

# Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan – Annual Update

July 1, 2021 - June 30, 2026

Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Coordinating Board



PAGE LEFT BLANK INTENTIONALLY

# 2021/26 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan – Annual Update

Approved by the

Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Coordinating Board

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

---

**Travis Land, Chair**

with Assistance from



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

and



Suwannee Valley Transit Authority  
1907 Voyles Street  
Live Oak, FL 32064-4975  
386.362.5332

June 7, 2023

THIS PAGE LEFT BLANK INTENTIONALLY



# Table of Contents

Chapter I: Development Plan .....	1
A. Introduction to The Service Area.....	1
B. Service Area Profile and Demographics.....	11
C. Service Analysis .....	26
Chapter II: Service Plan .....	41
Chapter III: Quality Assurance.....	41
A. Community Transportation Coordinator Evaluation Process.....	75

# Appendices

Appendix A: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures .....	A-1
---	-----

THIS PAGE LEFT BLANK INTENTIONALLY

# 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 Columbia, Hamilton and Suwannee Counties. 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 Columbia, Hamilton and Suwannee Counties. 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. The Vice-Chair shall be one of the elected officials from Columbia, Hamilton or Suwannee Counties.

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

- An elected official from each county of the multi-county service area.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Families.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.
- A person who is recognized by the Florida Department of Veterans Affairs as representing veterans.
- A person who is recognized by the President of the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age 60 representing the elderly.
- A person with a disability representing the disabled.
- A general citizen advocate.
- A citizen advocate who is a user of transportation disadvantaged services.
- A representative of the State Coordinating Council for Early Childhood Services.
- The Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elder Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration Medicaid Program.
- A representative of a 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 Valley Transit Authority is the designated Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties.

Suwannee Valley Transit Authority may provide all or a portion of transportation service in a designated service area. Suwannee Valley Transit Authority may subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of Suwannee Valley Transit Authority:

- 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 Valley Transit Authority is a public governmental entity providing transportation services for the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. In 1972, Suwannee Valley Transit Authority 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.

A Board of Directors manages the administrative operations of Suwannee Valley Transit Authority. Suwannee Valley Transit Authority's Board of Directors is composed of two County Commissioners from each County in the service area.

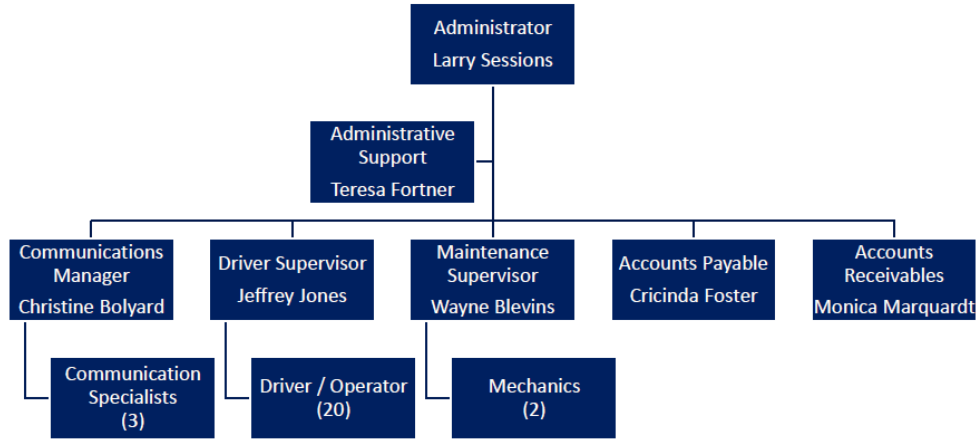
Suwannee Valley Transit Authority's Administrator directs the operation of the transit system. Suwannee Valley Transit Authority also employs maintenance, operational and fiscal personnel.

Suwannee Valley Transit Authority was designated the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties by the Florida Commission for the Transportation Disadvantaged in 1990. Suwannee Valley Transit Authority was selected as the Community Transportation Coordinator through a non-competitive selection process. The Florida Commission for the Transportation Disadvantaged re-designated Suwannee Valley Transit Authority as the Community Transportation Coordinator for a five-year period through a non-competitive selection process in 2021.

Suwannee Valley Transit Authority Management has the overall responsibility of safe and secure operations of SVTA and contract service operators. Each employee is required to carry out specific system safety responsibilities, depending on his/her position, in compliance with the SSPP. The organization information provided below describes each position and the reporting structure; the table on the following page shows the system safety responsibilities of each position.



