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October 5, 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, October 12, 2021 at 1:00 p.m.** in the Union County Transportation Facility located at 255 SW 9th Avenue, Lake Butler, Florida. The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Please note that Board members may participate (and vote), via communications media technology, however, **four (4)** Board members must be present in person to establish a physical quorum to vote on agenda items that require formal action.

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

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

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

Attachment

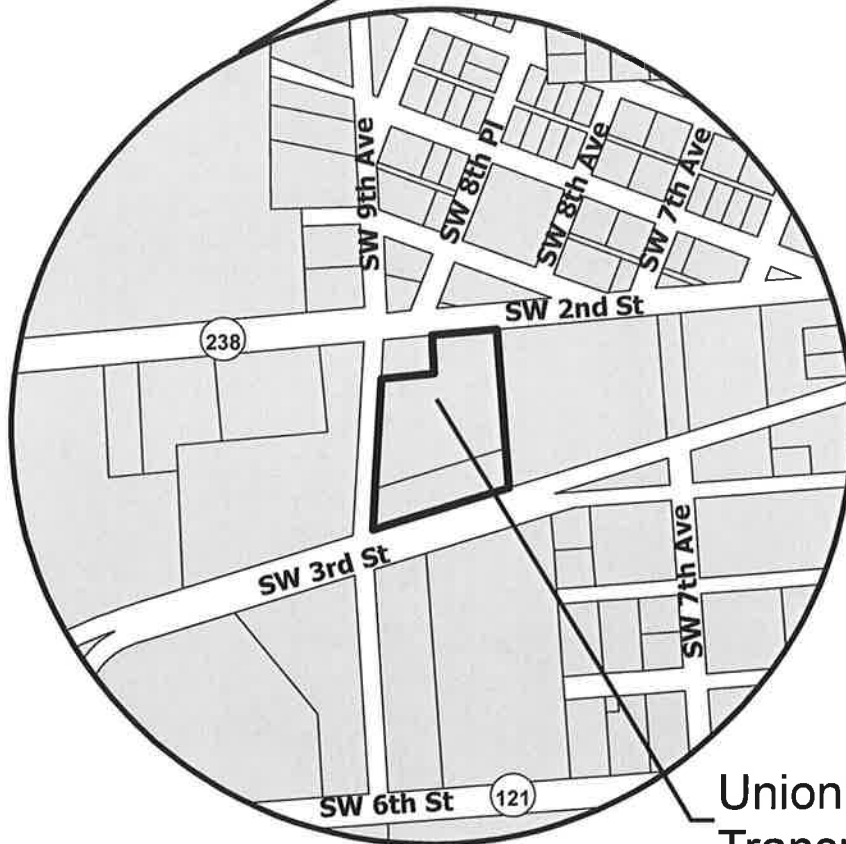
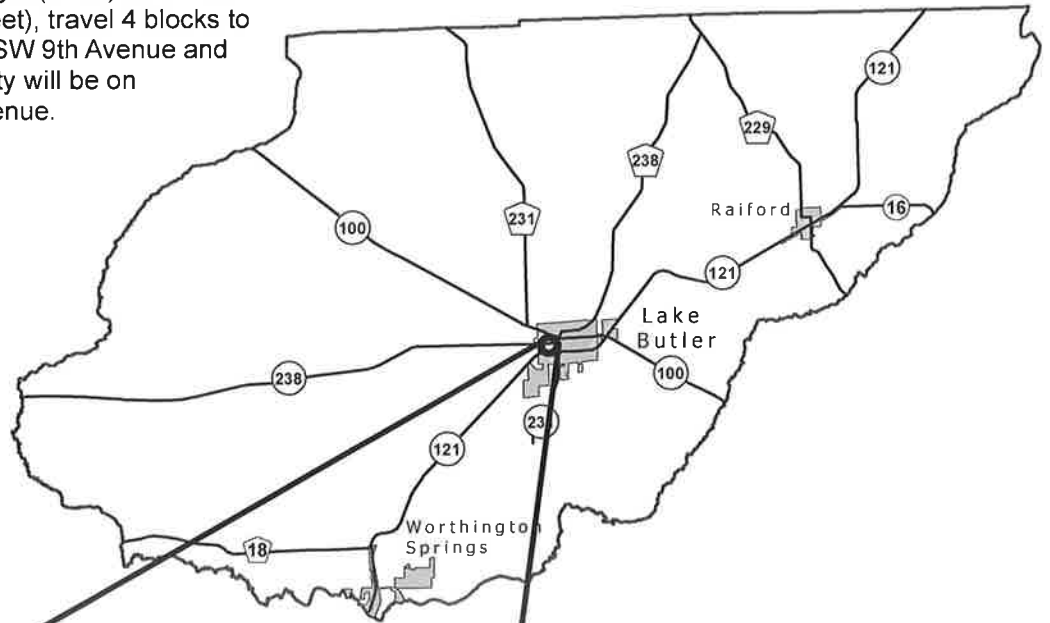
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Union County Transportation Facility

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
October 12, 2021
1:00 p.m.

I. BUSINESS MEETING – CALL TO ORDER

- A. Invocation**
- B. Pledge of Allegiance**
- C. Roll Call**
- D. Approval of the Meeting Agenda** **ACTION REQUIRED**
- E. Approval of the April 13, 2021 Minutes** **Page 7** **ACTION REQUIRED**

II. NEW BUSINESS

- A. Suwannee River Economic Council, Inc. Fiscal Year 2021/22 Service Rates** **Page 11** **ACTION REQUIRED**
The Board needs to approve Suwannee River Economic Council, Inc.'s Fiscal Year 2021/22 Service Rates
- B. Bylaws** **Page 17** **ACTION REQUIRED**
The Board needs to approve the Bylaws
- C. Grievance Procedures** **Page 37** **ACTION REQUIRED**
The Board needs to approve the Grievance Procedures
- D. 2020/21 Annual Performance Evaluation** **Page 55** **ACTION REQUIRED**
The Board needs to approve Suwannee River Economic Council, Inc.'s 2020/21 annual performance evaluation

