/Transit</i>	431	432	433	434	435	436	437	439	440	441	442
Total Critical Need TD Population	982	984	987	990	992	995	998	1,000	1,003	1,006	1,008
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	27	27	27	27	27	27	27	28	26	28	28
<i>Low Income - Not Disabled - No Access</i>	818	820	822	824	826	829	831	833	835	837	840
Total Daily Trips Critical Need TD Population	845	859	873	888	903	919	935	952	969	986	1,001
Annual Trips	219,583	223,294	227,067	230,905	234,807	238,963	243,193	247,497	251,878	256,336	260,361

2. Paratransit Service Demand Estimation

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

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Union County

Census Data from: 2018

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

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

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

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

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

3. Barriers to Coordination

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

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

Other barriers to the coordination of transportation services in Bradford County include the following:

- low density, rural population limits the ability to multi-load vehicles while maintaining an acceptable level of service; and
- limited availability of medical services/facilities in Union County requires out-of-county trips.

4. Needs Assessment

United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	PROJECT FUNDING SOURCE
Suwannee River Economic Council, Inc.	Operating assistance	2021/22	Union County	\$108,950.00 \$117,329.00	United States Code Section 5311 Program
				\$108,950.00 \$117,329.00	Suwannee River Economic Council, Inc.

United States Code Section 5339 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	PROJECT FUNDING SOURCE
Suwannee River Economic Council, Inc.	Purchase one replacement vehicle	2021/22	Union County	\$75,413.00	United States Code Section 5339

Transportation Disadvantaged Trip & Equipment Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	PROJECT FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide trips to transportation disadvantaged individuals.	2020/21	Union County	\$184,431.00	Florida Commission for the Transportation Disadvantaged
				\$ 20,492.00	Suwannee River Economic Council, Inc.

5. Goals, Objectives and Strategies

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

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

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

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

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

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

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

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

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

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

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

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

- Strategy c:** The Community Transportation Coordinator shall document the reduction of single passenger trips.
- Strategy d:** The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.
- GOAL IV:** **The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**
- OBJECTIVE:** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a:** The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL V:** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VI:** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VII:** **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.

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

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

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

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

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

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

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

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Union County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2021/22 (4) 2021/22

<p>(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing</p>
<p>Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.</p>	<p>2021/22</p>
<p>(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.</p>	<p>(1) Ongoing (2) Annually (3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</p>	<p>(1) Ongoing (2) Ongoing</p>
<p>(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually</p>
<p>Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>Ongoing</p>
<p>The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>Annually</p>

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Chapter II: Service Plan

A. Operations

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

1. Types, Hours and Days of Service

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

a. Bariatric Transportation

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

b. Hours and Days of Service

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

c. Holidays

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

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

2. Accessing Services

a. Office Hours

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

b. Phone Number

352.496.0624

c. Advance Notification Time

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

d. Trip Cancellation Process

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

e. No-Show Policies

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

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

f. After Hours Service

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

g. Passenger Fares

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

h. Transportation Disadvantaged Program Eligibility

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

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

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

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

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

Suwannee River Economic Council, Inc. will notify Transportation Disadvantaged Program applicants of eligibility approval or denial within 15 working days after receipt of application. Applicants determined to be ineligible for Transportation Disadvantaged Program sponsored services may file appeals with Suwannee River Economic Council, Inc.

**EXHIBIT A
TRANSPORTATION DISADVANTAGED PROGRAM
ELIGIBILITY CERTIFICATION APPLICATION**

Last Name _____ First Name _____
Middle Initial _____
Street Address _____ City _____
State _____
Zip Code _____ County _____
Date of Birth ____/____/____ 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 _____



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

5. Do you have a physical or mental disability as outlined in the Americans With Disabilities Act of 1990?
 Yes
 No
6. Is your disability permanent?
 Yes
 No

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

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

Other:

CERTIFICATION AND ACKNOWLEDGEMENT

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

APPLICANT SIGNATURE _____

DATE _____

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



APPLICATION PROCESSED BY: _____

SIGNATURE _____

DATE _____



i. Transportation Disadvantaged Program Trip Priorities

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

- 1) Prescheduled Medical Appointments
 - Dialysis appointments
 - Cancer Care appointments
 - Urgent Care appointments