# Suwannee Valley Transit Authority

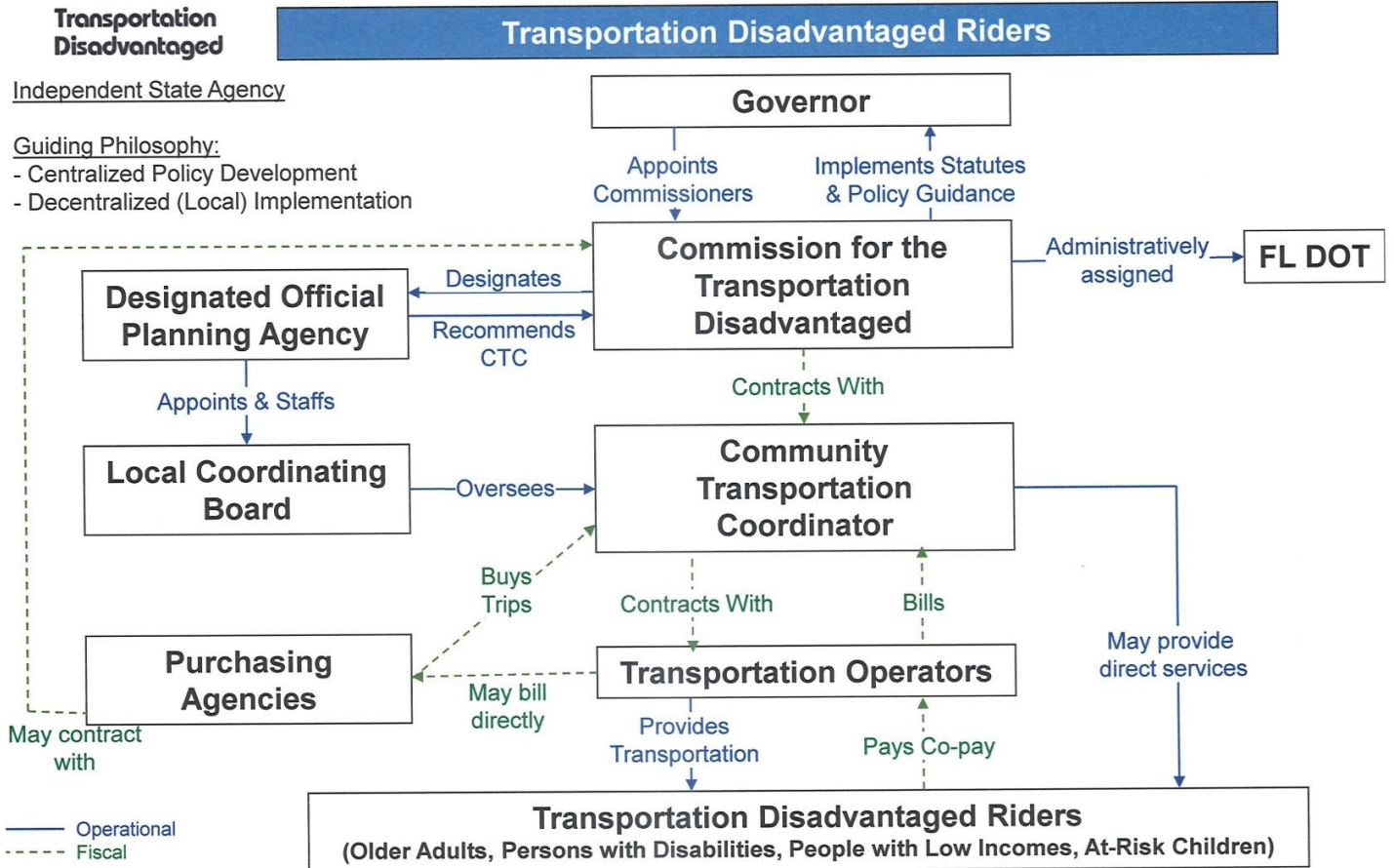


### 3. Organization Chart

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



## Florida’s Coordinated Transportation System Organizational Structure





## 4. Consistency Review of Other Plans

### a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Comprehensive Plans of Columbia, Hamilton and Suwannee Counties.

### 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 Columbia, Hamilton and Suwannee 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 Columbia, Hamilton and Suwannee Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Board whose membership includes citizens and human service providers.

## 6. Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Membership Certification

**COLUMBIA, HAMILTON AND SUWANNEE  
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: 3/23/23  
 Anthony Adams, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official Hamilton County	Commissioner Brown	Not Applicable	No Term
Local Elected Official Suwannee County	Commissioner Land	Not Applicable	No Term
Local Elected Official Columbia County	Commissioner Phillips	Not Applicable	No Term
Elderly	John Koch	Vacant	6/30/2023
Disabled	Vacant	Vacant	6/30/2024
Citizen Advocate	Vacant	Louie Goodin	6/30/2024
Citizen Advocate/User	Vacant	Vacant	6/30/2024
Children at Risk	Vacant	Vacant	6/30/2025
Florida Association for Community Action	Matthew Pearson	Vacant	6/30/2023
Public Education	Daniel Taylor	Vacant	No Term
Florida Agency for Persons with Disabilities	Sheryl Stanford	<u>Diana Burgos-Garcia</u>	No Term
Florida Department of Transportation	Geanelly Reveron	Lauren Adams	No Term
Florida Department of Children and Families	Quana Perry	Vacant	No Term
Florida Department of Elder Affairs	Bruce Evans	Dwight Law	No Term
Florida Department of Education	Vacant	Vacant	No Term
Florida Agency for Health Care Administration	Pamela Hagley	Reeda Harris	No Term
Regional Workforce Development Board	Diane Head	Elizabeth Wetherington	No Term
Veteran Services	Jonathan Law, Jr.	Lee Abersold	6/30/2023
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2025
Local Medical Community	Sandra Buck Camp	Vacant	6/30/2025

## 7. Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Membership

Members, and their respective alternates, of Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board are identified below.

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

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Everett Phillips Columbia County Elected Official Grievance Committee Chair	Not Applicable
Commissioner Robert Brown, Vice-Chair Hamilton County Elected Official	Not Applicable
Commissioner Travis Land, Chair Suwannee County Elected Official	Not Applicable
Geanelly Reveron Florida Department of Transportation	Lauren Adams Florida Department of Transportation Grievance Committee Member
Quana Perry Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education Grievance Committee Member	Monique Gustafson Florida Department of Education
Bruce Evans Florida Department of Elder Affairs	Dwight Law Florida Department of Elder Affairs
Pamela Hagley Florida Agency for Health Care Administration	Reeda Harris Florida Agency for Health Care Administration
Sheryl Stanford Florida Agency for Persons with Disabilities	Diana Burgos-Garcia Florida Agency for Persons with Disabilities
Diane Head Regional Workforce Board	Elizabeth Wetherington Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2023 Grievance Committee Member	Vacant Florida Association for Community Action Term ending June 30, 2023
Daniel Taylor Public Education	Vacant Public Education
Jonathan C. Law, Jr. Veterans Term ending June 30, 2023 Grievance Committee Member	J. Lee Abersold Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2024	Louie Goodin Citizen Advocate Term ending June 30, 2024
Vacant Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2024
Vacant Persons with Disabilities Term ending June 30, 2024	Vacant Persons with Disabilities Term ending June 30, 2024
John Koch Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Sandra Buck-Camp Medical Community Term ending June 30, 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. Service Area Description**

The unincorporated area of Columbia County is approximately 786 square miles or 503,040 acres in area. Columbia County is located in the north central portion of the state of Florida and is bordered on the north by the state of Georgia, on the east by Baker and Union Counties, on the south by Alachua and Gilchrist Counties and on the west by Hamilton and Suwannee Counties. The Santa Fe River forms a boundary on the south and the Suwannee River forms a boundary on the northwest border of Columbia County.

The unincorporated area of Hamilton County is approximately 500 square miles or 318,180 acres in area. Hamilton County is located in the north central portion of the state of Florida and is bordered on the north by the state of Georgia with Lowndes and Echols Counties; on the east by Columbia County, on the south by Suwannee County and on the west by Madison County as shown on the following location map. The Withlacoochee River forms a boundary on the west and the Suwannee River forms a boundary on the eastern and southern borders of the County.

The unincorporated area of Suwannee County is approximately 650.0 square miles or 418,120 acres in area. Suwannee County is located in the north central portion of the state of Florida and is bordered on the north by Hamilton County; on the east by Columbia County, on the south by Gilchrist and Lafayette Counties and on the west by Madison County. The Suwannee River forms a boundary on the west side and the Ichetucknee and Santa Fe Rivers form a boundary on the south side.