- | | | | |
|-----------|---|-----------------|---------------------------|
| E. | Elect Vice-Chair | Page 91 | ACTION REQUIRED |
| | <u>The Board needs to elect a Vice-Chair</u> | | |
| F. | Appoint Grievance Committee Members | Page 93 | ACTION REQUIRED |
| | <u>The Chair needs to appoint two Board members to the Grievance Committee</u> | | |
| G. | 2020/21 Annual Operating Report | Page 95 | NO ACTION REQUIRED |
| | <u>The Board needs to review the 2020/21 Union County Annual Operating Report</u> | | |
| H. | Suwannee River Economic Council, Inc. Operations Reports | Page 105 | NO ACTION REQUIRED |

III. OTHER BUSINESS

Comments

IV. FUTURE MEETING DATES

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

**UNION COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ryan Perez Local Elected Official/Chair	
Christina Nalsen Florida Department of Transportation	Lauren Adams Florida Department of Transportation
Vacant Florida Department of Children and Families	Vacant 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
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Selvin Cray Regional Workforce Board	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2023	Vacant Florida Association for Community Action Term ending June 30, 2023
Vacant Public Education	Vacant Public Education
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, 2024	Vacant Citizen Advocate Term ending June 30, 2021
Vacant Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2021
Vacant Persons with Disabilities Term ending June 30, 2024	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**

MEETING MINUTES

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
1:05 p.m.

VOTING MEMBERS PRESENT IN PERSON

Sandra Collins, Vice-Chair, Florida Department of Transportation Representative
Selvin Cray, Regional Workforce Board Representative
Barbara Fischer, Veterans Representative
John “Dan” Man, Medical Community Representative
Libby Murphy, Florida Department of Elder Affairs Representative

VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY

Jeff Aboumrad, Florida Department of Education Representative

VOTING MEMBERS ABSENT

Amanda Bryant, Florida Department of Children and Families Representative
Dewece Ogden, Florida Agency for Health Care Administration Representative
Commissioner Ryan Perez, Chair
Sheryl Dick-Stanford, Florida Agency for Persons with Disabilities Representative

OTHERS PRESENT

Matthew Pearson, Suwannee River Economic Council, Inc.

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Vice-Chair Collins called the meeting to order at 1:05 p.m.

A. Approval of the Meeting Agenda

ACTION: Barbara Fischer moved to approve the meeting agenda. Libby Murphy seconded; motion passed unanimously.

B. Approval of the October 13, 2020 Minutes

ACTION: Libby Murphy moved to approve the October 13, 2020 meeting minutes. Barbara Fischer seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2021/26 Memorandum of Agreement

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Memorandum of Agreement is an agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee River Economic Council, Inc. She said the Memorandum of Agreement designates Suwannee River Economic Council, Inc. the Community Transportation Coordinator for Union County.

ACTION: Libby Murphy moved to approve the 2021/26 Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Suwannee River Economic Council, Inc. Barbara Fischer seconded; motion passed unanimously.

B. 2021/26 Union County Transportation Disadvantaged Service Plan

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that 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. She reviewed the draft plan with the Board.

ACTION: Selvin Cray moved to approve the 2021/26 Union County Transportation Disadvantaged Service Plan. Barbara Fischer seconded; motion passed unanimously.

C. Resolutions of Appreciation

Ms. Godfrey stated that, the Florida Commission for the Transportation Disadvantaged rescinded their December 17, 2020 Emergency Order allowing the local Transportation Disadvantaged Coordinating Boards to meet virtually on January 15, 2021. Therefore, she said the actions taken by the Board at its January 13, 2021 meeting were considered null and void. She said the Board approved giving resolutions of appreciation to the Suwannee River Economic Council, Inc. drivers and transportation staff for continuing to provide essential transportation services during the COVID-19 pandemic. She asked the Board to approve awarding the resolutions of appreciation since the previous action was declared null and void.

ACTION: Barbara Fischer moved to award resolutions of appreciation to Suwannee River Economic Council, Inc. drivers and transportation staff for the outstanding work they are doing during the COVID-19 pandemic. Libby Murphy seconded; motion passed unanimously.

D. Suwannee River Economic Council, Inc. Operations Reports

Mr. Matthew Pearson, Suwannee River Economic Council, Inc. Executive Director, discussed Suwannee River Economic Council's operations reports for the October – December 2020 quarter. He said the number of trips decreased because the mealsite is still closed due to COVID-19. He said the trip numbers are still not up to the pre-pandemic numbers, but, are slowly increasing. He commended the Florida Department of Transportation for providing additional financial assistance to the Community Transportation Coordinators in order to continue providing transportation services.

Sandra Collins stated that she believes public transportation drivers should be considered essential workers during the COVID-19 pandemic. She commended Suwannee River Economic Council, Inc. for the outstanding job they are doing.

III. OTHER BUSINESS

A. Comments

There were no comments.

IV. FUTURE MEETING DATES

Vice-Chair Collins stated that the next meeting of the Board will be held Tuesday, July 13, 2021 at 1:00 p.m. She thanked everyone for attending the meeting.

ADJOURNMENT

The meeting was adjourned at 1:20 p.m.

Coordinating Board Chair

Date



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October 5, 2021

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Fiscal Year 2021/22 Transportation Disadvantaged Program Rate Calculation Model and Service Rates

STAFF RECOMMENDATION

Approve Suwannee River Economic Council, Inc.'s Fiscal Year 2021/22 Transportation Disadvantaged Program Rate Calculation Model and Service Rates.

BACKGROUND

The Transportation Disadvantaged Program Trip and Equipment Grant Agreement must include the service rates charged for Transportation Disadvantaged Program sponsored trips. The Transportation Disadvantaged Program Rate Calculation Model must be completed and submitted to the Florida Commission for the Transportation Disadvantaged to support the proposed service rates. The Transportation Disadvantaged Program Rate Calculation Model is required to be reviewed and approved by the local Transportation Disadvantaged Coordinating Board.

Attached are Suwannee River Economic Council, Inc.'s Fiscal Year 2021/22 Transportation Disadvantaged Program Rate Calculation Model worksheets and proposed service rates. If you have any questions concerning the attached materials, please contact me at extension 110.

