

Bradford County Transportation Disadvantaged Service Plan

July 1, 2023 - June 30, 2028


Bradford County Transportation Disadvantaged
Coordinating Board



2023/28 Bradford County Transportation Disadvantaged Service Plan

Approved by the
Bradford County
Transportation Disadvantaged Coordinating Board

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Danny Riddick, Chair

with Assistance from



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and



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April 11, 2023

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Chapter I: Development Plan

A. Introduction to The Service Area

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

1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

a. Florida Commission for the Transportation Disadvantaged

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

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

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

b. Designated Official Planning Agency

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

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

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

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

c. Local Coordinating Boards

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

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

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

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

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

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

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

d. Community Transportation Coordinator

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

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

- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.

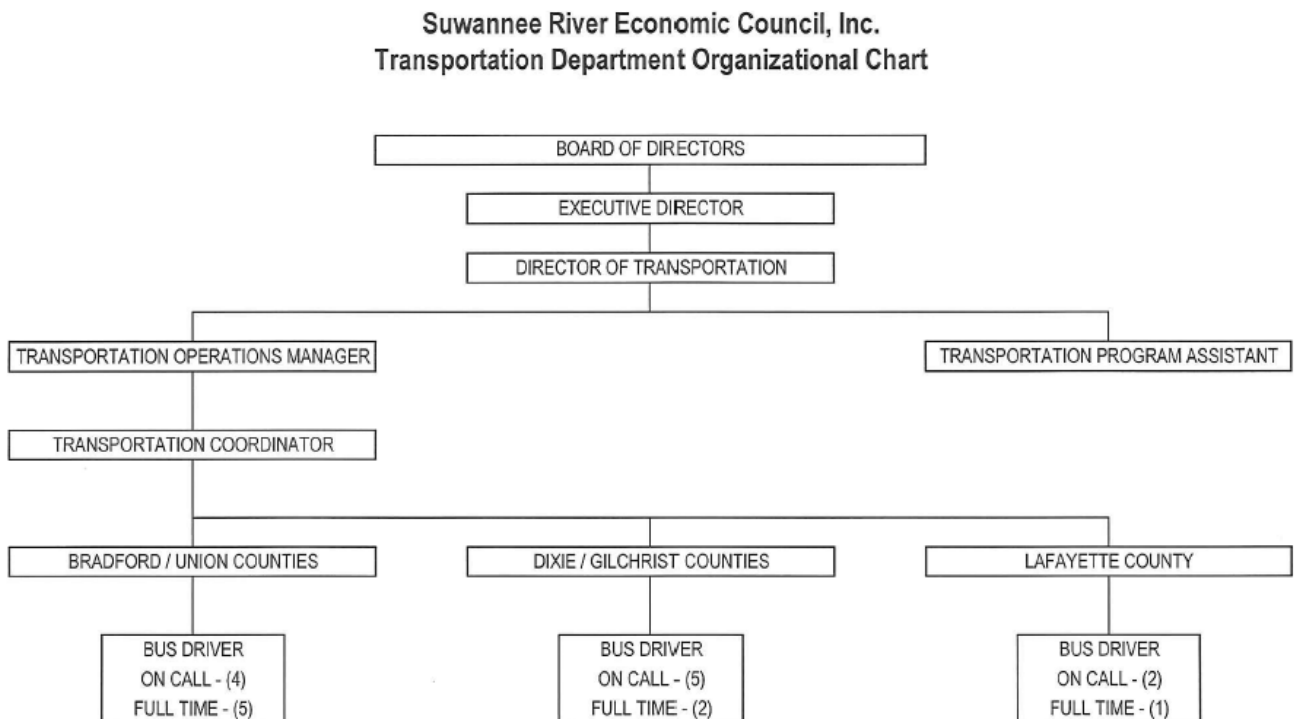
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

2. Designation Date/History

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

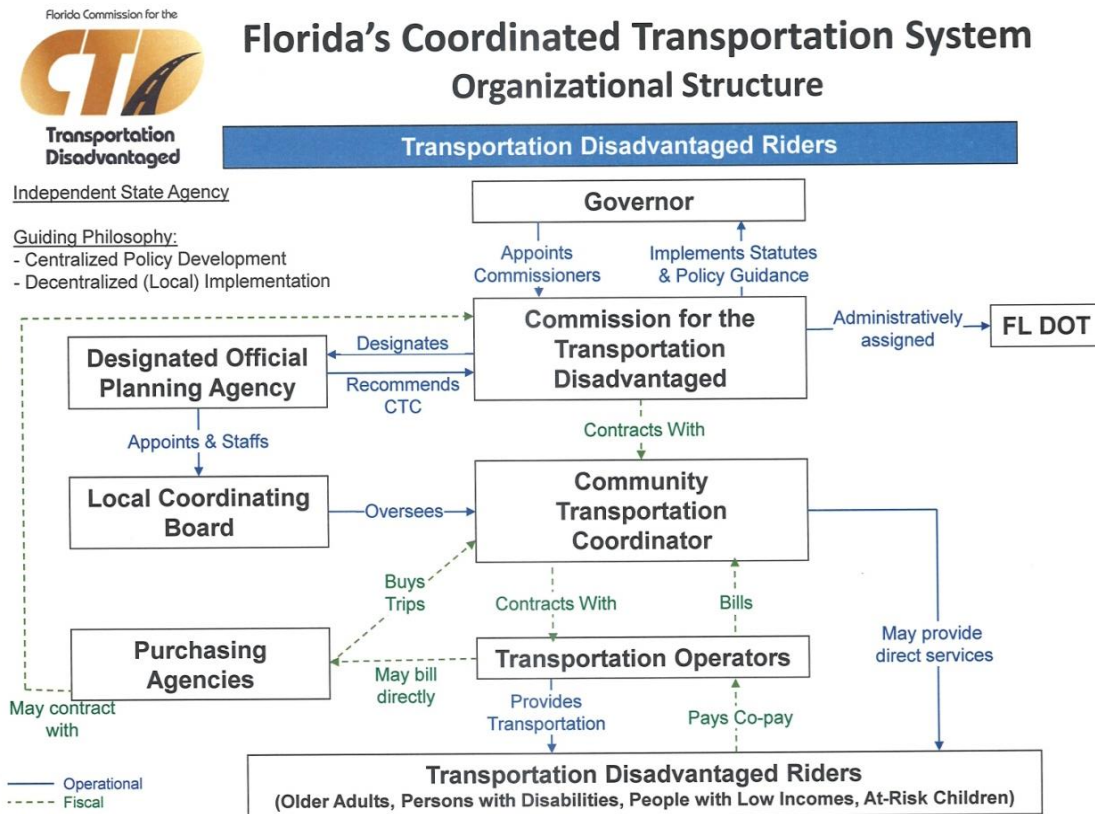
The Florida Commission for the Transportation Disadvantaged approved Suwannee River Economic Council, Inc.'s designation as the Community Transportation Coordinator for Bradford County in 1992. Suwannee River Economic Council, Inc. was selected as the Community Transportation Coordinator through a request for proposals process.

The Florida Commission for the Transportation Disadvantaged requires that the North Central Florida Regional Planning Council conduct the selection process and recommend a Community Transportation Coordinator for Bradford County at the end of each contract period (every five years). The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council, Inc. as the Bradford County Community Transportation Coordinator effective July 1, 2018. The following chart identifies Suwannee River Economic Council, Inc.'s organizational structure.



3. Florida's Coordinated Transportation System Organization Chart

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



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

b. Regional Policy Plans

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

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

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

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

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

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

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

c. Transit Development Plans

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. **Transportation Improvement Program**

Not applicable.