### **2. Demographics**

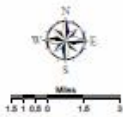
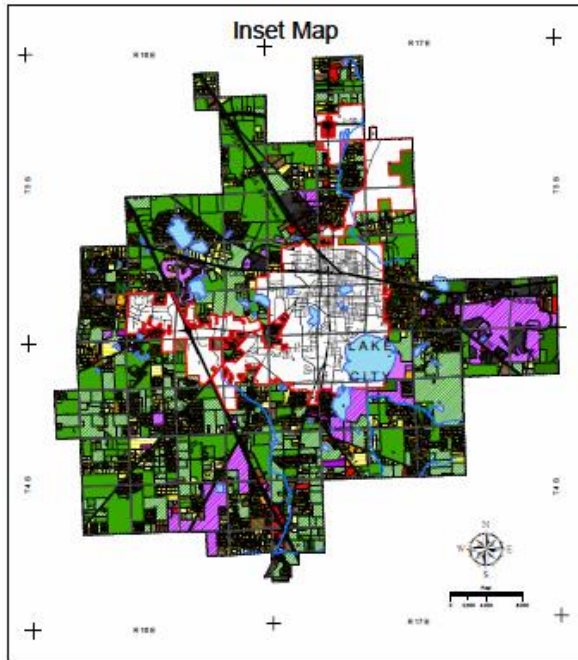
#### **a. Land Use**

The purpose of this section is to provide information concerning existing land use in Columbia, Hamilton and Suwannee Counties. This information was obtained from the Comprehensive Plans for Columbia, Hamilton and Suwannee Counties.



# Columbia County

Existing Land Use Map 2010



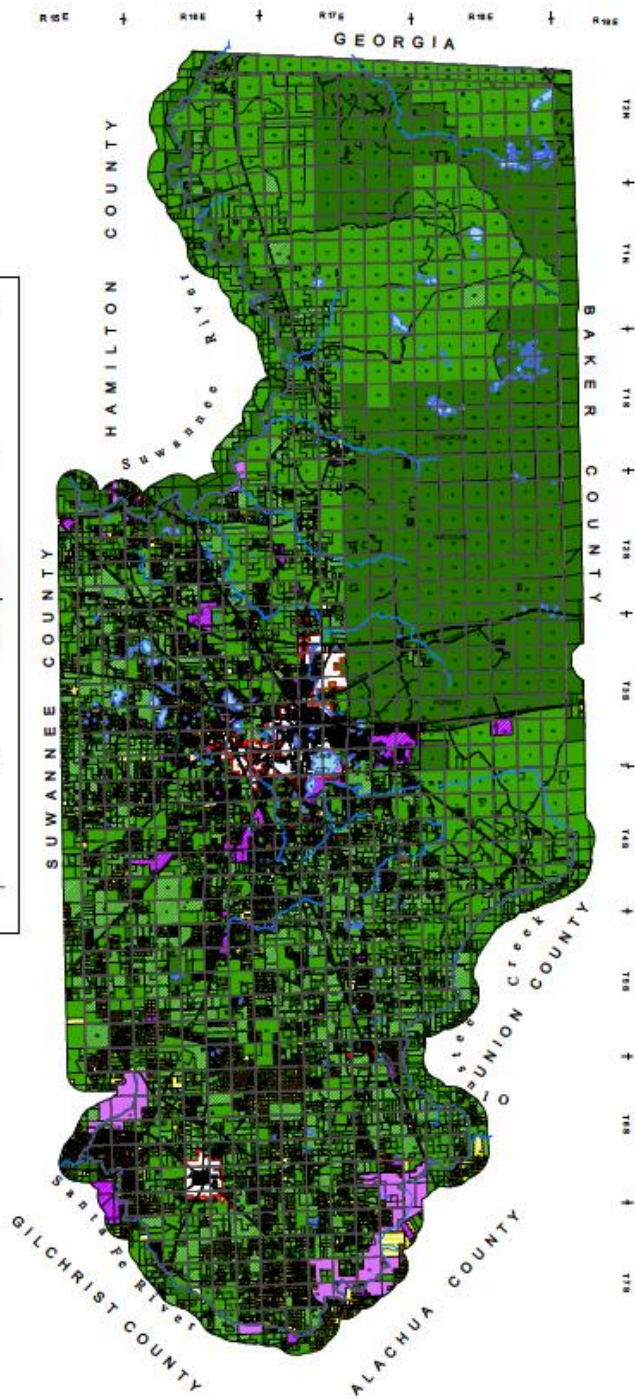
**EXISTING LAND USE MAP CLASSIFICATIONS**

- Conservation
- Agriculture - Forest
- Agriculture - Row Crop/Plattens
- Vacant Land
- Recreation
- Public
- Institutional
- Residential - Low ( $\leq 2$  d.u. per acre)
- Residential - Moderate ( $> 2$  d.u. per acre) but ( $\leq 4$  d.u. per acre)
- Residential - Medium ( $> 4$  d.u. per acre) but ( $\leq 8$  d.u. per acre)
- Residential - High ( $> 8$  d.u. per acre) but ( $\leq 20$  d.u. per acre)
- Commercial
- Industrial

**OTHER MAP FEATURES**

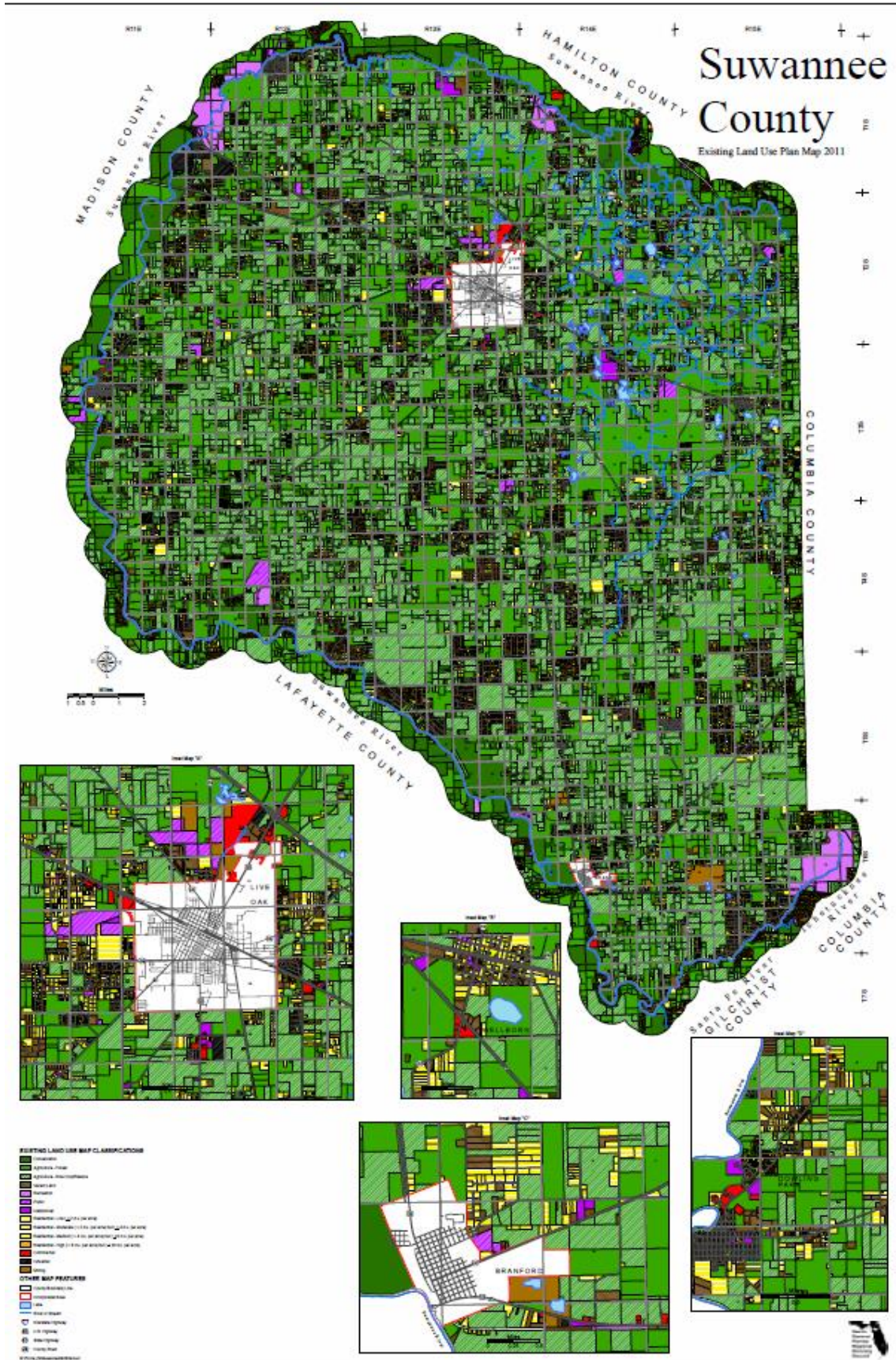
- County Boundary Line
- Incorporated Area
- Lake
- River or Stream
- Railroad