Attachment

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Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Suwannee River Economic Council, Inc.
Service Rate Effective Date	7/1/2021

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$1.78
* Wheel Chair	Passenger Mile	\$3.04

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>
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Union County
Transportation Disadvantaged Service Plan

	Prior Year's ACTUALS from July 1st of 2019 to June 30th of 2020	Current Year's APPROVED Budget, as amended from July 1st of 2020 to June 30th of 2021	Upcoming Year's PROPOSED Budget from July 1st of 2021 to June 30th of 2022	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox						Other: SREC match funds
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 12,532	\$ 20,492	\$ 17,585	63.5%	-14.2%	
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 134,299	\$ 184,431	\$ 158,266	37.3%	-14.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 72,546				-100.0%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)	\$ 163,977	\$ 40,000	\$ 119,480	-75.6%	198.7%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid	\$ 37,457	\$ 93,395	\$ 38,675	149.3%	-58.6%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act	\$ 7,296	\$ 3,924	\$ 6,567	-46.2%	67.4%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
Balancing Revenue is Short By =		None	None			
Total Revenues =	\$428,107	\$342,242	\$340,573	-20.1%	-0.5%	

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

Operating Expenditures					
Labor	\$ 91,526	\$ 111,752	\$ 112,179	22.1%	0.4%
Fringe Benefits	\$ 61,831	\$ 73,163	\$ 75,217	18.3%	2.8%
Services	\$ 8,873	\$ 12,767	\$ 12,478	43.9%	-2.3%
Materials and Supplies	\$ 67,385	\$ 79,302	\$ 79,421	17.7%	0.2%
Utilities	\$ 12,382	\$ 16,503	\$ 13,319	33.3%	-19.3%
Casualty and Liability	\$ 29,006	\$ 26,138	\$ 29,215	-9.9%	11.8%
Taxes	\$ 317	\$ 407	\$ 395	28.4%	-2.9%
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services					
Other					
Miscellaneous	\$ 936	\$ 1,514	\$ 664	61.8%	-56.1%
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund	\$ 12,482	\$ 204	\$ 100	-98.4%	-51.0%
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect		\$ 20,492	\$ 17,585		-14.2%
Capital Expenditures					
Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue	\$ 72,643			-100.0%	
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
ACTUAL YEAR GAIN					
	\$70,726				
Total Expenditures =	\$357,381	\$342,242	\$340,573	-4.2%	-0.5%

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 115,000

Rate Per Passenger Mile = \$ 1.92

Total Projected Passenger Trips = 3,300

Rate Per Passenger Trip = \$ 67.00

Fiscal Year

2021 - 2022

Avg. Passenger Trip Length 34.8 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.96

Rate Per Passenger Trip = \$ 103.20

RATES FOR FY: 2021 - 2022

	Ambul	Chair	Stretcher	Leave Blank	Leave
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	115,000	114,600	400		
Rate per Passenger Mile =	\$1.92	\$3.29	\$0.00		



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October 5, 2021

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

RECOMMENDATION

Approve the Board’s Bylaws.

BACKGROUND

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

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

Attachment

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

Bylaws

October 12, 2021

Union County Transportation Disadvantaged Coordinating Board



Union County Transportation Disadvantaged Coordinating Board

Bylaws

Approved by the

Union County
Transportation Disadvantaged Coordinating Board

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

Ryan Perez, Chair

with Assistance from



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

October 12, 2021

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Chapter I: Union County Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

D. Name and Purpose

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

E. Membership

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

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

- (s) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board.

It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.

- (2) **Alternate Members.** The North Central Florida Regional Planning Council may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings.

F. Officers

- (1) **Chair.** The North Central Florida Regional Planning Council shall appoint an official Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). For a multi-county Board, the Chair shall be from one of the counties in the designated service area. The Chair shall serve until their elected term of office has expired or otherwise replaced by the North Central Florida Regional Planning Council. The Chair shall preside at all meetings.
- (2) **Vice-Chair.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chair (41-2.012(2) Florida Administrative Code). The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the first meeting after their election. For a multi-county Board, an elected official not serving as the Chair shall serve as Vice-Chair. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chair may serve more than one term.

G. Meetings

- (1) Regular Meetings. The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. Business meetings of the Board may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order.
- (2) Emergency Meetings. The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by 1/3 of the Board's voting membership.

North Central Florida Regional Planning Council staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

- (3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (4) Public Workshop. The Board shall hold a public workshop annually. Public workshops may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair.
- (5) Notice of Regular and Special Meetings. All meetings, public workshops, committee meetings, etc. shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting. Meeting notices shall include the date, time and location, general nature/subject of the meeting a contact person and phone number to call for additional information and to request accessible meeting material formats.

Notices and tentative agendas shall be provided to the Florida Commission for the Transportation Disadvantaged, Board members and other interested parties at least two weeks prior to each Board 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.

- (6) Quorum. At all meetings of the Board, the presence in person of at least two voting members or their alternates in addition to voting or alternate member presence via communications media technology sufficient to make up 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:
 - a) Cancel and reschedule the meeting; or

- b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

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

- (7) Voting. At all meetings of the Board at which a quorum is present **in person and via communications media technology**, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.
- (8) Voting Conflicts. In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."
- (9) Proxy Voting. Proxy voting is not permitted.
- (10) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (11) Attendance. The North Central Florida Regional Planning Council shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings **in person and/or via communications media technology**. The North Central Florida Regional Planning Council shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meeting **in person and/or via communications media technology** s . The North Central Florida Regional Planning Council must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.
- (12) Public Comment. 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 Board following the making of a motion that has been properly seconded concerning a proposition before the Board. Such comments shall be directed to the Chair.

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

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

H. Administration

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

I. Duties

- (1) **Board Duties.** The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
 - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.
 - (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.
 - (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.

- (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.
- (e) Review coordination strategies for service provision to the transportation disadvantaged in the service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
- (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- (g) Assist the Community Transportation Coordinator in establishing eligibility guidelines and trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
- (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
- (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.
- (j) Annually hold a public workshop for the purpose of receiving input regarding unmet transportation needs or any other areas that relate to the local transportation services provided under Florida's Transportation Disadvantaged Program in Union County.
- (k) Annually review the Annual Operations Report.

J. Committees

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

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

K. Amendments

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

L. Certification

The undersigned hereby certifies that he/she is the Chair of the Union County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Union County Transportation Disadvantaged Coordinating Board the 12th day of October 2021.

Ryan Perez, Chair
Union County Transportation Disadvantaged Coordinating Board

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Union County Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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October 5, 2021

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

RECOMMENDATION

Approve the Board’s Grievance Procedures.

BACKGROUND

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

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

Attachment

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Grievance Procedures

October 12, 2021

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

Ryan Perez, Chair

with Assistance from



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

October 12, 2021

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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.