5. Public Participation

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

6. Bradford County Transportation Disadvantaged Coordinating Board Membership Certification

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

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

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

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

Signature:  Date: _____
Anthony Adams, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Commissioner Riddick		No Term
Elderly	Vacant	Vacant	6/30/2023
Disabled	Vacant	Vacant	6/30/2024
Citizen Advocate	Vacant	Vacant	6/30/2024
Citizen Advocate/User	Vacant	Vacant	6/30/2024
Children at Risk	Vacant	Vacant	6/30/2025
Florida Association for Community Action	Vacant	Vacant	6/30/2023
Public Education	Vacant	Vacant	No Term
Florida Agency for Persons with Disabilities	Sheryl Stanford	Diana Burgos-Garcia	No Term
Florida Department of Transportation	Geanelly Reveron	Lauren Adams	No Term
Florida Department of Children and Families	John Wisker	Vacant	No Term
Florida Department of Elder Affairs	Libby Murphy	Vacant	No Term
Florida Department of Education	Vacant	Vacant	No Term
Florida Agency for Health Care Administration	Reeda Harris	Pamela Hagley	No Term
Regional Workforce Development Board	Phyllis Marty	Anna Mendoza	No Term
Veteran Services	Barbara Fischer	Vacant	6/30/2023
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2025
Local Medical Community	Iana Patterson	Vacant	6/30/2025

7. Bradford County Transportation Disadvantaged Coordinating Board Membership

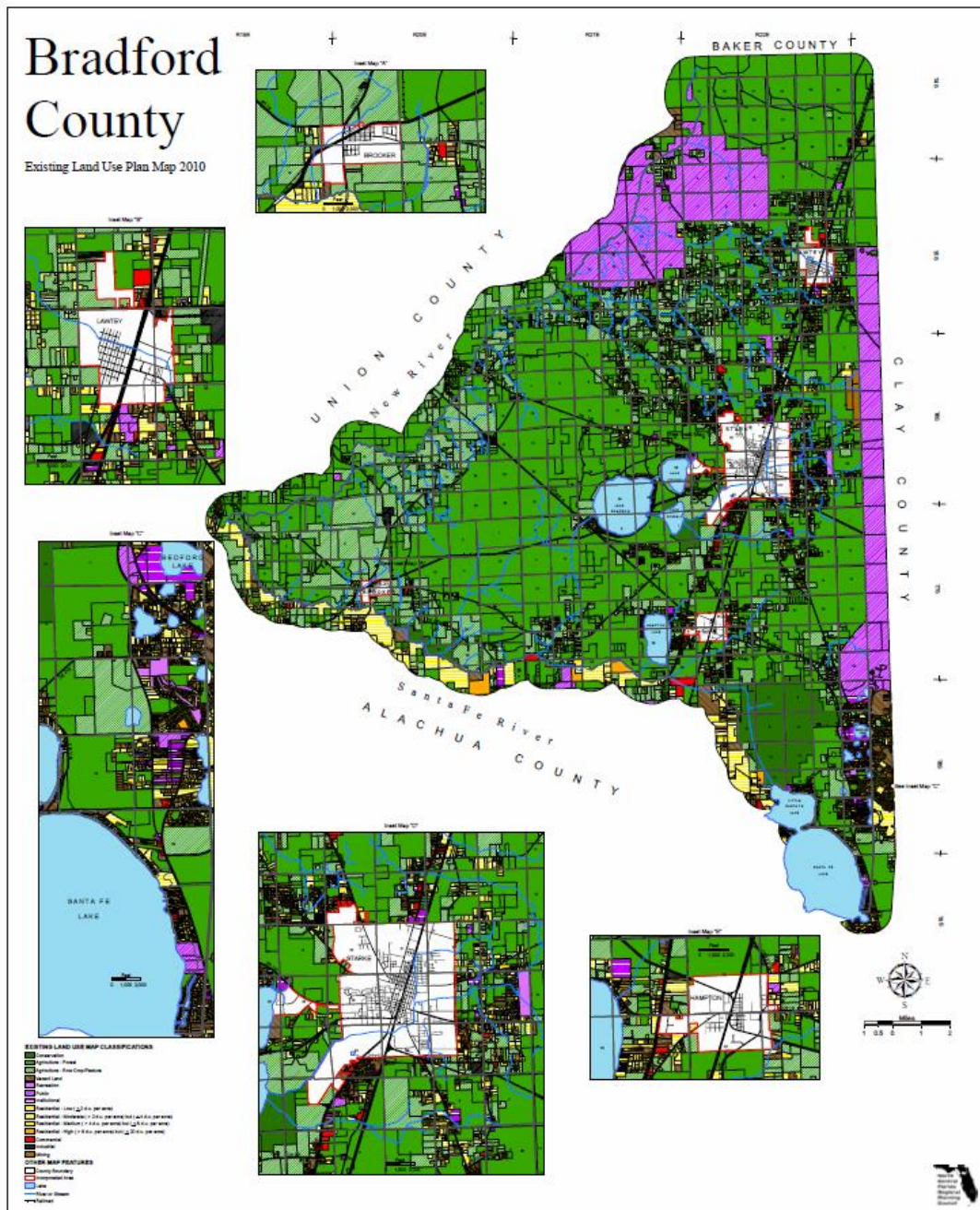
**BRADFORD COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Danny Riddick Local Elected Official/Chair	
Geanelly Reveron Florida Department of Transportation	Lauren Adams, Vice-Chair Florida Department of Transportation Grievance Committee Member
John Wisker Florida Department of Children and Families Grievance Committee Member	Vacant Florida Department of Children and Families
Vacant Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Libby Murphy Florida Department of Elder Affairs Grievance Committee Member	Vacant Florida Department of Elder Affairs
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Diana Burgos-Garcia Florida Agency for Persons with Disabilities
Phyllis Marty Regional Workforce Board	Anna Mendoza 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, 2024
Vacant Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2024
Vacant Persons with Disabilities Term ending June 30, 2024	Vacant Persons with Disabilities Term ending June 30, 2024
Vacant Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Iana Patterson Medical Community Term ending June 30, 2025	Vacant Medical Community Term ending June 30, 2025
Vacant Children at Risk Term ending June 30, 2025	Vacant Children at Risk Term ending June 30, 2025
Vacant Private Transit Term ending June 30, 2025	Vacant Private Transit Term ending June 30, 2025