Source: County Planning Department 2010





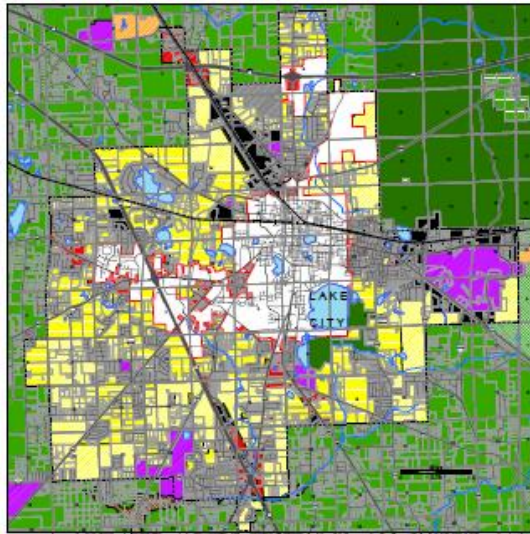






# Columbia County

Future Land Use Plan Map 2024



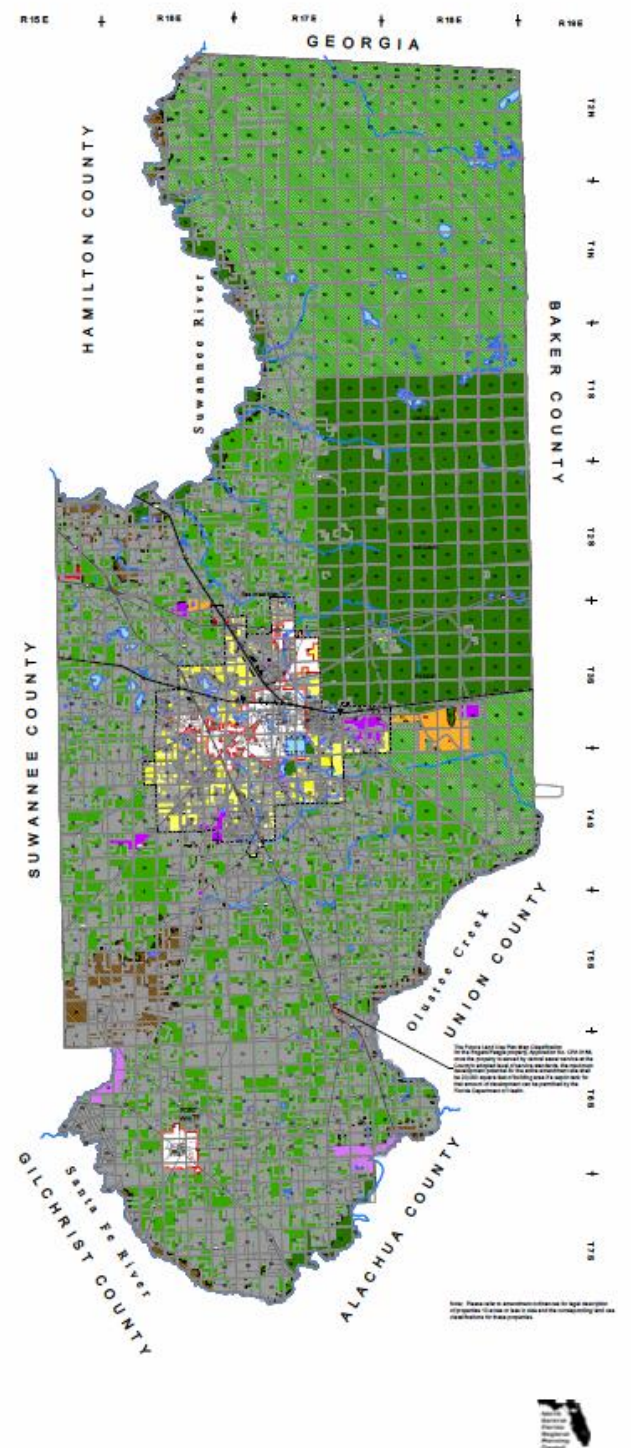
**FUTURE LAND USE PLAN MAP CLASSIFICATIONS**