- 2) Prescheduled Medical Appointments as defined by the American Board of Medical Specialties:
 - Allergy and Immunology
 - Colon & Rectal Surgery
 - Dermatology
 - Family Medicine
 - Neurological Surgery
 - Obstetrics & Gynecology
 - Ophthalmology
 - Orthopaedic Surgery
 - Otolaryngology - Head and Neck Surgery
 - Pediatrics
 - Physical Medicine & Rehabilitation
 - Plastic Surgery
 - Psychiatry & Neurology
 - Radiology
 - Surgery
 - Thoracic Surgery
 - Urology

- 3) Other Medical Appointments
 - Dental appointments
 - Pharmacy

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

- 5) Nutritional (within Union County)
 - Adult congregate meal programs
 - Food stamp procurement
 - Grocery shopping

- 6) Social Service Agency (within Union County)
 - Public agency support services
 - Senior programs

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

3. Transportation Operators And Coordination Contractors

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

4. Public Transit Utilization

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

5. School Bus Utilization

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

6. Vehicle Inventory

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

7. System Safety Program Plan Certification

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

8. Inter-County Services

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

9. Natural Disaster/Emergency Preparedness

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

10. Marketing

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

11. Acceptable Alternatives

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

12. Service Standards

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

a. Drug and Alcohol Policy

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

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

b. Transport of Escorts and Dependent Children

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

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

c. Use, Responsibility and Cost of Child Restraint Devices

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

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

d. Passenger Property

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

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

e. Vehicle Transfer Points

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

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

f. Local Toll Free Phone Number

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

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

g. Out-Of-Service Area Trips

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

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

h. Vehicle Cleanliness

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

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

i. Billing Requirements

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

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

j. Passenger/Trip Database

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

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

k. Adequate Seating

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

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

l. Driver Identification

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

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

m. Passenger Assistance

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

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

n. Smoking, Eating, and Drinking

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

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

o. Passenger No-Shows

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

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

p. Two-Way Communications

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

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

q. Air Conditioning/Heating

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

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

r. First Aid

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

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

s. Cardiopulmonary Resuscitation

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

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

t. Driver Criminal Background Screening

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

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

u. Fixed Route Transit Utilization

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

Local Policy: Not applicable.

v. Pick-Up Window

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

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

w. On-Time Performance

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

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

x. Advance Reservation Requirement

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

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

y. Safety

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

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

z. Reliability

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

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

aa. Call-Hold Time

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

This standard is not applicable to this service area.

bb. Quality of Service

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

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

cc. Safety Belt Usage

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

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

13. Local Grievance Procedure/Process

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

14. Passenger Code of Conduct

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

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

a. Verbal Abuse

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

b. Physical Abuse

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

c. Substance Abuse

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

d. Penalties

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

Verbal Abuse

- First offense – written warning
- Second offense – one week suspension of services
- Third offense – 30 day suspension of services
- Fourth offense – 90 day suspension of services
- Fifth offense – permanently removed from service

Physical Abuse

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

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. Appeals

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

All requests for reconsideration must be in writing and delivered to:

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

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

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

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

15. Evaluation Process

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

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

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Chapter III: Quality Assurance

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

A. Community Transportation Coordinator Evaluation Process

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

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Appendix A: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures

Grievance Procedures

July 14, 2020

Union County
Transportation Disadvantaged Coordinating Board



Union County Transportation Disadvantaged Coordinating Board

Grievance Procedures

Approved by the
Union County
Transportation Disadvantaged Coordinating Board

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


Karen Cossey, Chair

with Assistance from



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

July 14, 2020

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Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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Chapter I: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

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

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

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

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

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

D. Purpose

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

Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

E. Membership

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

F. Officers

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

G. Meetings

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

Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

- (6) **Proxy Voting.** Proxy voting is not permitted.
- (7) **Parliamentary Procedures.** The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.
- (8) **Public Comment.** Public comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

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

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

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

H. Administration

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

Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

I. Duties

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

J. Procedures

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

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

Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

K. Appeals

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

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

Union County Transportation Disadvantaged Coordinating Board
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- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

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

**Union County Transportation Disadvantaged Coordinating Board
Grievance Procedures**

- (4) The suspended rider will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended rider requesting the reconsideration.

M. Prohibition Against Retaliation


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

N. Alternative Recourse

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

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Union County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Union County Transportation Disadvantaged Coordinating Board the 14th day of July 2020.