B. Service Area Profile and Demographics

1. Bradford County Service Area Description

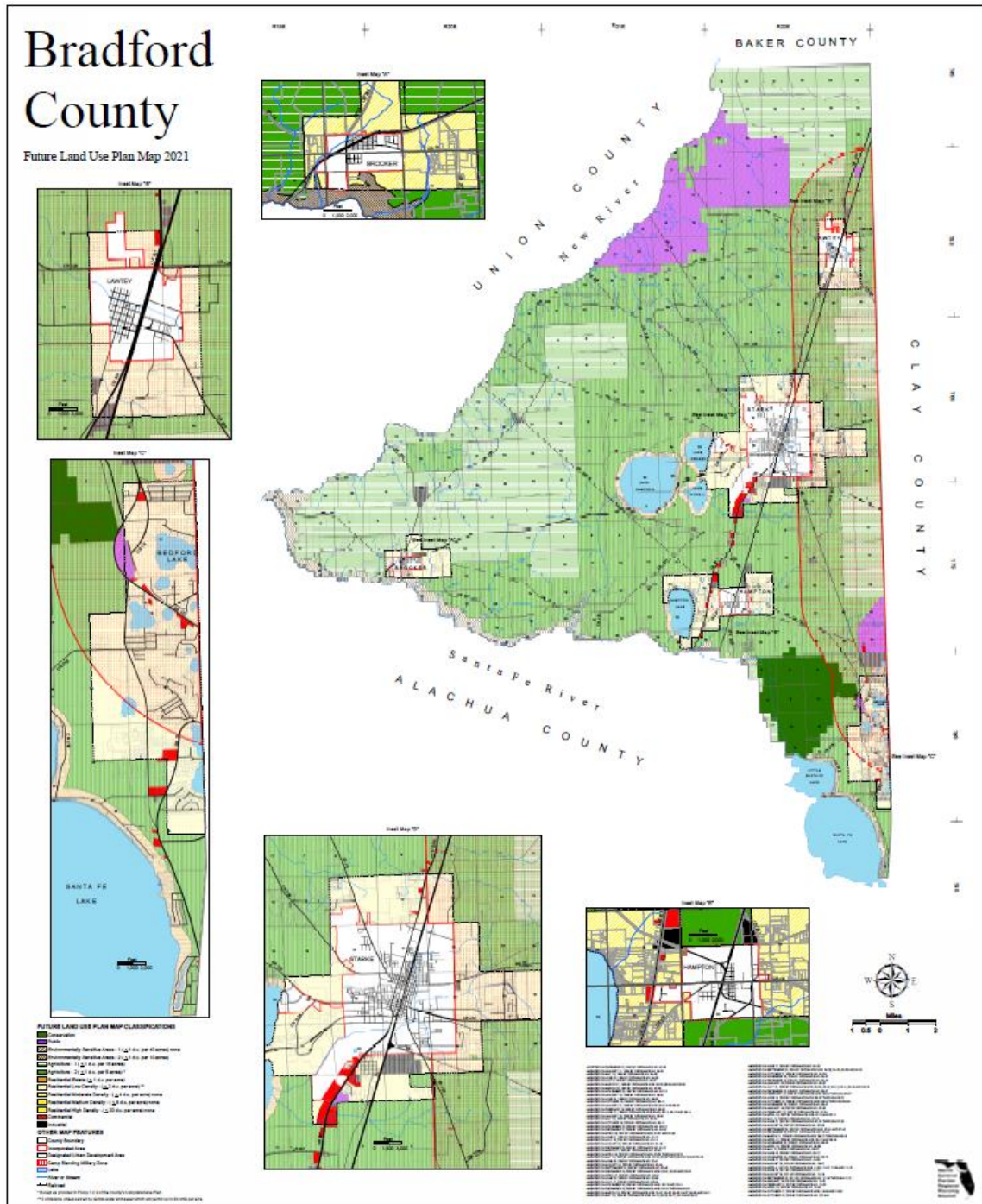
The unincorporated area of Bradford County is approximately 293 square miles or 187,580 acres in area. Bradford County is located in the north central portion of the State of Florida and is bordered on the east by Clay County, on the south by Alachua County (and for most of the boundary separated by the Santa Fe River or the Little and (Big) Santa Fe Lakes) and a small piece of Putnam County, on the west by Union County (and separated by the New River), and on the north by Baker County, as shown on the following location map.



2. Demographics

a. Land Use

The Future Land Use Plan map designates the general distribution, location and extent of the uses of land within the unincorporated areas of Bradford County. The map provides for the appropriate distribution of population densities and building and structural densities and intensities.



b. Population/Composition

According to the 2020 US Census Bureau, Bradford County’s 2020 population was 28,303. The Bureau of Economic and Business Research estimated Bradford County’s 2022 total population as 27,013. The Bureau of Economic and Business Research also estimated the population of the City of Starke as 5,867, the Town of Brooker as 329, the City of Hampton as 479, the City of Lawtey as 663 and the unincorporated area as 19,675. As Table 1 shows, 74 percent of the County's population is located within the unincorporated areas.

TABLE 1

**Population Counts and Estimates
Bradford County**

AREA	POPULATION COUNT 2020 Census	POPULATION ESTIMATES 2022
Bradford County	28,303	27,013
Town of Brooker	322	329
City of Hampton	432	479
City of Lawtey	636	663
City of Starke	5,796	5,867
Unincorporated Area	21,117	19,675

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

It is important to note that, according to the Bureau of Economic and Business Research, 2,161 individuals in Bradford County are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

c. Population Densities

Table 2 shows the Bradford County population density in 2020 was approximately 97 persons per square mile.

TABLE 2

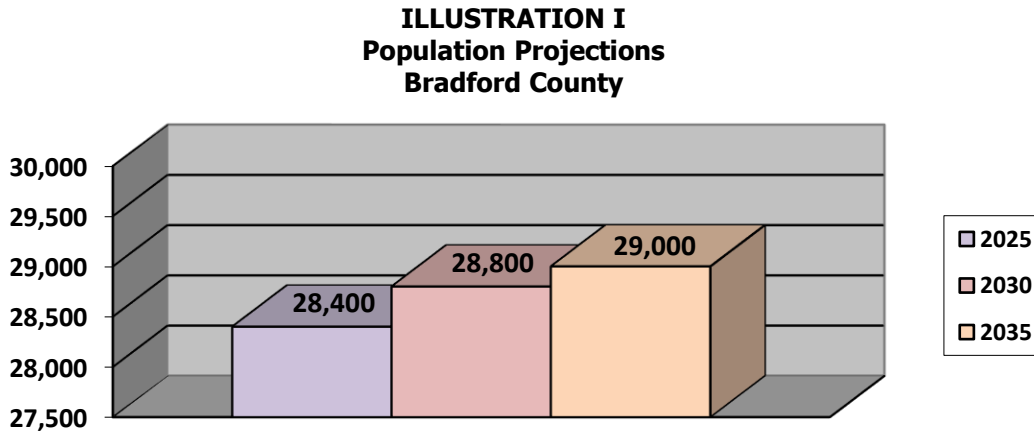
**Population Density
Bradford County**

2020 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
28,303	294	95

Source: Florida Legislature Office of Economic and Demographic Research

d. Population Projections

According to the Bureau of Economic and Business Research, it is estimated that Bradford County will have a total population of 28,400 by the year 2025, and by 2035, the total County population will be 29,000. Illustration I shows population projections for 2025, 2030 and 2035.



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

e. Population Age Distribution

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on public transportation for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-44 year-old age group is the largest age group within the County. The 65 and over population is the smallest age group within the County, comprising 13 percent of the population.

TABLE 3
Population Estimates By Age Group
Bradford County

Age Group	Estimated 2022 Population
0-4	1,607
5-17	4,000
18-24	2,273
25-54	11,025
55-64	3,695
65-79	3,984
80+	1,371

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

f. Disability and Self Care Limitations

According to the U.S. Bureau of the Census, it is estimated that in 2022, 14.3 percent of civilian residents who are under 65 years of age had disabilities.

g. Employment

The Florida Legislature Office of Economic and Demographic Research estimates Bradford County’s labor force (individuals who are able to work but may not be employed) in 2022 as 49.7 percent of the total population. The estimated unemployment rate in 2022 was 2.9 percent.

h. Income

According to the Florida Legislature Office of Economic and Demographic Research, the per capita personal income for Bradford County in 2021 was \$39,708. The percent of persons below poverty level in 2021 was 19.1%. Table 4 shows per capita income and the percentage of persons below poverty level. Table 5 shows income levels that are currently used to define the federal poverty level. Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use.