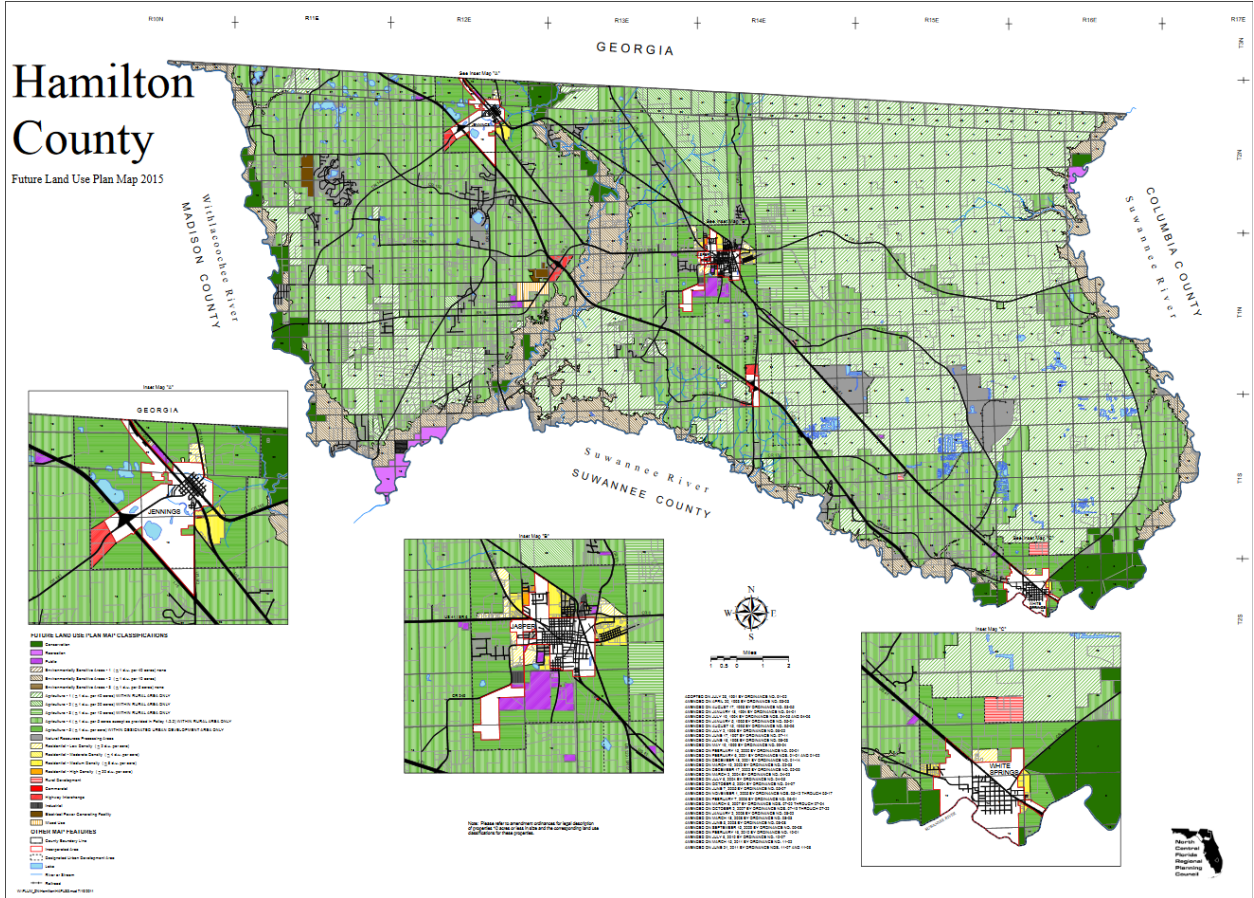
- Conservation
- Recreation
- Urban
- Intermediate Density (2 to 4 units per acre)
- Agriculture - 2 to 4 units per acre
- Agriculture - 1 to 2 units per acre
- Residential Low Density (1 to 2 units per acre)
- Residential Medium Density (1 to 4 units per acre)
- Residential Medium Density (2 to 4 units per acre)
- Residential Medium Density (1 to 2 units per acre)
- Residential Medium Density (1 to 2 units per acre)
- Commercial
- Highway Exchange
- Industrial
- Light Industrial
- Medium Density

**OTHER MAP FEATURES**

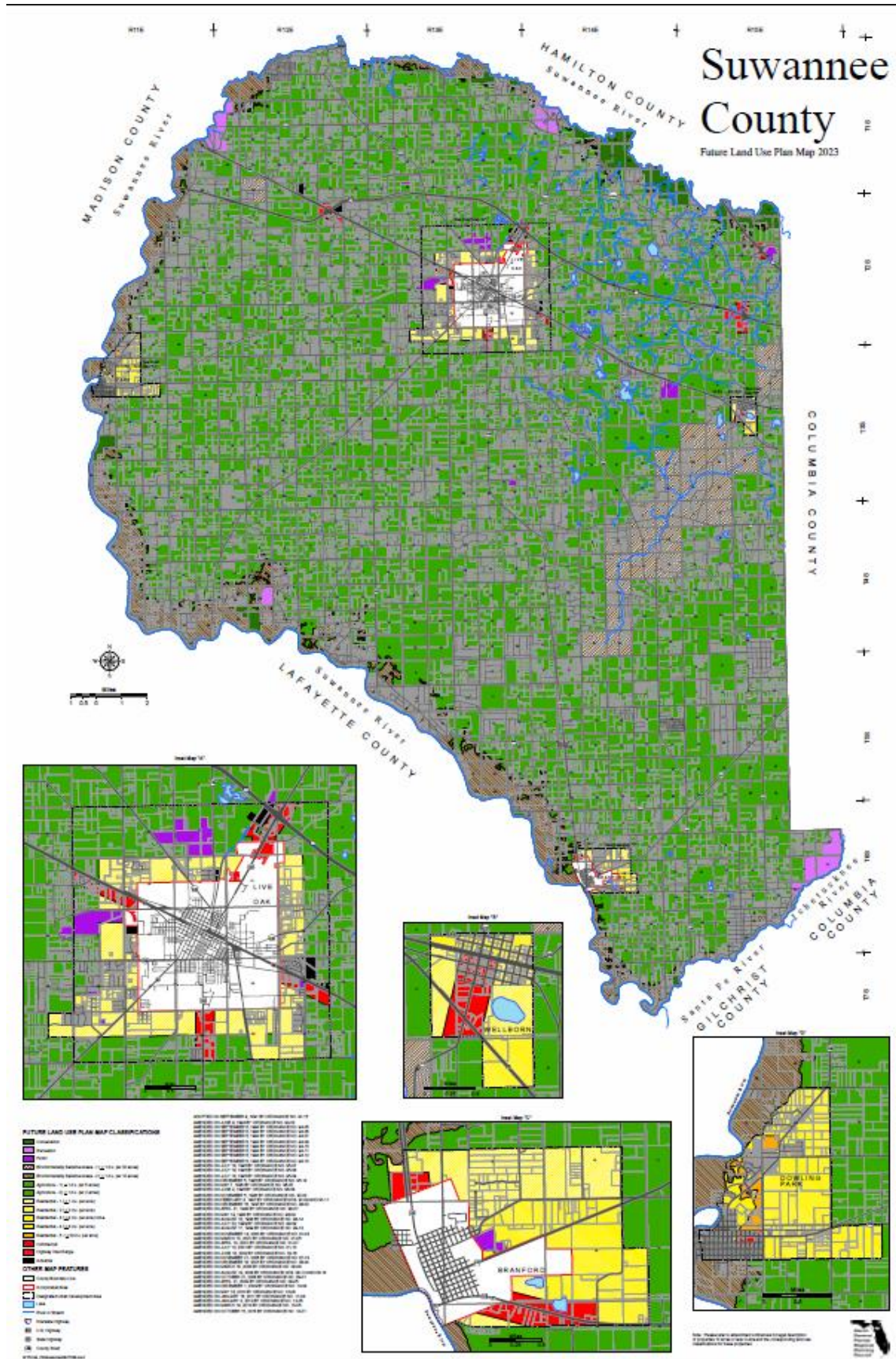
- County Boundary Line
- Incorporated City Boundaries
- Lake
- Road or Street
- Railroad
- Interstate Highway
- U.S. Highway
- State Road