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

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

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

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

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

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

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

D. Purpose

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

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

E. Membership

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

F. Officers

- (1) 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.

- (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 recues 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.

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.

- (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.

- (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.

- (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 12th day of October 2021.

Ryan Perez, Chair
Union County Transportation Disadvantaged Coordinating Board

Union County Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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October 5, 2021

TO: Union County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2020/21 Annual Performance Evaluation

RECOMMENDATION

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

BACKGROUND

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

Attachment

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COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Suwannee River Economic Council, Inc.

County: Union

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

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

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

2020/21 Community Transportation Coordinator Annual Performance Evaluation

Approved by the
Union County
Transportation Disadvantaged Coordinating Board

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

Ryan Perez, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
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October 12, 2021

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I. FINDINGS AND RECOMMENDATIONS

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

II. ENTRANCE INTERVIEW

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

Number of Calls	Resolved Cases	Unresolved Cases
0	0	0

III. GENERAL INFORMATION

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

7/01/21

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

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

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

Yes (attached)

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

Yes

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

Yes

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

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

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

Yes

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

Yes (attached)

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

Yes

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

Yes

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

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

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

Yes

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

Yes

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

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

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

Yes

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

No

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

Suwannee River Economic Council, Inc. has previously been awarded Mobility Enhancement Grant funds.

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

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

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

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

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

No

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

Florida Agency for Health Care Administration and CareerSource Florida.

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

No marketing system in place.

Complaint Process

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

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

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

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

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

SREC Transportation Complaint Form

Client Name: _____

Date: _____

Description of Incident:

Complaint Resolution:

Staff Signature: _____

Director of Transportation Signature: _____

Florida State Map
67 Counties



**Union County
Programs and Services**

For information on:

Aging Programs

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

Emergency Assistance/Self Sufficiency

- Care To Share
- Community Services Block Grant (CSBG)
- Emergency Food & Shelter Program
- Low Income Home Energy Assistance Program
- Project Share
- Salvation Army

Housing

- Weatherization

Home Ownership

- State Housing Initiative Partnership (SHIP)

Contact
Union Service / Senior Center
665 SE 4th Street
Lake Butler, Florida 32054
(386) 496-2342
(800) 955-8771 TDD
(800) 955-87710 Voice

Suwannee River Economic Council, Inc.

Established
1966



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

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

Affirmative Action,
Fair Housing Agency

SREC's Vision

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

Suwannee River Economic Council's mission is to embrace a

**Union County – Programs, Services, Eligibility
Emergency Assistance/Self Sufficiency**

Care To Share

- Assist with utilities.

Eligibility: Florida Power & Light customers only. Must reside in FPL service area; household income no more than 125% of poverty guidelines and documented emergency.

Community Services Block Grant (CSBG)

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

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

Emergency Food & Shelter Program (EFSP)

- Emergency assistance for food and housing.

Eligibility: Household income no more than 125% of the federally established income guidelines and certain asset limitations.

Low Income Home Energy Assistance Program

- Assistance with utility bills and utility crisis resolution.

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

Project Share

- Assist with utilities.

Eligibility: Clay Electric Coop. customers only. Must reside in CEC service area. Household income no more than 125% of poverty guidelines and documented emergency.

Salvation Army

- Assist with utilities, rent/ mortgage, food, medication and temporary housing.

Eligibility: Household income no more than 125% of poverty guidelines and documented emergency.

**Union County – Programs, Services, Eligibility
Aging Programs**

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

- Congregate Meals, Health Support, Homemaker, Home Delivered Meals, Nutrition Education, Outreach, Respite, Screening, Specialized Medical Equipment, Services and Supplies, Telephone Reassurance, and Transportation

Eligibility: 60+ years of age – C1 Program
60+ years of age – C2 Program - Home Bound
60+ years of age - III-B Program - Frail
60+ years of age – III-E Program - Frail, Live-in Caregiver

**Union County – Programs, Services, Eligibility
Housing Programs**

State Housing Initiatives Partnership Program (SHIP)

- Emergency repairs, rehabilitation, down payment and closing cost assistance for Homeownership

Eligibility: Income guidelines and lending qualifications.

Weatherization Programs

- Minor home repairs to reduce infiltration of air and energy consumption.

Eligibility: Income guidelines; 200% of U.S. poverty guidelines based on family size; owner, renter, site built or mobile home eligible.



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

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

**Union County
Programs and Services**

For information on:

Transportation

- Transportation Disadvantage Trust Fund
- Medicaid
- Title III-B

**Union County – Programs, Services, Eligibility
Transportation Programs**

Transportation

- Public Transportation
Transport elderly and disadvantaged to the doctor, medical facilities, meal sites, and shopping.

Eligibility: Income guidelines, Medicaid, disabled.

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

Any complaints not resolved can be forwarded to the Director of

Transportation at (386) 362-4115, ext. 241.

For Program information or complaints/commendations call TD Helpline at (800) 983-2435.

- Medicaid Broker Service
Transport Medicaid eligible clients to the doctor, medical facilities, meals sites and shopping.

Eligibility: Income guidelines, Medicaid Eligible

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

Contact

Union Transportation Center
255 SW 9th Avenue
Lake Butler, Florida 32054
(386) 496-0624
(800) 955-8771 TDD
(800) 955-8771 Voice



SUWANNEE RIVER ECONOMIC COUNCIL INC.



- HOME
- ADMIN FORMS
- BOARD OF DIRECTORS
- PROGRAMS
- SERVICE AREAS
- LOCATIONS
- MEAL SITES

TRANSPORTATION

Transportation Services are in the following counties only:

Bradford, Dixie, Gilchrist, Lafayette and Union County

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

Services: Public Transportation

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

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

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

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

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

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

SERVICE AREAS

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

Search

**TRANSPORTATION DISADVANTAGED PROGRAM
ELIGIBILITY CERTIFICATION APPLICATION**

Last Name _____ First Name _____

Middle Initial _____

Street Address _____ City _____

State _____ **Mail address:** _____

Zip Code _____ County _____

Date of Birth ____/____/____ Social Security # _____ Male ____ Female ____

Telephone Number (____) _____ - _____

Emergency Contact Name _____

Relationship _____

Telephone Number (____) _____ - _____

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

2. Does your household have an operational vehicle(s)?
 Yes (a) Are you or another household member able to operate the vehicle(s)? Yes No
 (b) Can you afford to operate the vehicle(s)? Yes No
 No

3. Are you enrolled in any assistance programs:
 Managed Medical Care Program (Medicaid)
 Aging Program
 Other _____

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



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

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

- Yes
- No

6. Is your disability permanent?

- Yes
- No

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

- | | | |
|---|--|---|
| <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 : _____



Procedures for processing TD applications

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

I have read and understand the above procedures.