TABLE 4
Income and Poverty Status
Bradford County

Per Capita Income In 2021	Percentage Of Persons Below Poverty Level 2021
\$39,708	19.1%

Source: Florida Legislature Office of Economic and Demographic Research

TABLE 5
2023 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

Persons In Family/Household	2023 Poverty Guideline
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,820
7	\$45,420
8	\$50,560

* For families/households with more than 8 persons, add \$5,140 for each additional person.

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

According to the Florida Agency for Health Care Administration, Florida Department of Health, Division of Public Health Statistics & Performance Management, the total Medicaid eligibles for Bradford County as of January 31, 2023 was 8,374. Table 6 shows individuals who received Supplemental Security Income.

TABLE 6

**Supplemental Security Income
Bradford County
2021**

Type Of Assistance	Recipients
Elderly and Disabled	37
Total	812

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

i. Housing

The Florida Legislature Office of Economic and Demographic Research estimates, the total number of households in Bradford County in 2021 as 8,497 and that the average household size was 2.53. Table 7 presents data on housing units.

TABLE 7

**Housing Units
Bradford County
2021**

Housing Units	Occupied Housing
8,497	9,462

Source: Florida Legislature Office of Economic and Demographic Research

j. Health

One hospital and two nursing homes are located in Bradford County. According to the 2022 Physician Workforce Annual Report, in 2021-22, there were 24 physicians of medicine practicing in Bradford County.

k. Transportation

According to the 2010 Census American Community Survey, an estimated 782 households in Bradford County had no vehicle available in 2018.

l. Major Trip Generators/Attractors

Travel to Gainesville continues to be necessary for many County residents, particularly for employment and medical purposes. Approximately 15 percent of Bradford County’s employed residents work in Alachua County.

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

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

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

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

TABLE 8

General Transportation Disadvantaged Population

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

<i>Bradford County</i>								
Census Data from 2018								
County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	1,418	5.3%	364	1.3%	0	0.0%	0	0.00%
5-17	3,955	14.7%	665	2.5%	144	0.5%	131	0.49%
18-34	6,284	23.3%	804	3.0%	335	1.2%	98	0.36%
35-64	10,525	39.0%	2,097	7.8%	1,897	7.0%	709	2.63%
Total Non Elderly	22,182	82.2%	3,930	14.6%	2,376	8.8%	938	3.48%
65-74	2,651	9.8%	76	0.3%	1,311	4.9%	322	1.19%
75+	2,146	8.0%	144	0.5%	2,078	7.7%	114	0.42%
Total Elderly	4,797	17.8%	220	0.8%	3,389	12.6%	436	1.62%
Total	26,979	100%	4,150	15.4%	5,765	21.4%	1,374	5.09%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	938
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	1,438
G - Estimate elderly/disabled/low income	From Base Data (I14)	436
D - Estimate elderly/ disabled/not low income	Subtract I14 from G14	2,953
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(216)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	1,624
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	2,992
Total - Non-Duplicated		10,165

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	10,165	37.7%

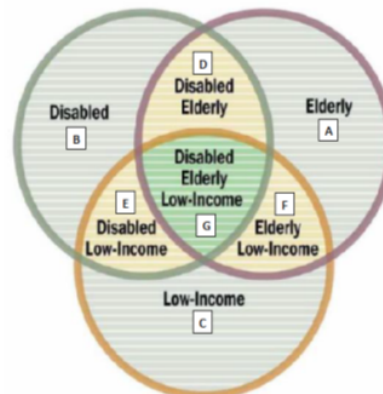
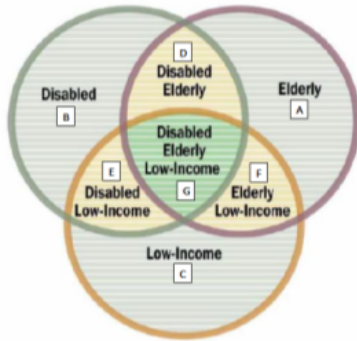


TABLE 9
Forecast of General and Critical Need
Transportation Disadvantaged Populations

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Bradford County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/low income	938	937	935	934	933	932	930	929	928	926	925
B - Estimate non-elderly/ disabled/not low income	1,438	1,436	1,434	1,432	1,430	1,428	1,426	1,424	1,422	1,420	1,418
G - Estimate elderly/disabled/low income	436	435	435	434	434	433	432	432	431	431	430
D - Estimate elderly/ disabled/not low income	2,953	2,949	2,945	2,941	2,937	2,933	2,928	2,924	2,920	2,916	2,912
F - Estimate elderly/non-disabled/low income	-216	-216	-215	-215	-215	-215	-214	-214	-214	-213	-213
A - Estimate elderly/non-disabled/not low income	1,624	1,622	1,619	1,617	1,615	1,613	1,611	1,608	1,606	1,604	1,602
C - Estimate low income/not elderly/not disabled	2,992	2,988	2,984	2,980	2,975	2,971	2,967	2,963	2,959	2,955	2,951
TOTAL GENERAL TD POPULATION	10,165	10,151	10,137	10,123	10,109	10,095	10,081	10,067	10,053	10,039	10,025
TOTAL POPULATION	26,979	26,942	26,904	26,867	26,829	26,792	26,755	26,718	26,681	26,644	26,607



Bradford County

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
<i>Disabled</i>	1,613	1,610	1,608	1,606	1,604	1,601	1,599	1,597	1,595	1,593	1,590
<i>Low Income Not Disabled No Auto/Transit</i>	755	754	753	752	751	750	749	748	747	746	745
Total Critical Need TD Population	2,368	2,364	2,361	2,358	2,354	2,351	2,348	2,345	2,341	2,338	2,335
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	79	79	79	79	79	78	78	78	78	78	78
<i>Low Income - Not Disabled - No Access</i>	1,434	1,432	1,430	1,428	1,426	1,424	1,422	1,420	1,418	1,416	1,414
Total Daily Trips Critical Need TD Population	1,513	1,538	1,564	1,591	1,618	1,646	1,676	1,705	1,735	1,766	1,794
Annual Trips	393,353	400,001	406,761	413,635	420,626	428,071	435,647	443,358	451,206	459,192	466,401

3. Barriers to Coordination

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

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

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

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

4. Needs Assessment

United States Code Section 5339 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Purchase replacement vehicle	2023/24	Bradford County	\$137,600.00	Federal Transit Administration
				\$ 43,000.00	Florida Department of Transportation

United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide transportation in the rural areas and/or adjacent urban areas of Bradford County.	2023/24	Bradford County	\$275,997.00	Federal Transit Administration
				\$275,997.00	Florida Department of Transportation

Transportation Disadvantaged Program - Trip & Equipment Grant

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide trips to transportation disadvantaged individuals.	2023/24	Bradford County	\$199,603.00 \$ 22,178.00	Florida Commission for the Transportation Disadvantaged Suwannee River Economic Council, Inc.

Rural Area Capital Assistance Grant

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Purchase one replacement vehicle.	2022/23	Bradford County	\$75,413.00	Florida Commission for the Transportation Disadvantaged

5. Goals, Objectives and Strategies

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

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

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

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

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

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

- Strategy:** The Community Transportation Coordinator shall report quarterly the number and types of transportation services that are requested which it is unable to provide.
- GOAL III:** **The Community Transportation Coordinator shall provide transportation services that are consumer oriented and effectively coordinate trips.**
- OBJECTIVE:** Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.
- Strategy a:** The Community Transportation Coordinator shall report on a quarterly basis the number of single passenger trips provided.
- Strategy b:** The Community Transportation Coordinator shall work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.
- Strategy c:** The Community Transportation Coordinator shall document the reduction of single passenger trips.
- Strategy d:** The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.
- GOAL IV:** **The Community Transportation Coordinator shall develop creative ways to provide additional trips.**
- OBJECTIVE:** Identify additional funding opportunities to provide transportation.
- Strategy:** Using information concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.
- GOAL V:** **The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**
- OBJECTIVE:** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a:** The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI:** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**

- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VII:** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VIII:** **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL IX:** **The Community Transportation Coordinator shall maintain the quality of service.**
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE:** **The Community Transportation Coordinator shall provide courteous and professional service.**
- Strategy:** Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- GOAL X:** **The Community Transportation Coordinator shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.