ADOPTED JULY 18, 2024 BY ORDINANCE NO. 1002  
 AMENDED BY ORDINANCE NO. 1003 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1004 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1005 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1006 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1007 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1008 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1009 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1010 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1011 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1012 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1013 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1014 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1015 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1016 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1017 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1018 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1019 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1020 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1021 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1022 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1023 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1024 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1025 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1026 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1027 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1028 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1029 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1030 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1031 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1032 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1033 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1034 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1035 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1036 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1037 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1038 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1039 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1040 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1041 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1042 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1043 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1044 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1045 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1046 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1047 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1048 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1049 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1050 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1051 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1052 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1053 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1054 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1055 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1056 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1057 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1058 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1059 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1060 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1061 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1062 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1063 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1064 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1065 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1066 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1067 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1068 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1069 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1070 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1071 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1072 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1073 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1074 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1075 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1076 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1077 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1078 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1079 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1080 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1081 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1082 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1083 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1084 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1085 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1086 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1087 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1088 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1089 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1090 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1091 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1092 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1093 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1094 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1095 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1096 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1097 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1098 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1099 ON JANUARY 14, 2025  
 AMENDED BY ORDINANCE NO. 1100 ON JANUARY 14, 2025









**b. Population/Composition**

According to the Bureau of Economic and Business Research, Columbia County’s estimated total population in 2022 was 71,525. The Bureau of Economic and Business Research estimates the population of the City of Lake City as 12,455, the Town of Fort White as 654, and the unincorporated area as 58,416.

According to Bureau of Economic and Business Research, Hamilton County’s estimated total population in 2022 was 13,226. The Bureau of Economic and Business Research estimated the population of the City of Jasper as 3,592, the Town of Jennings as 749, the Town of White Springs as 762 and unincorporated area as 8,123.

According to the Bureau of Economic and Business Research, Suwannee County’s estimated total population in 2022 was 44,688. The Bureau of Economic and Business Research estimated the population of the City of Live Oak as 6,884 the Town of Branford as 737 and unincorporated area as 37,067.

**Table 1**

**Population Estimates  
Columbia County**

Area	Population Estimates 2022
Columbia County	71,525
Town of Fort White	654
City of Lake City	12,455
Unincorporated Area	58,416

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

**Table 2**

**Population Estimates  
Hamilton County**

Area	Population Estimates 2022
Hamilton County	13,395
City of Jasper	3,726
Town of Jennings	757
Town of White Springs	766
Unincorporated Area	8,146

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

**Table 3**

**Population Estimates  
Suwannee County**

<b>Area</b>	<b>Population Estimates 2022</b>
Suwannee County	44,688
Town of Branford	737
City of Live Oak	6,884
Unincorporated Area	37,067

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

According to the Bureau of Economic and Business Research, there were 4,014 inmates and patients residing in federal and state government-operated institutions in Columbia County. There were 1,392 inmates and patients residing in federal and state government-operated institutions in Hamilton County. There were 1,979 inmates and patients residing in federal and state government operated institutions in Suwannee County. 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.

i. **Population Densities**

Table 4 shows population density for Columbia, Hamilton and Suwannee Counties.

**Table 4**

**Population Density  
Columbia, Hamilton and Suwannee Counties**

<b>County</b>	<b>2022 Population Estimate</b>	<b>Square Miles</b>	<b>Persons per Square Mile</b>
Columbia	71,525	797	87.5
Hamilton	13,395	514	25.7
Suwannee	44,688	688	63.4

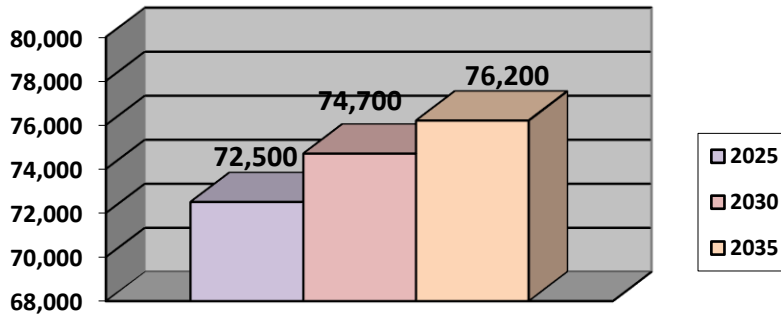
Source: Florida Legislature Office of Economic and Demographic Research

ii. **Population Projections**

Illustrations I, II and III show population projections for 2025, 2030 and 2035.

**Illustration I**

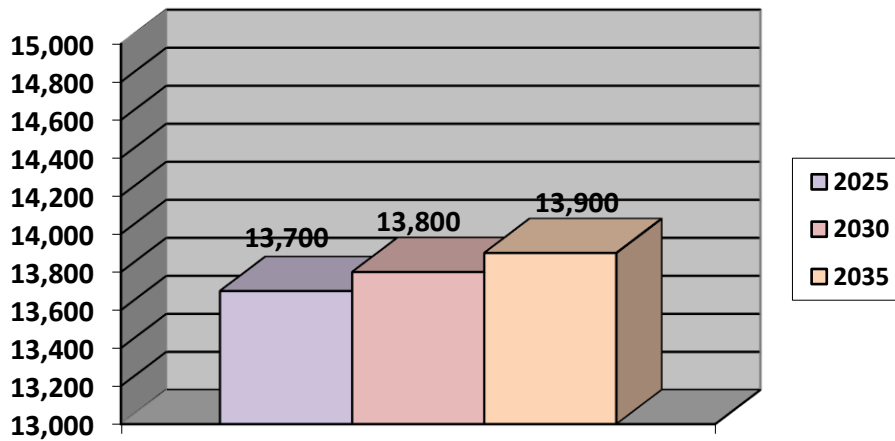
**Population Projections  
Columbia County**