_____ Date _____

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

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

Not applicable, no subcontracted operators.

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

Not applicable, no subcontracted operators.

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

Not applicable, no subcontracted operators.

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

Not applicable, no subcontracted operators.

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

a) **Annual Operating Report:** Yes

b) **Memorandum of Agreement:** Yes

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

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

e) **Other grant applications:** Yes

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

Not applicable, no subcontracted operators.

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

Not applicable, no subcontracted operators.

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

Not applicable, no coordination contractors.

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

Not applicable, no coordination contractors.

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

No

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Hours of Service:**

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

2. **Call Intake Hours:**

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

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

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

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

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

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

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

14

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

No agreement with the local Regional Workforce Board.

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

No

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

Yes

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

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

Prescheduled Medical Appointments

- Dialysis appointments
- Cancer Care appointments
- Urgent Care appointments

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

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

Other Medical Appointments

- Dental appointments
- Pharmacy

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

Nutritional (within Union County)

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

Social Service Agency (within Union County)

- Public agency support services
- Senior programs

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

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

V. COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

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

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

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

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

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

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

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

\$200,000/\$300,000

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

Not applicable, no subcontracted operators/coordination contractors.

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

No

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

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

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

Not applicable, no subcontracted operators.

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

Yes

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

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



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 2019

Certification Year: (Previous): 2018

**Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.
1171 Nobles Ferry Rd.
POB 70
Live Oak FL 32064**

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

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

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

Name: Matt Pearson Title: Executive Director

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

Name: See Attached

Address: See Attached

Name of Qualified Mechanic who Performed Annual Inspections: See Attached

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

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

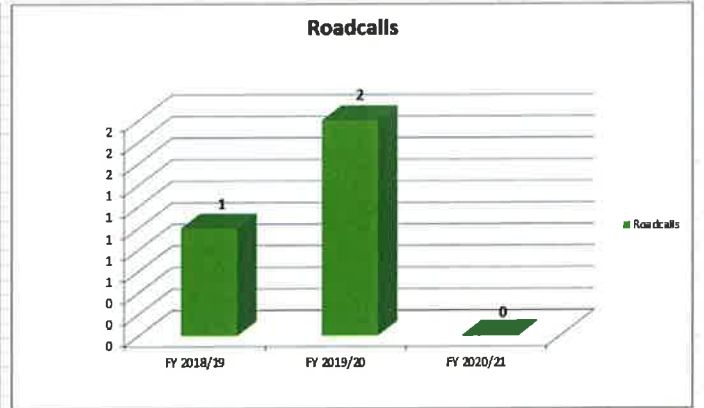
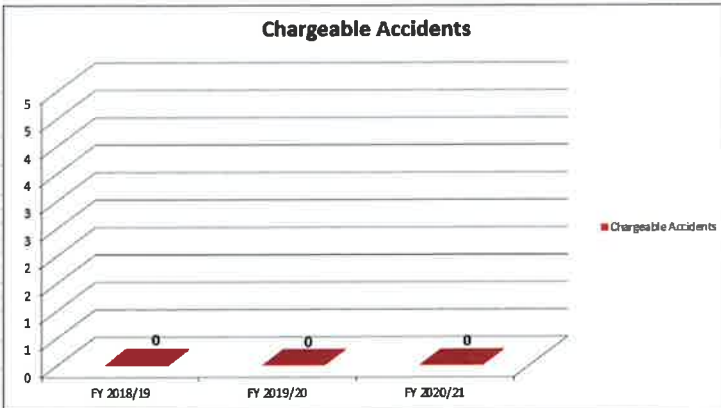
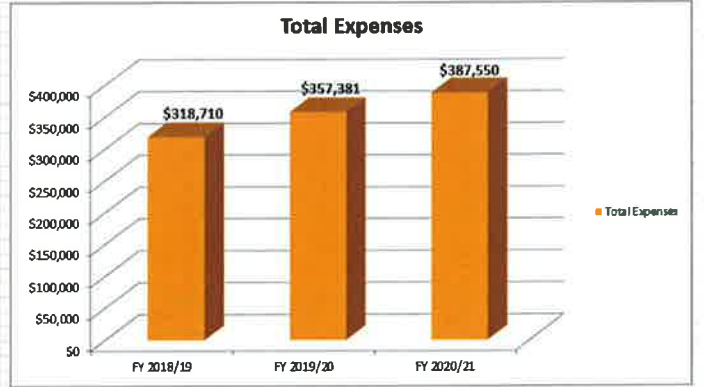
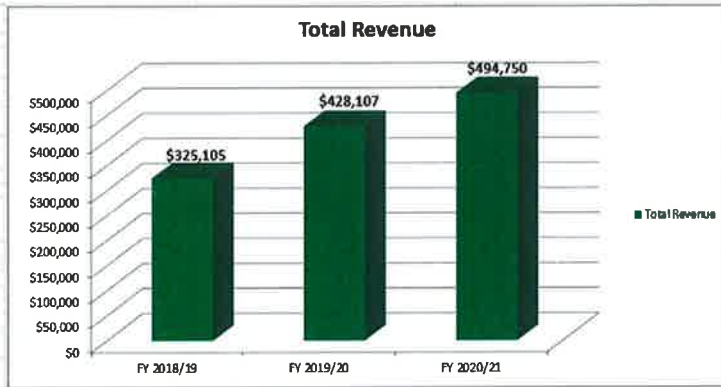
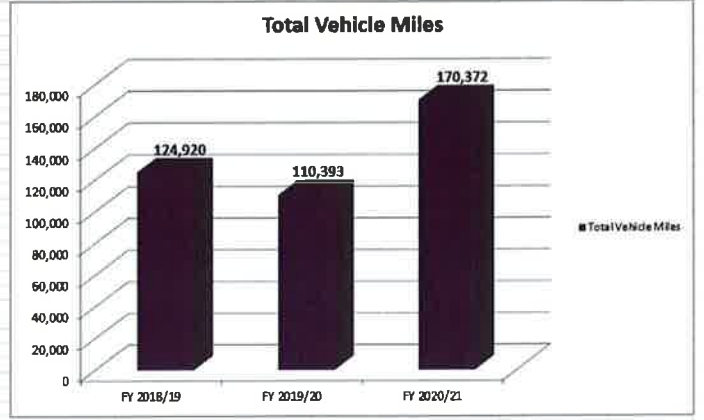
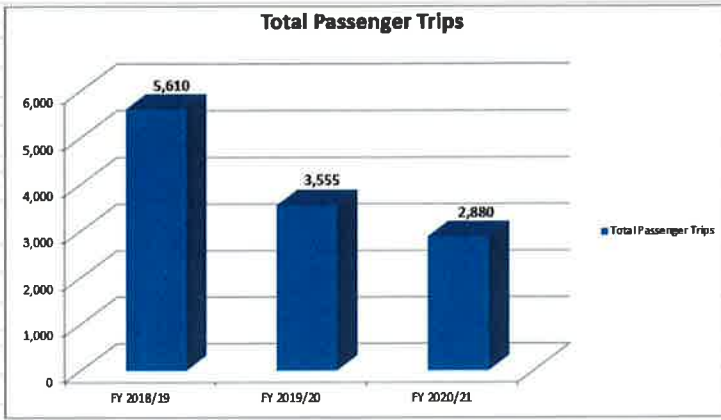
Out-of-Service Area trips	Suwannee River Economic Council, Inc. may require medical provider verification for any out of county transportation.
CPR/1st Aid	Suwannee River Economic Council, Inc. does not require drivers to be trained in CPR. Suwannee River Economic Council, Inc. requires that all vehicles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