Karen Cossey, Chair
Union County Transportation Disadvantaged Coordinating Board

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Appendix B: Cost/Revenue Allocation and Rate Structure Justification



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Suwannee River Economic Council, Inc.
Service Rate Effective Date	7/1/2020

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$2.61
* Wheel Chair	Passenger Mile	\$4.47
* Stretcher	Passenger Mile	\$
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
Innovation and Service Development Grant Program	Union County to Bradford County Passenger Trip	\$36.45
Innovation and Service Development Grant Program	Union County to Columbia County Passenger Trip	\$37.79

Preliminary Information Worksheet Version 1.4

CTC Name: Suwannee River Economic Council, Inc.

County (Service Area): Union

Contact Person: Matt Pearson, Executive Director

Phone #: 386-362-4115 ext. 223

Check Applicable Characteristic:

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

Comprehensive Budget Worksheet CTC: Suwannee River Economic Council, Inc.
County: Union

	Prior Year's ACTUALS from July 1st of 2018 to June 30th of 2019	Current Year's APPROVED Budget, as amended from July 1st of 2019 to June 30th of 2020	Upcoming Year's PROPOSED Budget from July 1st of 2020 to June 30th of 2021	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)					
Local Non-Govt					
Farebox					
Medicaid Co-Pay Received					
Donations/ Contributions					
In-Kind, Contributed Services					
Other	\$ 19,604	\$ 17,362	\$ 20,492	-11.4%	18.0%
Bus Pass Program Revenue					
Local Government					
District School Board					
Compl. ADA Services					
County Cash					
County In-Kind, Contributed Services					
City Cash					
City In-kind, Contributed Services					
Other Cash					
Other In-Kind, Contributed Services					
Bus Pass Program Revenue					
CTD					
Non-Spons. Trip Program	\$ 176,438	\$ 98,707	\$ 184,431	-44.1%	86.8%
Non-Spons. Capital Equipment					
Rural Capital Equipment					
Other TD (specify in explanation)					
Bus Pass Program Revenue					
USDOT & FDOT					
49 USC 5307					
49 USC 5310					
49 USC 5311 (Operating)	\$ 63,458	\$ 65,971	\$ 40,000	4.0%	-39.4%
49 USC 5311(Capital)					
Block Grant					
Service Development					
Commuter Assistance					
Other DOT (specify in explanation)					
Bus Pass Program Revenue					

AHCA					
Medicaid	\$ 65,605	\$ 60,370	\$ 93,395	-8.0%	54.7%
Other AHCA (specify in explanation)					
Bus Pass Program Revenue					
DCF					
Alcohol, Drug & Mental Health					
Family Safety & Preservation					
Comm. Care Dis./Aging & Adult Serv.					
Other DCF (specify in explanation)					
Bus Pass Program Revenue					
DOH					
Children Medical Services					
County Public Health					
Other DOH (specify in explanation)					
Bus Pass Program Revenue					
DOE (state)					
Carl Perkins					
Div of Blind Services					
Vocational Rehabilitation					
Day Care Programs					
Other DOE (specify in explanation)					
Bus Pass Program Revenue					
AWI					
WAGES/Workforce Board					
Other AWI (specify in explanation)					
Bus Pass Program Revenue					
DOEA					
Older Americans Act		\$ 4,787	\$ 3,924	-18.0%	
Community Care for Elderly					
Other DOEA (specify in explanation)					
Bus Pass Program Revenue					
DCA					
Community Services					
Other DCA (specify in explanation)					
Bus Pass Admin. Revenue					
APD					
Office of Disability Determination					
Developmental Services					
Other APD (specify in explanation)					
Bus Pass Program Revenue					
DJJ					
(specify in explanation)					
Bus Pass Program Revenue					

Other Fed or State					
XXXX					
XXXX					
XXXX					
Bus Pass Program Revenue					
Other Revenues					
Interest Earnings					
XXXXX					
XXXXX					
Bus Pass Program Revenue					
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve					
Balancing Revenue is Short By =		None	None		
Total Revenues =	\$325,105	\$247,197	\$342,242	-24.0%	38.4%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)					
Operating Expenditures					
Labor	\$ 112,812	\$ 91,495	\$ 111,752	-18.9%	22.1%
Fringe Benefits	\$ 73,986	\$ 48,377	\$ 73,163	-34.6%	51.2%
Services	\$ 10,764	\$ 8,572	\$ 12,767	-20.4%	48.9%
Materials and Supplies	\$ 62,526	\$ 49,572	\$ 79,302	-20.7%	60.0%
Utilities	\$ 13,906	\$ 11,867	\$ 16,503	-14.7%	39.1%
Casualty and Liability	\$ 23,540	\$ 18,487	\$ 26,138	-21.5%	41.4%
Taxes	\$ 369	\$ 278	\$ 407	-24.7%	46.4%
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services					
Other					
Miscellaneous	\$ 1,110	\$ 1,106	\$ 1,514	-0.4%	36.9%
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund	\$ 19,604	\$ 6,476	\$ 204	-67.0%	-96.8%
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect		\$ 10,967	\$ 20,492		86.9%
Capital Expenditures					
Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue	\$ 93				-100.0%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
ACTUAL YEAR GAIN	\$8,395				
Total Expenditures =	\$318,710	\$247,197	\$342,242	-22.4%	38.4%