Source: Bureau of Economic and Business Research University of Florida

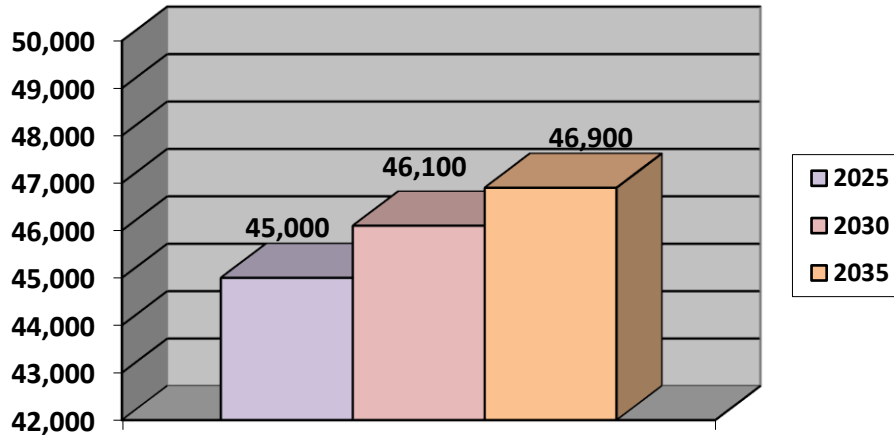
**Illustration II**

**Population Projections  
Hamilton County**



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

**Illustration III**  
**Population Projections**  
**Suwannee County**



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

iii. Population Age Distribution

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 5 shows estimates of Columbia County's population by age group. Table 6 shows estimates of Hamilton County's population by age group. Table 7 shows estimates of Suwannee County's population by age group.

**Table 5**  
**Population Estimates by Age Group**  
**Columbia County**

Age Group	Estimated 2021 Population
0-4	4,228
5-17	10,754
18-24	6,203
25-54	24,484
55-64	9,916
65-79	11,000
80+	3,224

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

**Table 6**

**Population Estimates by Age Group  
Hamilton County**

Age Group	Estimated 2021 Population
0-4	710
5-17	1,891
18-24	1,351
25-54	4,507
55-64	1,928
65-79	2,269
80+	570

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

**Table 7**

**Population Estimates by Age Group  
Suwannee County**

Age Group	Estimated 2021 Population
0-4	2,492
5-17	6,840
18-24	3,528
25-54	14,878
55-64	5,975
65-79	7,264
80+	2,699

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

**c. Disability**

According to the Bureau of the Census 2013-2017 American Community Survey, Columbia County had an estimated population with a disability of 12,113 in 2017. The population under 18 years of age with a disability was 771. The population 18 to 64 years of age with a disability was 6,198. The population 65 years and over with a disability was 5,144.

According to the Bureau of the Census 2013-2017 American Community Survey, Hamilton County had an estimated disabled population of 2,488 in 2017. The population under 18 years of age with a disability was 167. The population 18 to 64 years of age with a disability was estimated to be 1,286. The population 65 years and over with a disability was estimated to be 1,035.

According to the Bureau of the Census 2013-2017 American Community Survey, Suwannee County had an estimated disabled population of 7,631 in 2017. The population under 18 years of age with a disability was estimated to be 521. The population 18 to 64 years of age with a disability was estimated to be 3,951. The population 65 years and over with a disability was 3,059.



**d. Employment**

According to the U.S. Department of Labor, Bureau of Labor Statistics, the estimated percentage of Columbia County’s population in the labor force (individuals who are able to work but may not be employed) in 2022 was 53.4 with an estimated 3.0 percent unemployment rate.

According the U.S. Department of Labor, Bureau of Labor Statistics, the estimated percentage of Hamilton County’s population in the labor force (individuals who are able to work but may not be employed) in 2022 was 40.2 with an estimated 3.9 percent unemployment rate.

According to the U.S. Department of Labor, Bureau of Labor Statistics, the estimated percentage of Suwannee County’s population in the labor force (individuals who are able to work but may not be employed) in 2022 was 50.8 with an estimated 3.0 percent unemployment rate.

**e. Income**

Table 8 shows income and poverty status data for Columbia, Hamilton and Suwannee Counties. Table 9 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 8  
Income and Poverty Status Data  
Columbia, Hamilton and Suwannee Counties**

<b>County</b>	<b>Median Household Income 2021</b>	<b>Percent of Persons With Incomes Below Poverty Level 2021</b>
Columbia	\$47,750	22.7%
Hamilton	\$39,345	25.7%
Suwannee	\$47,218	20.6%

Source: Florida Legislature Office of Economic and Demographic Research

**Table 9**

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

<b>Persons In Family/Household</b>	<b>2023 Poverty Guideline</b>
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 Columbia County as of December 31, 2023 was 24,670. The total Medicaid eligibles for Hamilton County as of December 31, 2023 was 4,948 and the number of Medicaid eligibles for Suwannee County as of December 31, 2023 was 16,200. Table 6 shows individuals who received Supplemental Security Income.

**Table 10**

**Supplemental Security Income  
Columbia, Hamilton and Suwannee Counties  
2021**

<b>County</b>	<b>Aged Assistance</b>	<b>Blind and Disabled</b>
Columbia	125	2,532
Hamilton	37	594
Suwannee	105	1,406

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

**f. Housing**

Table 11 presents data on housing units for Columbia, Hamilton and Suwannee Counties.

**Table 11**

**Housing  
Columbia, Hamilton and Suwannee Counties**

<b>County</b>	<b>Housing Units 2020</b>	<b>Occupied Housing Units 2020</b>
Columbia	29,775	26,424
Hamilton	5,596	4,690
Suwannee	18,859	16,385

Source: Florida Legislature Office of Economic and Demographic Research

**g. Health**

According to the 2022 Physician Workforce Annual Report, there were 130 physicians practicing in Columbia County, 3 physicians practicing in Hamilton County and 15 physicians practicing in Suwannee County in 2019/20.

There are three hospitals located in Columbia County, no hospitals located Hamilton County and one hospital located in Suwannee County.

**h. Transportation**

According to the Bureau of the Census 2013-2017 American Community Survey, an estimated 1,304 households in Columbia County had no vehicles available in 2018. An estimated 430 households in Hamilton County had no vehicles available in 2018. And, an estimated 874 households in Suwannee County had no vehicles available.

**i. Major Trip Generators/Attractors**

Being a rural area, there are a limited number of trip generators in Columbia, Hamilton and Suwannee Counties. Trips are distributed from the outlying areas to and from county seats for business, shopping and recreational activities. Major trip generators/attractors in Columbia County include: Florida Gateway College, the Veterans Affairs Medical Center, Lake City Medical Center, and the Lake City Mall. Major trip generators/attractors for Hamilton County include: Hamilton Correctional Institution, Hamilton County Council on Aging Meal Site and PCS Phosphate. Major trip generators/attractors for Suwannee County include: Suwannee Health Care Center, Suwannee River Economic Council, Inc.'s meal site, Advent Christian Village, Pilgrim's Pride, Comprehensive Community Services and Florida Sheriff's Boys Ranch.