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

**PERFORMANCE TRENDS
UNION COUNTY**

MEASURE	FY 2018/19	FY 2019/20	FY 2020/21	Percent of Change FY 2019/20 - 2020/21
Total Passenger Trips	5,610	3,555	2,880	-23%
Total Vehicle Miles	124,920	110,393	170,372	35%
Miles Per Trip	22	31	59	48%
Total Revenue	\$325,105	\$428,107	\$494,750	13%
Total Expenses	\$318,710	\$357,381	\$387,550	8%
Cost/Passenger Trip	\$56.81	\$100.53	\$134.57	25%
Cost/Vehicle Mile	\$2.55	\$3.24	\$2.27	-42%
Total Vehicles	6	6	7	14%
Chargeable Accidents	0	0	0	#DIV/0!
Chargeable Accidents/100,000 Miles	0	0	0	#DIV/0!
Average Miles Between Roadcalls	124,920	55,197	#DIV/0!	#DIV/0!
Roadcalls	1	2	0	#DIV/0!
Passenger No Shows	605	305	81	-277%
Number of Unmet Trip Requests	4	10	0	#DIV/0!

Source: Annual Operations Reports



VI ON-SITE OBSERVATION OF THE SYSTEM

- 1. **Date of Observation:**
An on-site observation was not conducted due to COVID-19 safety concerns. _____

- 2. **Location:**

- 3. **Number of Passengers picked up/dropped off:**
Ambulatory: _____
Non-Ambulatory: _____

- 4. **Was the driver on time?**

- 5. **Did the driver provide passenger assistance?**

- 6. **Was the driver wearing identification?**

- 7. **Did the driver ensure the passengers were properly secured?**

- 8. **Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?**

- 9. **Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commendations?**

- 10. **Did the vehicle have working heat and air conditioning?**

- 11. **Did the vehicle have two-way communications in good working order?**

- 12. **If used, was the lift in good working order?**

- 13. **Was there safe and appropriate seating for all passengers?**

- 14. **Did the driver properly use the lift and secure the passenger?**



VII PASSENGER SURVEYS

How often do your ride?

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

Have you been denied transportation services?

Yes 0

No 4

What is your trip purpose?

Medical	Education/Training	Employment	Other
4	0	0	0

Do you have concerns with your service?

Yes 0

No 4

What types of concerns do you have?

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

VII PURCHASING AGENCY SURVEYS

PURCHASING AGENCY SURVEY

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

- 1) Does your agency purchase transportation services from Suwannee River Economic Council, Inc.?
 Yes
 No

- 2) What is the primary purpose for purchasing transportation service for your clients?
 Medical
 Employment
 Education/Training/Day Care
 Nutritional
 Life Sustaining/Other

- 3) On average, how often do your clients use Suwannee River Economic Council, Inc.'s transportation services?
 7 Days/Week
 1-2 Times/Week
 3-5 Times/Week
 1-3 Times/Month
 Less than 1 Time/Month

- 4) Have you had any problems with Suwannee River Economic Council, Inc.'s service?
 Yes
 No If no, skip to question 6

- 5) If you have had problems with Suwannee River Economic Council, Inc.'s service, please identify the types of problems:
 Advance notice requirement
 Cost
 Service area limits
 Pick up times not convenient
 Vehicle condition
 Lack of passenger assistance
 Accessibility concerns
 Complaints about drivers
 Complaints about timeliness
 Length of wait for reservations
 Other _____

- 6) Overall, are you satisfied with the transportation services provided by Suwannee River Economic Council, Inc.?
 Yes
 No If no, why? _____

VIII COST



CTC Expense Sources

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 106,837	\$ 0	\$ 106,837	\$ 91,526	\$ 0	\$ 91,526
Fringe Benefits	\$ 67,769	\$ 0	\$ 67,769	\$ 61,831	\$ 0	\$ 61,831
Services	\$ 10,628	\$ 0	\$ 10,628	\$ 8,873	\$ 0	\$ 8,873
Materials & Supplies Consumed	\$ 74,782	\$ 0	\$ 74,782	\$ 67,385	\$ 0	\$ 67,385
Utilities	\$ 12,222	\$ 0	\$ 12,222	\$ 12,382	\$ 0	\$ 12,382
Casualty & Liability	\$ 28,806	\$ 0	\$ 28,806	\$ 29,006	\$ 0	\$ 29,006
Taxes	\$ 412	\$ 0	\$ 412	\$ 317	\$ 0	\$ 317
Miscellaneous	\$ 610	\$ 0	\$ 610	\$ 936	\$ 0	\$ 936
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 75,849	\$ 0	\$ 75,849	\$ 72,643	\$ 0	\$ 72,643
Contributed Services	\$ 9,635	\$ 0	\$ 9,635	\$ 12,482	\$ 0	\$ 12,482
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 387,550	\$ 0	\$ 387,550	\$ 357,381	\$ 0	\$ 357,381

IX LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

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

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

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

Yes

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

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

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

X LEVEL OF COORDINATION

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

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

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

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

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

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

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

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

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

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

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

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

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

Not applicable, no subcontracted operators.