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

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

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

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

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Bradford County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2023/24 (4) 2023/24
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2023/24

STRATEGIES	IMPLEMENTATION DATE
<p>(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner.</p> <p>(2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.</p> <p>(3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.</p>	<p>(1) Ongoing (2) Annually (3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval.</p> <p>(2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</p>	<p>(1) Ongoing (2) Ongoing</p>
<p>(1) Monitor the quality of service.</p> <p>(2) Make recommendations to improve the quality of service.</p> <p>(3) Provide courteous and professional service.</p> <p>(4) Provide sensitivity and courtesy training annually.</p> <p>(5) Collect on-time performance data.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually</p>
<p>(1) Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>(1) Ongoing</p>
<p>The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>Annually</p>

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Chapter II: Service Plan

A. Operations

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

1. Types, Hours and Days of Service

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

a. Bariatric Transportation

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

b. Hours and Days of Service

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

Innovation and Service Development Program On-Demand Service: Monday through Friday 7:30 a.m. to 5:30 p.m. excluding holidays.

c. Holidays

Transportation Disadvantaged Program and Innovation and Service Development Program sponsored service will not be provided on the following observed holidays.

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

2. Accessing Services

a. Hours of Operation

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

b. Phone Numbers

386.496.0624
1.844.496.0624

c. Advance Notification Time

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.

d. Trip Cancellation Process

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

e. No-Show Policy

If trips are not cancelled at least two hours in advance, the passenger will be considered a no-show. Cancellations at the door will be considered no-shows. However, a no-show will not be credited to a rider if the cancellation is received before the vehicle is dispatched.

If an individual is charged with frequent no-shows, they may be temporarily suspended from service. A no-show will not be credited to a rider if the cancellation is received before the vehicle is dispatched.

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

f. After Hours Service

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

g. Passenger Fares

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

h. Transportation Disadvantaged Program Eligibility

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

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

1. Determine if the applicant is unable to transport themselves because they do not have an operational vehicle or the ability to operate a vehicle.
2. Determine if the applicant is sponsored by any agency for transportation services; is unable to purchase transportation; is unable to find transportation from other sources.

Applicants meeting all of the above criteria must also satisfy at least one of the following:

1. Be disabled as defined by the Americans with Disabilities Act of 1990.
2. Be 60 years of age or older.
3. Be 0 to 17 years of age.
4. Household income meets a maximum of 200% of the current Federal Poverty Guidelines as indicated below. Proof of income is required.

2023 Poverty Guidelines For The 48 Contiguous States And The District of Columbia

Persons In Family/Household	2023 Poverty Guideline
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,820
7	\$45,420
8	\$50,560

* For families/households with more than 8 persons, add \$5,140 for each additional person.

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

Suwannee River Economic Council, Inc. will notify Transportation Disadvantaged Program applicants of eligibility approval or denial within 15 working days after receipt of their applications. Applicants will be provided one complementary trip while eligibility determination is being made. Applicants determined to be ineligible for Transportation Disadvantaged Program sponsored services may file appeals with Suwannee River Economic Council, Inc. Complementary trips will not be provided during the appeals process.

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

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

Last Name _____ First Name _____

Middle Initial _____

Street Address _____ City _____

State _____

Zip Code _____ County _____

Date of Birth ____/____/____ Male _____ Female _____

Telephone Number (____) _____ - _____

Emergency Contact Name _____

Relationship _____

Telephone Number (____) _____ - _____

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

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

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

No

3. Are you enrolled in any assistance programs:

Managed Medical Care Program (Medicaid)
 Aging Program
 Other _____



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

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

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

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

Other:

CERTIFICATION AND ACKNOWLEDGEMENT

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

APPLICANT SIGNATURE _____

DATE _____

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



APPLICATION PROCESSED BY: _____
SIGNATURE _____
DATE _____



i. Transportation Disadvantaged Program Trip Priorities

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

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

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

- 3) Other Medical Appointments
 - Dental appointments
 - Pharmacy

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

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

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

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

3. Transportation Operators And Coordination Contractors

Suwannee River Economic Council, Inc.'s coordination contract with the ARC of Bradford County is shown as Appendix C.

4. Public Transit Utilization

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

5. School Bus Utilization

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

6. Vehicle Inventory

Suwannee River Economic Council, Inc.'s vehicle inventory is shown as Appendix D.

7. System Safety Program Plan Certification

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

8. Inter-County Services

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

9. Natural Disaster/Emergency Preparedness

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

10. Marketing

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

11. Acceptable Alternatives

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

12. Service Standards

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

a. Drug and Alcohol Policy

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

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

b. Transport of Escorts and Dependent Children

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

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

c. Use, Responsibility and Cost of Child Restraint Devices

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

Local Policy: All children 5 years of age or younger must be properly restrained no matter where they are sitting in the vehicle. Children through age 3 must be secured in a separate carrier or a vehicle manufacturer's integrated child safety seat. For children aged 4 through 5 years, a separate carrier, an integrated child safety seat, or a safety belt may be used. ([FS 316.613](#)). Device shall be provided and installed by the passenger.

d. Passenger Property

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

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

e. Vehicle Transfer Points

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

The Community Transportation Coordinator shall comply with this standard.

f. Local Toll Free Phone Number

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

The Community Transportation Coordinator shall comply with this standard.

g. Out-Of-Service Area Trips

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

Local Policy: The Community Transportation Coordinator may require medical provider certification for any out of county trip. No out-of-service area trips will be provided under the Transportation Disadvantaged Program.

h. Vehicle Cleanliness

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

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

i. Billing Requirements

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

Local Policy: If the Community Transportation Coordinator without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the

Community Transportation Coordinator of full or partial payment, the Community Transportation Coordinator shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. (F.S. 2000/ Ch 287/Part I/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.)

j. Passenger/Trip Database

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

The Community Transportation Coordinator shall comply with this standard.

k. Adequate Seating

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

The Community Transportation Coordinator shall comply with this standard.

l. Driver Identification

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

Local Policy: The Community Transportation Coordinator shall comply with this standard.

m. Passenger Assistance

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

Local Policy: The Community Transportation Coordinator shall comply with this standard.

n. Smoking, Eating, and Drinking

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

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

o. Passenger No-Shows

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

Local Policy - The Community Transportation Coordinator shall attempt to reduce the number of no-shows annually.

p. Two-Way Communications

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

The Community Transportation Coordinator shall comply with this standard.

q. Air Conditioning/Heating

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

The Community Transportation Coordinator shall comply with this standard.

r. First Aid

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

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

s. Cardiopulmonary Resuscitation

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

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

t. Driver Criminal Background Screening

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

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

u. Fixed Route Transit Utilization

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

Local Policy: Not applicable.

v. Pick-Up Window

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

Local Policy:

Transportation Disadvantaged Program: Thirty (30) minute pickup window based on the pick-up time given to the passenger at the time of scheduling their ride.