Budgeted Rate Base Worksheet

CTC: Suwannee River Economic Council, Inc.
County: Union

	Upcoming Year's BUDGETED Revenues			
	from July 1st of 2020 to June 30th of 2021		Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	
		What amount of the <u>Budgeted</u> <u>Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?		What amount of the <u>Subsidy</u> <u>Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
REVENUES (CTC/Operators ONLY)				
Local Non-Govt				
Farebox	\$ -	\$ -	\$ -	
Medicaid Co-Pay Received	\$ -	\$ -	\$ -	
Donations/ Contributions	\$ -	\$ -	\$ -	
In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other	\$ 20,492	\$ 20,492	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Local Government				
District School Board	\$ -	\$ -	\$ -	
Compl. ADA Services	\$ -	\$ -	\$ -	
County Cash	\$ -	\$ -	\$ -	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -	
City Cash	\$ -	\$ -	\$ -	
City In-kind, Contributed Services	\$ -	\$ -	\$ -	
Other Cash	\$ -	\$ -	\$ -	
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
CTD				
Non-Spons. Trip Program	\$ 184,431	\$ 184,431	\$ -	
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -	
Rural Capital Equipment	\$ -	\$ -	\$ -	
Other TD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
USDOT & FDOT				
49 USC 5307	\$ -	\$ -	\$ -	
49 USC 5310	\$ -	\$ -	\$ -	
49 USC 5311 (Operating)	\$ 40,000	\$ -	\$ 40,000	
49 USC 5311(Capital)	\$ -	\$ -	\$ -	
Block Grant	\$ -	\$ -	\$ -	
Service Development	\$ -	\$ -	\$ -	
Commuter Assistance	\$ -	\$ -	\$ -	
Other DOT	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

AHCA				
Medicaid	\$	93,395	\$	93,395
Other AHCA	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-
DCF				
Alcoh, Drug & Mental Health	\$	-	\$	-
Family Safety & Preservation	\$	-	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-	\$	-
Other DCF	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-
DOH				
Children Medical Services	\$	-	\$	-
County Public Health	\$	-	\$	-
Other DOH	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-
DOE (state)				
Carl Perkins	\$	-	\$	-
Div of Blind Services	\$	-	\$	-
Vocational Rehabilitation	\$	-	\$	-
Day Care Programs	\$	-	\$	-
Other DOE	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-
AWI				
WAGES/Workforce Board	\$	-	\$	-
AWI	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-
DOEA				
Older Americans Act	\$	3,924	\$	3,924
Community Care for Elderly	\$	-	\$	-
Other DOEA	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-
AWI				
WAGES/Workforce Board	\$	-	\$	-
AWI	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-
DOEA				
Older Americans Act	\$	3,924	\$	3,924
Community Care for Elderly	\$	-	\$	-
Other DOEA	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-
DCA				
Community Services	\$	-	\$	-
Other DCA	\$	-	\$	-
Bus Pass Program Revenue	\$	-	\$	-

APD				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DJJ				
DJJ	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Fed or State				
xxx	\$ -			
xxx	\$ -			
xxx	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Revenues				
Interest Earnings	\$ -	\$ -	\$ -	
xxx	\$ -			
xxx	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	
Total Revenues =	\$ 342,242	\$ 302,242	\$ 40,000	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 111,752
Fringe Benefits	\$ 73,163
Services	\$ 12,767
Materials and Supplies	\$ 79,302
Utilities	\$ 16,503
Casualty and Liability	\$ 26,138
Taxes	\$ 407
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 1,514
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ 204
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 20,492
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 342,242
<i>minus EXCLUDED Subsidy Revenue =</i>	<i>\$ 40,000</i>
Budgeted Total Expenditures INCLUDED	\$ 302,242
In Rate Base =	\$ 302,242
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate Base =	\$ 302,242