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October 5, 2021

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

RECOMMENDATION

Elect a Vice-Chair.

BACKGROUND

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

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

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October 5, 2021

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee Members

RECOMMENDATION

The Chair needs to appoint three (3) Board members to the Grievance Committee.

BACKGROUND

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

- Jeff Aboumrad, Florida Department of Education Representative
- Barbara Fischer, Veterans Representative

Currently, there are three (3) vacancies on the Grievance Committee. Therefore, the Chair needs to appoint three (3) Board members to this Committee.

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

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October 5, 2021

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

RECOMMENDATION

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

BACKGROUND

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

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

Attachment

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CTC Organization

County: Union

CTC Status: Submitted

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

CTD Status: Under Review

Date Initiated: 8/18/2021

CTC Organization Name: Suwannee River Economic Council, Inc.

Address: PO Box 70

City: Live Oak

State: FL

Zip Code: 32064

Organization Type: Private Non Profit

Network Type: Partial Brokerage

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Karen Cossey

CTC Contact: Matt Pearson

CTC Contact Title: Executive Director

CTC Contact Email: mpearson@suwanneec.net

Phone: (386) 362-4115

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

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

LCB Chairperson (signature): _____



CTC Trips

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	1,767	0	1,767	2,833	0	2,833
Non-Ambulatory	1,113	0	1,113	722	0	722
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	2,880	0	2,880	3,555	0	3,555
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	1,557	0	1,557	1,169	0	1,169
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	1,163	N/A	1,163	1,766	N/A	1,766
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	608	0	608
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	160	0	160	12	0	12
Local Government	0	0	0	0	0	0
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	2,880	0	2,880	3,555	0	3,555



CTC Trips (cont'd)

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	0	0	0	608	0	608
Children At Risk	36	0	36	55	0	55
Persons With Disabilities	1,113	0	1,113	722	0	722
Low Income	1,731	0	1,731	2,170	0	2,170
Other	0	0	0	0	0	0
Total - Passenger Type	2,880	0	2,880	3,555	0	3,555
Trip Purpose - One Way						
Medical	2,850	0	2,850	2,576	0	2,576
Employment	0	0	0	12	0	12
Education/Training/Daycare	0	0	0	0	0	0
Nutritional	0	0	0	910	0	910
Life-Sustaining/Other	30	0	30	57	0	57
Total - Trip Purpose	2,880	0	2,880	3,555	0	3,555
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	175	0	175	327	0	327
Total - UDPHC	175	0	175	327	0	327
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	10	N/A	10
No Shows	81	N/A	81	305	N/A	305
Customer Feedback						
Complaints	0	N/A	0	1	N/A	1
Commendations	0	N/A	0	0	N/A	0



CTC Vehicles & Drivers

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	170,372	0	170,372	110,393	0	110,393
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	170,372	0	170,372	110,393	0	110,393
Roadcalls & Accidents						
Roadcalls	0	0	0	2	0	2
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	7	0	7	6	0	6
Number of Wheelchair Accessible Vehicles	6	0	6	4	0	4
Drivers						
Number of Full Time & Part Time Drivers	6	0	6	6	0	6
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 64,917	\$ 0	\$ 64,917	\$ 37,457	\$ 0	\$ 37,457
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 7,296	\$ 0	\$ 7,296
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 86,714	N/A	\$ 86,714	\$ 134,299	N/A	\$ 134,299
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 72,546	N/A	\$ 72,546
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 256,722	\$ 0	\$ 256,722	\$ 163,977	\$ 0	\$ 163,977
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 75,738	\$ 0	\$ 75,738	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 10,659	\$ 0	\$ 10,659	\$ 12,532	\$ 0	\$ 12,532
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 494,750	\$ 0	\$ 494,750	\$ 428,107	\$ 0	\$ 428,107



CTC Expense Sources

County: Union

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

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

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 106,837	\$ 0	\$ 106,837	\$ 91,526	\$ 0	\$ 91,526
Fringe Benefits	\$ 67,769	\$ 0	\$ 67,769	\$ 61,831	\$ 0	\$ 61,831
Services	\$ 10,628	\$ 0	\$ 10,628	\$ 8,873	\$ 0	\$ 8,873
Materials & Supplies Consumed	\$ 74,782	\$ 0	\$ 74,782	\$ 67,385	\$ 0	\$ 67,385
Utilities	\$ 12,222	\$ 0	\$ 12,222	\$ 12,382	\$ 0	\$ 12,382
Casualty & Liability	\$ 28,806	\$ 0	\$ 28,806	\$ 29,006	\$ 0	\$ 29,006
Taxes	\$ 412	\$ 0	\$ 412	\$ 317	\$ 0	\$ 317
Miscellaneous	\$ 610	\$ 0	\$ 610	\$ 936	\$ 0	\$ 936
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 75,849	\$ 0	\$ 75,849	\$ 72,643	\$ 0	\$ 72,643
Contributed Services	\$ 9,635	\$ 0	\$ 9,635	\$ 12,482	\$ 0	\$ 12,482
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 387,550	\$ 0	\$ 387,550	\$ 357,381	\$ 0	\$ 357,381

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

Demographics	Number
Total County Population	0
Unduplicated Head Count	175



Trips By Type of Service	2019	2020	2021	Vehicle Data	2019	2020	2021
Fixed Route (FR)	0	0	0	Vehicle Miles	124,920	110,393	170,372
Deviated FR	0	0	0	Roadcalls	1	2	0
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	5,610	3,555	2,880	Vehicles	6	6	7
TNC	0	0	0	Drivers	4	6	6
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	5,610	3,555	2,880				

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	3,955	2,576	2,850
Employment	16	12	0
Ed/Train/DayCare	6	0	0
Nutritional	1,366	910	0
Life-Sustaining/Other	267	57	30
TOTAL TRIPS	5,610	3,555	2,880

Financial and General Data	2019	2020	2021
Expenses	\$318,710	\$357,381	\$387,550
Revenues	\$325,105	\$428,107	\$494,750
Commendations	0	0	0
Complaints	0	1	0
Passenger No-Shows	605	305	81
Unmet Trip Requests	4	10	0