Mobility Enhancement Program On-Demand Service City of Starke: Passengers will be picked-up within 30 minutes from the time they schedule their trip.

w. On-Time Performance

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

Local Policy: The Community Transportation Coordinator will have a 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

x. Advance Reservation Requirement

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

Local Policy:

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.

Innovation and Service Development Program On Demand Service: Trips must be scheduled at least one hour in advance.

y. Safety

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

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

z. Reliability

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

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

aa. Call-Hold Time

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

This standard is not applicable to this service area.

bb. Quality of Service

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

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

cc. Safety Belt Usage

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

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

13. Local Grievance Procedure/Process

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

14. Passenger Code of Conduct

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

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke on board any vehicle.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS it is connected to a headset.

- Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

a. Verbal Abuse

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

b. Physical Abuse

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

c. Substance Abuse

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

d. Penalties

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program.

Verbal Abuse

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

Physical Abuse

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

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. Appeals

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

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

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

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

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

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

15. Evaluation Process

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

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

Chapter III: Quality Assurance

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

A. Community Transportation Coordinator Evaluation Process

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

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Appendix A: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures

Grievance Procedures

July 12, 2022

Bradford County
Transportation Disadvantaged Coordinating Board



Bradford County Transportation Disadvantaged Coordinating Board

Grievance Procedures

Approved by the

Bradford County
Transportation Disadvantaged Coordinating Board

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



Danny Riddick, Chair

with Assistance from



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

July 12, 2022

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Chapter I: Bradford County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Bradford 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 Bradford 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.

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

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

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

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

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

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

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

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

D. Purpose

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

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

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

E. Membership

- (1) The Bradford County Transportation Disadvantaged Coordinating Board Chair 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.

Bradford County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

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

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

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

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

H. Administration

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

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

I. Duties

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

J. Procedures

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

Bradford 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.

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

- (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:

Bradford 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:

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 Bradford 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 Bradford County Transportation Disadvantaged Coordinating Board the 12th day of July 2022.



Danny Riddick, Chair
Bradford County Transportation Disadvantaged Coordinating Board

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Appendix B: Cost/Revenue Allocation and Rate Structure Justification



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Suwannee River Economic Council, Inc.
Service Rate Effective Date	7/1/2023

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$2.07
* Wheel Chair	Passenger Mile	\$3.55

Preliminary Information Worksheet Version 1.4

CTC Name: SUWANNEE RIVER ECONOMIC COUNCIL, INC.

County (Service Area): BRADFORD COUNTY

Contact Person: MATT PEARSON

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>
---	---

Bradford County
Transportation Disadvantaged Service Plan

	Prior Year's ACTUALS from July 1st of 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% 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						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 14,564	\$ 22,750	\$ 21,342	56.2%	-6.2%	
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 124,777	\$ 204,746	\$ 192,081	64.1%	-6.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)	\$ 405,136	\$ 131,423	\$ 169,020	-67.6%	28.6%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid	\$ 129,459	\$ 98,605	\$ 156,898	-23.8%	59.1%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None	None			
Total Revenues =	\$673,936	\$467,524	\$539,341	-32.1%	17.9%	

Bradford County
Transportation Disadvantaged Service Plan

CTD				
Non-Spons. Trip Program	\$ 192,081	\$ 192,081	\$ -	\$ -
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -	\$ -
Rural Capital Equipment	\$ -	\$ -	\$ -	\$ -
Other TD	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -
USDOT & FDOT				
49 USC 5307	\$ -	\$ -	\$ -	\$ -
49 USC 5310	\$ -	\$ -	\$ -	\$ -
49 USC 5311 (Operating)	\$ 169,020	\$ 169,020	\$ -	\$ -
49 USC 5311(Capital)	\$ -	\$ -	\$ -	\$ -
Block Grant	\$ -	\$ -	\$ -	\$ -
Service Development	\$ -	\$ -	\$ -	\$ -
Commuter Assistance	\$ -	\$ -	\$ -	\$ -
Other DOT	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -
AHCA				
Medicaid	\$ 156,898	\$ 156,898	\$ -	\$ -
Other AHCA	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	\$ -
Total Revenues =	\$ 539,341	\$ 370,321	\$ 169,020	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 238,328
Fringe Benefits	\$ 135,071
Services	\$ 17,636
Materials and Supplies	\$ 55,783
Utilities	\$ 15,322
Casualty and Liability	\$ 40,125
Taxes	\$ 581
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 1,450
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 13,513
Contrib. to Capital Equip. Replacement Fund	\$ 190
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 21,342
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<hr/>	
Total Expenditures =	\$ 539,341
<i>minus EXCLUDED Subsidy Revenue =</i>	<i>\$ 169,020</i>
Budgeted Total Expenditures INCLUDED	
in Rate Base =	\$ 370,321
Rate Base Adjustment ¹ =	\$ -
Adjusted Expenditures Included in Rate	
Base =	\$ 370,321

RATES FOR FY: 2023 - 2024					
Ambul	Chair	Stretcher	Group		
		Leave Blank	Leave Blank		
151,800	15,700	0	0	+	+
\$2.07	\$3.55	\$0.00	\$0.00		\$0.00

Appendix C: Service Provider Contract

Contract Extension

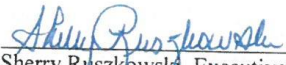
Between Agency and Provider

Hereby extends the Standard Coordination Contract between Suwannee River Economic Council, Inc. P.O. Box 70, Live Oak, Florida 32064 and

Coordinator Name Bradford ARC dba Sunshine Industries
1351 South Water Street
Starke, Florida 32091


Until 6/30/20. All conditions remain the same as in original contract.

Extension approval



Sherry Ruzskowski, Executive Director
Bradford ARC dba Sunshine Industries

6/17/19
Date



Matt Pearson, Executive Director
Suwannee River Economic Council, Inc.

6/20/19
Date

representations herein, the parties agree as follows:

THE AGENCY/OPERATOR SHALL:

- A. Provide services and vehicles according to the conditions specified in Attachment I.
- B. Coordinate available resources and make available transportation services to the Coordinator. Such services shall be provided in accordance with Attachment I.
- C. Submit to the Coordinator Annual Operating Report data detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission for the Transportation Disadvantaged, hereinafter Commission, and according to the instructions for the forms.
- D. Comply with audit and record keeping requirements by :
 1. Utilizing the Commission recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Agencies/Operators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.
 2. Maintaining and filing with the Coordinator such progress, fiscal, inventory and other reports as the Coordinator may require during the period of this contract.
 3. By reserving to the Coordinator, the right to conduct finance and compliance audits at any time. Such audits conducted by the Coordinator will be at the expense of the Coordinator.
- E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The Agency/Operator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by

persons duly authorized by the Coordinator or Commission or this Agreement. The Commission and the Coordinator shall have full access to and the right to examine any of the records and documents during the retention period.