Worksheet for Program-wide Rates		CTC: Suwannee River Economic Council, Inc. County: Union
<p style="text-align: center;">PROGRAM-WIDE RATES</p> <p>Total <u>Projected</u> Passenger Miles = 115,510</p> <p style="background-color: #1a3d4d; color: white; padding: 2px;">Rate Per Passenger Mile = \$ 2.62</p> <p>Total <u>Projected</u> Passenger Trips = 3,487</p> <p style="background-color: #1a3d4d; color: white; padding: 2px;">Rate Per Passenger Trip = \$ 86.68</p>	<p style="text-align: center;">Fiscal Year</p> <p style="text-align: center;">2020 - 2021</p>	
		<div style="background-color: #1a3d4d; color: white; padding: 5px; display: inline-block;">Avg. Passenger Trip Length 33.1 Miles</div>
<p style="text-align: center;">Rates If No Revenue Funds Were Identified As Subsidy Funds</p> <p style="background-color: #1a3d4d; color: white; padding: 2px;">Rate Per Passenger Mile = \$ 2.96</p> <p style="background-color: #1a3d4d; color: white; padding: 2px;">Rate Per Passenger Trip = \$ 98.15</p>		

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Suwannee River Economic Council, Inc.
 County: Union

RATES FOR FY: 2020 - 2021				
Ambul	Chair	Stretcher	Group	
114,950	560	Leave Blank	Leave Blank	0
\$2.61	\$4.47	\$0.00	\$0.00	\$0.00
			per passenger	per group

Form C: Current Vehicle and Transportation Equipment Inventory Form (for Entire Fleet – include FDOT and Non-FDOT Vehicles) *
Vehicle Inventory

Model Year ¹	Make/Size/Type	FDOT Control #	VIN # ²	Ramp or lift?	Seats & W/C positions (i.e. 12+2) As designed by manufacturer	Current Mileage	Previous Mileage (1 year ago)	Current Mileage – Previous Mileage = Mileage from the past year	Vehicle Status (Active/Spare/Other)	Expected Retirement Date	Donated? (Yes/No) If yes, when was the vehicle donated to your agency?	Funding Source ³
2009	Ford Cutaway	80205	1FDDE45S79DA88334	Y	12+2	76,848	76,848	0	Active	2014	N	FDOT 5311
2010	Ford	90273	1FTNE2ELXADA75692	N	2	64,362	64,362	0	Active	2015	N	FDOT 5310
2010	Chevy Cutaway	90276	1GBJG31K791172605	Y	8+1	131,840	126,902	4,938	Active	2015	N	FDOT 5310
2011	Chevy Cutaway		1GB3G2BG4B1171589	Y	8+2	119,365	110,265	9,100	Active	2016	N	TD-RC
2013	Chevy Cutaway	91216	1GB3G2BG0D1175402	Y	8+2	192,243	170,963	21,280	Active	2018	N	FDOT 5310
2015	Ford Turtle Top	91261	1FDDE4FS0FDA35288	Y	12+2	101,697	90,286	11,411	Active	2020	N	FDOT 5339
2016	MOVT		57WMD2C62GM100049	Y	4+2	50,128	31,054	19,074	Active	2021	N	TD-RC
2012	Ford		1FDXE4FL5BDA29977	Y	10+2	155,219	149,635	5,584	Active	2017	N	TD
2020	Ford	20040	1FDDE4FSXKDC49375	Y	12+2	35,458	6,917	28,541	Active	2025	N	FDOT 5339
2020	Champion		1FDDE4FS0KDC65214	Y	12+2	16,273		16,273	Active	2025	N	TD-RC
2021	Ford	20066	1FDDE4FN8MDC20440	Y	12+2	2,510		2,510	Active	2026	N	5339
2010	Chevy Cutaway	90275	1GBJG31K191172261	Y	8+2	149,061	147,831	1,230	Active	2015	N	FDOT 5310
2013	Chevy Cutaway	91217	1GB3G2BG7D1175852	Y	8+2	188,297	177,780	10,517	Active	2018	N	FDOT 5310
2015	Ford Turtle Top	91260	1FDDE4FS9FDA35287	Y	12+2	128,980	110,099	18,881	Active	2020	N	FDOT 5339
2015	Ford Turtle Top		1FDDE4FS2FDA35292	Y	12+2	136,965	106,276	30,689	Active	2020	N	TD-RC
2017	Ford Turtle Top	91289	1FDDE4FS8GDC55330	Y	12+2	134,313	117,589	16,724	Active	2022	N	FDOT 5339
2016	MOVT		57WMD2C6XGM100509	Y	4+2	109,822	95,226	14,596	Active	2021	N	TD-RC
2019	Champion	20018	1FDDE4FS2KDC07265	Y	12+2	85,128	47,963	37,165	Active	2024	N	FDOT 5339
2019	Champion	20026	1FDDE4FS2KDC10439	Y	12+2	40,569	16,413	24,156	Active	2024	N	FDOT 5339
2020	Champion		1FDDE4FS2KDC65215	Y	12+2	38,447		38,447	Active	2025	N	TD-RC
2020	Champion		1FDDE4FS4KDC65216	Y	12+2	27,079		27,079	Active	2025	N	TD-RC
2021	Ford	20068	1FDDE4FN1MDC21803	Y	12+2	33,298		33,298	Active	2026	N	5339
2020	Ford		1FDDE4FNXMD21802	Y	12+2	2,915		2,915	Active	2025	N	5339
2013	Chevy Cutaway		1GB3G2BG2D1175725	Y	8+2	113,790	102,623	11,167	Active	2018	N	TD-RC
2014	MOVT		57WMD1A68EM1100938	Y	4+2	48,219	41,147	7,072	Active	2019	N	TD-RC