Passenger Trips By Revenue Source	2019	2020	2021
CTD	3,850	1,766	1,163
AHCA	1,760	1,169	1,557
APD	0	0	0
DOEA	0	608	0
DOE	0	0	0
Other	0	12	160
TOTAL TRIPS	5,610	3,555	2,880

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	124,920	55,196	0
Avg. Trips per Passenger	23.87	10.87	16.46
Cost per Trip	\$56.81	\$100.53	\$134.57
Cost per Paratransit Trip	\$56.81	\$100.53	\$134.57
Cost per Total Mile	\$2.55	\$3.24	\$2.27
Cost per Paratransit Mile	\$2.55	\$3.24	\$2.27

Trips by Provider Type	2019	2020	2021
CTC	5,610	3,555	2,880
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	5,610	3,555	2,880



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October 5, 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. April - June 2021 Operations Report;
2. 2021/22 Trip & Equipment Grant Report;
3. April - June 2021 Complaint/Commendation Report; and
4. April - June 2021 Trip Denial Report.

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

Attachments

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**QUARTERLY OPERATING REPORT
UNION COUNTY
APRIL - JUNE 2021**

OPERATING DATA	Suwannee River Economic Council, Inc.
NUMBER OF INVOICED TRIPS	819
Trip & Equipment Grant (Transportation Disadvantaged Program)	381
Florida Managed Medical Care Program (Medicaid)	393
Florida Department of Elder Affairs	0
Innovation and Service Development Grant (Transportation Disadvantaged Program)	0
Community Trips	45
TOTAL VEHICLE MILES	23,240
TOTAL DOLLARS INVOICED	\$49,096.92
Trip & Equipment Grant (Transportation Disadvantaged Program)	\$31,223.97
Florida Managed Medical Care Program (Medicaid)	\$17,872.95
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	\$59.95
Trip & Equipment Grant (Transportation Disadvantaged Program)	\$81.95
Florida Managed Medical Care Program (Medicaid)	\$45.48
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	\$2.11
TRIP PURPOSE*	
Medical	809
Employment	0
Education/Training	0
Shopping	10
Meal Site	0
Recreation	0
Other	0
CHARGEABLE ACCIDENTS	0
NUMBER OF VEHICLES	8
NUMBER OF ROADCALLS	0

Source: Suwannee River Economic Council, Inc.

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

OPERATING DATA	Suwannee River Economic Council, Inc.
NUMBER OF INVOICED TRIPS	471
Trip & Equipment Grant (Transportation Disadvantaged Program)	193
Florida Managed Medical Care Program (Medicaid)	266
Florida Department of Elder Affairs	0
Innovation and Service Development Grant (Transportation Disadvantaged Program)	0
Community Trips	12
TOTAL VEHICLE MILES	19,624
TOTAL DOLLARS INVOICED	\$26,953.47
Trip & Equipment Grant (Transportation Disadvantaged Program)	\$15,070.32
Florida Managed Medical Care Program (Medicaid)	\$11,883.15
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	\$57.23
Trip & Equipment Grant (Transportation Disadvantaged Program)	\$78.08
Florida Managed Medical Care Program (Medicaid)	\$44.67
Florida Department of Elder Affairs	#DIV/0!
Innovation and Service Development Grant (Transportation Disadvantaged Program)	#DIV/0!
Community Trips	#DIV/0!
AVERAGE COST PER MILE	\$1.37
TRIP PURPOSE*	
Medical	457
Employment	0
Education/Training	0
Shopping	2
Meal Site	0
Recreation	0
Other	12
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	9
NUMBER OF ROADCALLS	1

Source: Suwannee River Economic Council, Inc.

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

MONTH/YEAR	FUNDING ALLOCATION	TOTAL DOLLARS SPENT	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-21	\$175,851.00	\$11,680.61	\$164,170.39	159	\$73.46
Aug-21	-		\$164,170.39		#DIV/0!
Sep-21	-		\$164,170.39		#DIV/0!
Oct-21	-		\$164,170.39		#DIV/0!
Nov-21	-		\$164,170.39		#DIV/0!
Dec-21	-		\$164,170.39		#DIV/0!
Jan-22	-		\$164,170.39		#DIV/0!
Feb-22	-		\$164,170.39		#DIV/0!
Mar-22	-		\$164,170.39		#DIV/0!
Apr-22	-		\$164,170.39		#DIV/0!
May-22	-		\$164,170.39		#DIV/0!
Jun-22	-		\$164,170.39		#DIV/0!
TOTAL	-	\$11,680.61	-	159	\$73.46

Source: Suwannee River Economic Council, Inc.

Total Contract Amount: \$175,851.00

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

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
APRIL - JUNE 2021**

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	10/13/2020	01/12/2021	04/13/2021	07/13/2021
Chair	Commissioner Ryan Perez			A	P
Florida Department of Transportation Alternate Member	Christina Nalsen Lauren Adams	A	A	A	P
Florida Department of Children and Families Alternate Member	Amanda Bryant (Vacant)	A	A	A	A
Florida Agency for Health Care Administration Alternate Member	Reeda Harris Pamela Hagley				
Florida Department of Education Alternate Member	Jeffrey Aboumrad (Vacant)	P	P	P	P
Florida Department of Elder Affairs Alternate Member	Libby Murphy (Vacant)	P	P	P	A
Florida Agency for Persons with Disabilities Alternate Member	Sheryl Dick-Stanford Sylvia Bamburg	P	p A	A A	P A
Public Education Alternate Member	(Vacant) (Vacant)				
Citizen Advocate Alternate Member	(Vacant) (Vacant)				
Citizen Advcoate-User Alternate Member	(Vacant) (Vacant)				
Elderly Alternate Member	(Vacant) (Vacant)				
Veterans Alternate Member	Barbara Fischer (Vacant)	A	P	P	A
Persons with Disabilities Alternate Member	(Vacant) (Vacant)				
Florida Association for Community Action Alternate Member	(Vacant) (Vacant)				
Children at Risk Alternate Member	(Vacant) (Vacant)				
Regional Workforce Board Alternate Member	Selvin Cray (Vacant)	P	P	P	A
Local Medical Community Alternate Member	John "Dan" Mann (Vacant)	P	A	P	P

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

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