- F. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board;
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing, and;
 3. Complying with Coordinator's System Safety Program Plan (SSPP) for designated service area.
- G. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the Agency/Operator shall add the Coordinator as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Coordinator. The Agency/Operator shall furnish the Coordinator written verification of the existence of such insurance coverage prior to the execution of this Contract. School board vehicle insurance coverage shall be in accordance with Section 234.03, F.S. and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Coordinator and/or the local Coordinating Board before inclusion in this contract or in the justification of rates and fare structures, s. 41-2.006(1), FAC..
- H. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations, including but not limited to 45 CFR, Part 205.50, except upon order of a court of competent jurisdiction, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- I. Protect Civil Rights by:
1. Complying with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended. The Agency/Operator gives this assurance in consideration of and for the purpose of obtaining federal grants,

loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so required by the Coordinator. Agency/Operator shall also assure compliance with:

- a. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
 - b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.
 - c. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 et seq., which prohibits discrimination on the basis of sex in education programs and activities receiving or benefiting from federal financial assistance.
 - d. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance.
 - e. The Omnibus Budget Reconciliation Act of 1981, P.L. 97-35, which prohibits discrimination on the basis of sex and religion in programs and activities receiving or benefiting from federal financial assistance.
 - f. All regulations, guidelines, and standards lawfully adopted under the above statutes.
 - g. The Americans with Disabilities Act of 1990, as it may be amended from time to time.
2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Agency/Operator, its successors, subcontractors, transferees, and assignees for the period during which such assistance is provided. Assuring that operators, subcontractors, subgrantees, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and

activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Agency/Operator agrees that the Coordinator may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

- J. Agency/Operator's obligation to indemnify, defend, and pay for the defense or at the Coordinator's option, to participate and associate with the Coordinator in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the Coordinator's notice of claim for indemnification to the Agency/Operator. Agency/Operator's inability to evaluate liability or its evaluation of liability shall not excuse the Agency/Operator's duty to defend and indemnify within seven days after such notice by the Coordinator is given by registered mail. Only an adjudication or judgement after the highest appeal is exhausted specifically finding the Coordinator solely negligent shall excuse performance of this provision by the Agency/Operator. Agency/Operator shall pay all costs and fees related to this obligation and its enforcement by the Coordinator. The Coordinator's failure to notify Agency/Operator of a claim shall not release Agency/Operator of the above duty to defend.
- K. Comply with all standards and performance requirements of the:
1. The Commission for the Transportation Disadvantaged (Attachment II);
 2. The local Coordinating Board approved Transportation Disadvantaged Service Plan and;
 3. Any entities that purchase service.
- Failure to meet the requirements or obligations set forth in this Contract, and performance requirements established and monitored by the Coordinating Board in the approved Transportation Disadvantaged Service Plan shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Coordinator.
- L. Provide Corrective Action. A corrective action notice is a written notice to the Agency/Operator that the Agency/Operator is in breach of certain provisions of this Contract and that correction is required. Any corrective action notice will specify a reasonable time for corrective action to be completed. The Agency/Operator agrees to implement the Corrective Action specified in the notice and provide written documentation to substantiate the implementation of the Corrective Action.

- M. All contracts, subcontracts, coordination contracts will be reviewed annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Contract.
- N. Return to the Coordinator any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Agency/Operator by the Coordinator. The Agency/Operator shall return any overpayment within thirty (30) calendar days after either discovery by the Agency/Operator, or notification of the Agency/Operator by the Coordinator or entity purchasing transportation, whichever is earlier. In the event that the Coordinator first discovers an overpayment has been made, the Coordinator will notify the Agency/Operator by letter of such a finding. Should repayment not be made in a timely manner, the Coordinator or purchasing entity will charge interest after thirty (30) calendar days after the date of notification or discovery, or the Coordinator will deduct said amount from future invoices.
- O. In performing this Contract, the Agency/Operator shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Agency/Operator shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such contractors to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The Agency/Operator shall post, in conspicuous places available to employees and applicants for employment for Project work, notices setting forth the provisions of the nondiscrimination clause.
- P. By execution of this Contract, the Agency/Operator represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the Agency/Operator under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

THE COORDINATOR SHALL:

- A. Recognize the Agency/Operator as described in Chapter 427, F.S., and Rule 41-2, F.A.C.

- B. Insure that entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the coordinated system.
- C. At a minimum, annually monitor the Agency/Operator for insurance, safety and reporting requirements, pursuant to Chapter 427, F.S., and Rule 41-2, F.A.C. The information contained in the Annual Operating Report must be collected, at a minimum, quarterly from the Agency/Operator.

THE OPERATOR AND COORDINATOR FURTHER AGREE:

- A. Nothing in the Contract shall require the Coordinator to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the Coordinator in writing in order that appropriate changes and modification may be made by the Coordinator and the Agency/Operator to the end that the Agency/Operator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Contract is held invalid, the remainder of this Contract shall be binding on the parties hereto.
- C. Termination Conditions:
 - 1. Termination at Will - This Contract may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 - 2. Termination due to Lack of Designation - In the event that the Coordinator so designated by the local Coordinating Board and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.
 - 3. Termination due to Disapproval of Memorandum of Agreement - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective

upon receipt.

4. Termination due to Lack of Funds - In the event funds to finance this contract become unavailable, the Coordinator may terminate the contract with no less than twenty-four (24) hours written notice to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt. The Coordinator shall be the final authority as to the availability of funds.
 5. Termination for Breach - Unless the Agency/Operator's breach is waived by the Coordinator in writing, the Coordinator may, by written notice to the Agency/Operator, terminate this Contract upon no less than twenty-four (24) hours notice. Notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Coordinator of breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract, and shall not act as a waiver or estoppel to enforcement of any provision of this Contract. The provisions herein do not limit the Coordinator's right to remedies at law or to damages.
 6. Upon receipt of a notice of termination of this Contract for any reason, the Agency/Operator shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the Coordinator within thirty (30) days after the termination of this Contract.
- D. Renegotiations or Modifications of this Contract shall only be valid when they have been reduced to writing, duly approved by the Coordinator, and signed by both parties hereto.
- E. Agency/Operator shall assign no portion of this Contract without the prior written consent of the Coordinator.
- F. This Contract is the entire agreement between the parties.
- G. Attachments I and II are an integral part of the Contract and are hereby incorporated by reference into this Contract. All subsequent attachments are of an optional nature.
- H. Notice and Contact:

The name and address of the contract manager for the Coordinator for this Contract

is:

Matt Pearson, Executive Director
Suwannee River Economic Council, Inc.
P.O. Box 70
Live Oak FL 32064

The representative/position of the Agency/Operator responsible for administration of the program under this contract is :

Sherry Ruskowski, Executive Director
Bradford ARC dba Sunshine Industries
P.O. Box 509
Starke FL 32091

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

This contract and its attachments contain all the terms and conditions agreed upon by the parties hereto.

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

AGENCY/OPERATOR:

COMMUNITY TRANSPORTATION
COORDINATOR

Bradford ARC dba Sunshine Industries
Sherry Ruskowski, Executive Director

Suwannee River Economic Council
Matt Pearson, Executive Director

Typed Name of Authorized Individual

Typed Name of Authorized Individual

Signature: Sherry Ruskowski

Signature: Matt

Title: EXECUTIVE DIRECTOR

Title: Executive Director

ATTACHMENT I
AGENCY/OPERATOR CONTRACT

SERVICE DESCRIPTION

1. The Agency/Operator will be able to provide:
Ambulatory, Wheelchair

2. The Agency/Operator will be available to provide transportation :
6:00 AM – 6:00 PM, Monday – Friday
Days Agency/Operator will not be able to provide services:
Holidays and Sundays

3. Vehicles Agency/Operator will use to transport all passengers:
Vehicle Inventory attached

4. Vehicle/Equipment Standards:
Functioning air conditions/heating, grab rails, stanchions, first aid kits, fire extinguishers, adequate communication equipment

5. Driver Requirements:
Current valid license, FDOT physical, working knowledge of Coordinator’s SSPP, pre-hire and random drug tests.

6. Training
Annual driver training is required.

7. Agency/Operator' fare structure

\$1.50 per mile when providing services for Coordinator.

8. Billing/Invoicing and Reimbursement procedure for Agency/Operator.

Submit invoice (if any) and reports monthly.