Appendix C: Vehicle Inventory

2015	Chevy Cutaway	91228	1GB3G2BGXE1198073	Y	8+2	156,940	142,180	14,760	Active	2020	N	FDOT
2018	Champion		1FDFE4FS0JDC06341	Y	12+2	63,751	42,120	21,631	Active	2023	N	TD-RC
2021	Ford	20067	1FDFE4FN1MDC02751	Y	12+2	1,394		1,394	Active	2026	N	5339
2014	Ford (No Lift)	91232	1FTNE2EL1EDA67826	N	8	37,595	29,526	8,069	Active	2019	2016	FDOT 5316
2011	Chevy Cutaway	90296	1GB3G2BG7B1161526	Y	8+2	110,840	104,951	5,889	Active	2016	N	FDOT 5310
2014	MOVT		57WMD2A63EM101999	Y	4+2	96,517	88,059	8,458	Active	2019	N	TD-RC
2015 *	Ford Turtle Top		1FDFE4FS4FDA35293	Y	12+2	144,965	119,250	25,715	Active	2020	N	TD-RC
2018	Champion		1FDFE4FS9JDC07505	Y	12+2	94,192	53,350	40,842	Active	2023	N	TD-RC
2020	Ford		1FDFE4FS6KDC65217	Y	12+2	20,293		20,293	Active	2025	N	TD-RC
2020	Ford	20061	1FDFE4FN8MDC18364	Y	12+2	5,526		5,526	Active	2025	N	5339

*Applicants MUST use this form. If you need more space, add more rows.

1 Include an asterisk next to model year for the vehicle(s) being replaced.

2 VIN must be provided regardless of funding type

3 Identify the grant or other funding source used for purchasing the vehicle/equipment

Appendix D: Safety Compliance Self Certification



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): **2020**

Certification Year: (Previous): **2019**

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

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: 1/2/20
(Individual Responsible for Assurance of Compliance)

Name: Matt Pearson Title: Executive Director

North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

- * Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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**Union County
Transportation Disadvantaged Coordinating Board**

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April 6, 2021

TO: Union County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Resolutions of Appreciation

RECOMMENDATION

Approve awarding resolutions of appreciation to Suwannee River Economic Council, Inc. drivers and transportation staff members.

BACKGROUND

At its last meeting, the Board approved awarding resolutions of appreciation to Suwannee River Economic Council, Inc. drivers and transportation staff members for the work they are doing to provide older adults, persons with disabilities and persons with low income continued access to life sustaining activities during the COVID-19 pandemic.

The Florida Commission for the Transportation Disadvantaged approved an Order and Declaration of Emergency on December 17, 2020 which allowed the local Transportation Disadvantaged Coordinating Boards to meet virtually. Following the issuance of the emergency order, the Florida Commission for the Transportation Disadvantaged received inquiries regarding the statutory authority to suspend the in-person quorum requirements for the local Transportation Disadvantaged Coordinating Boards. Therefore, the Florida Commission for the Transportation Disadvantaged rescinded the December 17, 2020 Order and Declaration of Emergency.

Since the January 12, 2021 meeting was held virtually via telecommunications technology, all action items were considered null and void including awarding resolutions of appreciation to Suwannee River Economic Council, Inc. drivers and transportation staff members.

Attached is a draft resolution of appreciation, transmittal letter and graphic prepared by Mr. Jeff Aboumrad for the Board's review. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachments

T:\Lynn\TD2021\Union\Memos\resappreciation.docx

April 13, 2021

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

RE: Florida's Transportation Disadvantaged Program

Dear [Name]:

On behalf of the Union County Transportation Disadvantaged Coordinating Board, I want to express our utmost appreciation for the work that you are doing to provide older adults, persons with disabilities and persons with low income continued access to life sustaining activities during the COVID-19 pandemic.

As a token of our appreciation for your service, the Board, at its regular meeting on April 13, 2021, unanimously approved the enclosed resolution.

Sincerely,

Ryan Perez, Chair
Union County Transportation
Disadvantaged Coordinating Board

Enclosure

T:\Lynn\TD2021\Union\resletdriver.doc

RESOLUTION OF RECOGNITION AND APPRECIATION

WHEREAS, Union County is fortunate to have Suwannee River Economic Council, Inc. committed to the mission of Florida's Transportation Disadvantaged Program, and

WHEREAS, Suwannee River Economic Council, Inc.'s drivers and transportation staff are considered essential workers during the COVID-19 pandemic; and

WHEREAS, the Union County Transportation Disadvantaged Coordinating Board wishes to extend the utmost appreciation for the work that Suwannee River Economic Council, Inc. drivers and transportation staff are doing; and

WHEREAS, the Union County Transportation Disadvantaged Coordinating Board would like to acknowledge each driver and transportation staff member who works tirelessly to provide older adults, persons with disabilities, and persons with low income continued access to life sustaining activities;

NOW THEREFORE BE IT RESOLVED, that the members and staff of the Union County Transportation Disadvantaged Coordinating Board do hereby express their appreciation to [Name] for dedicated service rendered to the transportation disadvantaged residents of Union County; and

BE IT FURTHER RESOLVED: That this expression of appreciation be spread upon the minutes of the Union County Transportation Disadvantaged Coordinating Board for all citizens of the community to view and recognize the dedicated service of [Name].

Ryan Perez, Chair

ADOPTED BY THE UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

April 13, 2021

Date

Thank

YOU!



**FOR YOUR CONTINUED EXCELLENT
SERVICE TO CUSTOMERS DURING
THE COVID EMERGENCY**

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April 6, 2021

TO: Union 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. October – December 2020 Operations Report;
2. 2020/21 Trip & Equipment Grant Report;
3. October - December 2020 Complaint/Commendation Report; and
4. October - December 2020 Trip Denial Report.

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

Attachments

T:\Lynn\TD2021\Union\Memos\statapr.docx

**QUARTERLY OPERATING REPORT
UNION COUNTY
OCTOBER - DECEMBER 2020**

OPERATING DATA	Suwannee River Economic Council, Inc.
NUMBER OF INVOICED TRIPS	721
Trip & Equipment Grant (Transportation Disadvantaged Program)	268
Florida Managed Medical Care Program (Medicaid)	412
Florida Department of Elder Affairs	0
Innovation and Service Development Grant (Transportation Disadvantaged Program)	0
Community Trips	41
TOTAL VEHICLE MILES	21,185
TOTAL DOLLARS INVOICED	\$38,565.78
Trip & Equipment Grant (Transportation Disadvantaged Program)	\$21,633.99
Florida Managed Medical Care Program (Medicaid)	\$16,931.79
Florida Department of Elder Affairs	\$0.00
Innovation and Service Development Grant (Transportation Disadvantaged Program)	\$0.00
Community Trips	\$0.00
AVERAGE COST PER TRIP	\$53.49
Trip & Equipment Grant (Transportation Disadvantaged Program)	\$80.72
Florida Managed Medical Care Program (Medicaid)	\$41.10
Florida Department of Elder Affairs	#DIV/0!
Innovation and Service Development Grant (Transportation Disadvantaged Program)	#DIV/0!
Community Trips	\$0.00
AVERAGE COST PER MILE	\$1.82
TRIP PURPOSE*	
Medical	715
Employment	0
Education/Training	0
Shopping	6
Meal Site	0
Recreation	0
Other	0
CHARGEABLE ACCIDENTS	0
NUMBER OF VEHICLES	8
NUMBER OF ROADCALLS	1