9. Reporting Requirements

Total miles, revenue miles, trips, total drivers, total vehicles, accidents, driver hours, total transportation revenues, total expenses.

Appendix D: Vehicle Inventory

SUWANNEE RIVER ECONOMIC COUNCIL VEHICLE INVENTORY

COUNTY	BUS #	VIN	MAKE/MODEL	SEATS	LIFT	FUNDING SOURCE	CONTRACT # or FDOT #	TAG NUMBER	MILEAGE 12/31/22
Bradford	B06	1FTNE2ELXADA75692	Ford Econoline E250	2	N	FDOT 5310	90273	X7198D	65,319
Bradford	B17	1FDDE4FS0FDA35288	Ford Econoline E250	12+2	Y	FDOT 5339	91261	X8092C	120,439
Bradford	B18	57WMD2C62GM100049	Mobility Venture MV1	4+2	RAMP	TD-RC	G0743	X1961D	88,155
Bradford	B19	1FDDE4FSXKDC49375	Ford Econoline	12+2	Y	FDOT 5339	20040	X2166E	89,706
Bradford	B20	1FDDE4FS0KDC65214	Ford Econoline	12+2	Y	TD-RC	N/A	X4417E	73,912
Bradford	B21	1FDDE4FN8MDC20440	Ford Econoline	12+2	Y	FDOT 5339	20066	X4717E	54,998
Dixie	D141	1FDDE4FS9FDA35287	Ford Econoline E250	12+2	Y	FDOT 5339	91260	X8091C	154,036
Dixie	D143	1FDDE4FS8GDC55330	Ford Econoline	12+2	Y	FDOT 5339	91289	X8120C	166,654
Dixie	D144	57WMD2C6XGM100509	Mobility Venture MV1	4+2	RAMP	TD-RC	GOG03	X2618D	141,856
Dixie	D145	1FDDE4FS2KDC07265	Ford Econoline	12+2	Y	FDOT 5339	20018	X0723E	125,813
Dixie	D146	1FDDE4FS2KDC10439	Ford Econoline	12+2	Y	FDOT 5339	20026	X0925E	89,717
Dixie	D147	1FDDE4FS2KDC65215	Ford Econoline	12+2	Y	TD-RC	N/A	X4422E	101,751
Gilchrist	G148	1FDDE4FS4KDC65216	Ford Econoline	12+2	Y	TD-RC	N/A	X4421E	104,299
Dixie	D149	1FDDE4FN1MDC21803	Ford Econoline E250	12+2	Y	FDOT 5339	20068	X5449E	66,070
Gilchrist	G150	1FDDE4FNXMDC21802	Ford Econoline	12+2	Y	FDOT 5339	20069	X5444E	70,822
DI/GI	DG151	1FDDE4FN9MDC41717	Ford Econoline	12+2	Y	FDOT 5339	20090	X5781E	53,063
Lafayette	L02	1GB3G2BG2D1175725	Chev Exp Cutaway G350	8+2	Y	TD-RC	AQU07	X7478B	142,157
Lafayette	L05	57WMD1A68EM100938	Mobility Venture MV1	4+2	RAMP	TD-RC	G0407	X6231C	61,176
Lafayette	L10	1GB3G2BGXE1198073	Chev Exp Cutaway G350	8+2	Y	FDOT 5310	91228	X4080C	180,901
Lafayette	L11	1FDDE4FS0JDC06341	Ford Econoline	12+2	Y	TD-RC	G0S83	X6739D	119,799
Lafayette	L12	1FDDE4FN1MDC02751	Ford Econoline	12+2	Y	FDOT 5339	20067	X7213D	80,611
Union	U01	1FTNE2EL1EDA67826	Ford Econoline E250	8	N	FDOT 5316	91232	X1954D	53,999
Union	U03	57WMD2A63EM101999	Mobility Venture MV1	4+2	RAMP	TD-RC	G0410*	X9348C	108,048
Union	U207	1FDXE4FL5BDA29977	Ford Econoline E250	10+2	Y	TD	N/A	X5722B	180,224
Union	U208	1FDDE4FS4FDA35293	Ford Econoline E250	12+2	Y	TD-RC	G0410*	X8089C	200,782
Union	U209	1FDDE4FS9JDC07505	Ford Econoline	12+2	Y	TD-RC	G0S94	X6738D	148,298
Union	U210	1FDDE4FS6KDC65217	Ford Econoline	12+2	Y	TD-RC	N/A	X4418E	83,100
Union	U211	1FDDE4FN8MDC18364	Ford Econoline	12+2	Y	FDOT 5339	20061	X5441E	70,020
Union	U212	1FDDE4FN3MDC41714	Ford Econoline	12+2	Y	FDOT 5339	20086	X6549E	56,520

*Two vehicles on one contract

Appendix E: Bus Transit System Annual Safety and Security Certification

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE

725-030-10
TRANSIT
12/01

for a
SECTION 5311 SUBRECIPIENT
(Certifying compliance with 49 CFR Parts 40, 655)
To
Florida Department of Transportation

DATE 1/4/2023

Section 5311 Subrecipient Information:

AGENCY NAME: Suw. River Econ. Council, Inc.
ADDRESS: 1171 Nobles Ferry Road, Live Oak FL
PHONE: 386-362-4115

FDOT District Office Information:

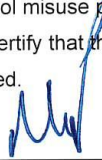
NAME: Doreen Joyner-Howard, AICP
ADDRESS: 2198 Edison Avenue, Jacksonville, FL
PHONE: 904-360-5650

I, Matt Pearson, Executive Director
(Name) (Title)

hereby certify that Suwannee River Economic Council, Inc. and its applicable
(Name of Subrecipient)

contractor(s) (listing attached hereto) for N / A
(Name of Subrecipient)

has (have) established and implemented an anti-drug and alcohol misuse prevention program in accordance with the provisions of 49 CFR Parts 40 and 655 as amended. I further certify that the employee training conducted under this part meets the requirements of 49 CFR Parts 40 and 655 as amended.



Signature



Annual Grant Self Certification

Certifying compliance with United States Code Section 5309, 5310, 5311/ARRA, 5316, 5317, and 5339 Programs to the Florida Department of Transportation

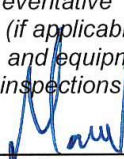
Certification Date (Current): 2023

Certification Year: (Previous): 2022

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

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

1. *The grant funded vehicles, facilities, and equipment continue to be used for the purpose for which the grants were awarded.*
2. *The vehicles, facilities, and equipment have not been sold, damaged or otherwise taken out of service. The Agency has notified the Department of all accidents and casualties within 24 hours of such events.*
3. *The Agency carries adequate insurance to maintain, repair, or replace the vehicles, facilities, and equipment in the event of loss or damage due to an accident or casualty.*
4. *The Agency's Preventative Maintenance Plan and Facilities and Equipment Preventative Maintenance Plan (if applicable) is current and the agency is in compliance with the Plan (s). The vehicles, facilities, and equipment are maintained in good working condition. Annual vehicle and wheelchair safety inspections have been performed on all operational buses.*

Blue Ink Signature:  _____ **Date: January 4, 2023**
(Individual responsible for assurance of compliance)



Bus Transit System Annual Safety and Security Certification

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

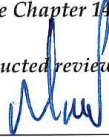
Certification Date (Current): 2023

Certification Year: (Previous): 2022

Name and Address of Bus Transit System: Suwannee River Economic Council, Inc.
1171 Nobles Ferry Rd.
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: January 4, 2023
(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.

North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



Use the QR Reader App
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**Bradford County
Transportation Disadvantaged Coordinating Board**

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

www.ncfrpc.org/td