**QUARTERLY OPERATING REPORT
UNION COUNTY
OCTOBER - DECEMBER 2019**

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	981
Florida Transportation Disadvantaged Program	384
Florida Managed Medical Care Program (Medicaid)	316
Aging Program - Title III B	281
Innovation and Service Development Grant	0
TOTAL VEHICLE MILES	31,608
TOTAL DOLLARS INVOICED	\$49,387.34
Florida Transportation Disadvantaged Program	\$33,063.19
Florida Managed Medical Care Program (Medicaid)	\$12,952.15
Aging Program - Title III B	\$3,372.00
Innovation and Service Development Grant	\$0.00
AVERAGE COST PER TRIP	\$50.34
Florida Transportation Disadvantaged Program	\$86.10
Florida Managed Medical Care Program (Medicaid)	\$40.99
Aging Program - Title III B	\$12.00
Innovation and Service Development Grant	#DIV/0!
AVERAGE COST PER MILE	\$1.56
TRIP PURPOSE*	0
Medical	392
Employment	4
Education/Training	0
Shopping	6
Meal Site	279
Recreation	0
Other	0
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	6
NUMBER OF ROADCALLS	0

Source: Suwannee River Economic Council, Inc.

**TRANSPORTATION DISADVANTAGED PROGRAM
2020/21 TRIP & EQUIPMENT GRANT SUMMARY
UNION COUNTY**

MONTH/YEAR	FUNDING ALLOCATION	TOTAL DOLLARS SPENT	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-20	\$204,923.00	\$7,730.68	\$197,192.32	88	\$87.85
Aug-20	-	\$6,407.11	\$190,785.21	68	\$94.22
Sep-20	-	\$6,368.43	\$184,416.78	76	\$83.80
Oct-20	-	\$6,867.73	\$177,549.05	79	\$86.93
Nov-20	-	\$7,902.32	\$169,646.73	96	\$82.32
Dec-20	-	\$6,863.94	\$162,782.79	93	\$73.81
Jan-21	-		\$162,782.79		#DIV/0!
Feb-21	-		\$162,782.79		#DIV/0!
Mar-21	-		\$162,782.79		#DIV/0!
Apr-21	-		\$162,782.79		#DIV/0!
May-21	-		\$162,782.79		#DIV/0!
Jun-21	-		\$162,782.79		#DIV/0!
TOTAL	-	\$42,140.21	-	500	\$84.28

Source: Suwannee River Economic Council, Inc.

Total Contract Amount: \$204,923.00

**UNION COUNTY
SERVICE COMPLAINTS/COMMENDATIONS
OCTOBER - DECEMBER 2020**

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

Source: Suwannee River Economic Council, Inc.

**UNION COUNTY
UNMET TRANSPORTATION NEEDS
OCTOBER - DECEMBER 2020**

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

Source: Suwannee River Economic Council, Inc.

ATTENDANCE RECORD

**UNION COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	06/09/2020	07/14/2020	10/13/2020	01/12/2021
Chair	Commissioner Ryan Perez				
Florida Department of Transportation	Sandra Collins	A	A	P	P
Alternate Member	Lauren Adams	A	A	A	A
Florida Department of Children and Families	Amanda Bryant	A	A	A	A
Alternate Member	Frederick Johnson	A	P	A	P
Florida Agency for Health Care Administration	Deweese Ogden	P	P	P	P
Alternate Member	(Vacant)				
Florida Department of Education	Jeffrey Aboumrad	P	P	P	P
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Libby Murphy	P	A	P	P
Alternate Member	(Vacant)				
Florida Agency for Persons with Disabilities	Sheryl Dick-Stanford				p
Alternate Member	Sylvia Bamburg			P	A
Public Education	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advcoate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	Barbara Fischer	P	A	A	P
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Member	(Vacant)				
Florida Association for Community Action	(Vacant)				
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Regional Workforce Board	Selvin Cray	A	P	P	P
Alternate Member	(Vacant)				
Local Medical Community	John "Dan" Mann	P	P	P	A
Alternate Member	(Vacant)				

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."