## C. Service Analysis

### 1. General and Critical Need Transportation Disadvantaged Population Estimates

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 severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

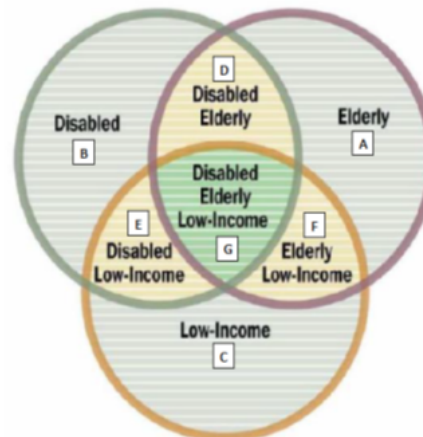
The following tables show general and critical need Transportation Disadvantaged population estimates for Columbia, Hamilton and Suwannee Counties.

**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

Columbia County					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	3,987	6.0%	323	0.5%	0	0.0%	0	0.00%
5-17	11,006	16.6%	1,467	2.2%	303	0.5%	70	0.11%
18-34	14,911	22.5%	2,596	3.9%	1,360	2.1%	513	0.77%
35-64	26,544	40.1%	2,283	3.4%	5,999	9.1%	1,367	2.06%
<b>Total Non Elderly</b>	<b>56,448</b>	<b>85.3%</b>	<b>6,669</b>	<b>10.1%</b>	<b>7,662</b>	<b>11.6%</b>	<b>1,950</b>	<b>2.95%</b>
65-74	7,036	10.6%	1,061	1.6%	2,983	4.5%	748	1.13%
75+	2,724	4.1%	462	0.7%	2,955	4.5%	295	0.45%
<b>Total Elderly</b>	<b>9,760</b>	<b>14.7%</b>	<b>1,523</b>	<b>2.3%</b>	<b>5,938</b>	<b>9.0%</b>	<b>1,043</b>	<b>1.58%</b>
<b>Total</b>	<b>66,208</b>	<b>100%</b>	<b>8,192</b>	<b>12.4%</b>	<b>13,600</b>	<b>20.5%</b>	<b>2,993</b>	<b>4.52%</b>

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	1,950
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	5,712
G - Estimate elderly/disabled/low income	From Base Data (I14)	1,043
D - Estimate elderly/ disabled/not low income	Subtract I14 from G14	4,895
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	480
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	3,342
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	4,719
<b>Total - Non-Duplicated</b>		<b>22,141</b>

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	22,141	33.4%





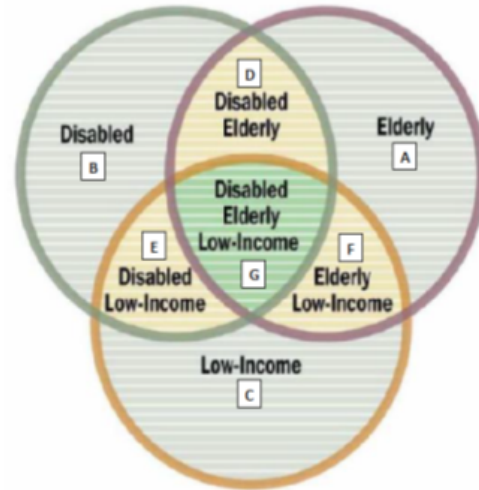
**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

**Suwannee County**                      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	2,383	5.4%	1,255	2.8%	0	0.0%	0	0.00%
5-17	7,006	15.9%	2,334	5.3%	632	1.4%	344	0.78%
18-34	3,296	7.5%	2,416	5.5%	689	1.6%	449	1.02%
35-64	22,044	49.9%	2,251	5.1%	3,267	7.4%	864	1.96%
<b>Total Non Elderly</b>	<b>34,729</b>	<b>78.6%</b>	<b>8,256</b>	<b>18.7%</b>	<b>4,588</b>	<b>10.4%</b>	<b>1,657</b>	<b>3.75%</b>
65-74	5,268	11.9%	462	1.0%	1,605	3.6%	276	0.62%
75+	4,174	9.4%	138	0.3%	1,481	3.4%	233	0.53%
<b>Total Elderly</b>	<b>9,442</b>	<b>21.4%</b>	<b>600</b>	<b>1.4%</b>	<b>3,086</b>	<b>7.0%</b>	<b>509</b>	<b>1.15%</b>
<b>Total</b>	<b>44,171</b>	<b>100%</b>	<b>8,856</b>	<b>20.0%</b>	<b>7,674</b>	<b>17.4%</b>	<b>2,166</b>	<b>4.90%</b>

<i>Double Counts Calculations</i>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	1,657
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	2,931
G - Estimate elderly/disabled/low income	From Base Data (I14)	509
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	2,577
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	91
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	6,265
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	6,599
<b>Total - Non-Duplicated</b>		<b>20,629</b>

General TD Population	<b>% of Total</b>	
Non-Duplicated General TD Population Estimate	<b>20,629</b>	<b>46.7%</b>



**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

**Columbia County**

Census Data from: 2018

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	0	4.20%	-	-
5-17	303	4.20%	13	0.12%
18-34	1,360	6.30%	86	0.57%
35-64	5,999	13.84%	830	3.13%
<b>Total Non Elderly</b>	<b>7,662</b>		<b>929</b>	<b>1.65%</b>
65-74	2,983	27.12%	809	11.50%
75+	2,955	46.55%	1,376	50.50%
<b>Total Elderly</b>	<b>5,938</b>		<b>2,185</b>	<b>22.38%</b>
<b>Total</b>	<b>13,600</b>		<b>3,113</b>	<b>4.70%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>266</b>
<b>11.70%</b>	<b>256</b>
	<b>521</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	663	266	929
<i>Elderly</i>	1,929	256	2,185
<b>TOTAL</b>	<b>2,592</b>	<b>521</b>	<b>3,113</b>

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

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
<i>Assumes</i>	5,199		
27.2%	xx % without auto access		
	1,414		
100.0%	xx % without transit access		
	1,414		
		<u>Calculation of Daily Trips</u>	
		Daily Trip Rates	Total
<b>Total Actual Critical TD Population</b>		Per Person	Daily Trips
<i>Severely Disabled</i>	3,113	0.049	153
<i>Low Income ND</i>	###	1.899	2,685
<b>Totals</b>	<b>4,527</b>		<b>2,838</b>

**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

**Hamilton County**

Census Data from: 2018

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	187	6.90%	43	1.60%
18-64	1,715	19.00%	506	5.60%
<b>Total Non Elderly</b>	<b>1,902</b>	<b>16.21%</b>	<b>549</b>	<b>4.68%</b>
65+	1,138	44.20%	211	8.20%
<b>Total Elderly</b>	<b>1,138</b>	<b>44.20%</b>	<b>211</b>	<b>8.20%</b>
<b>Total</b>	<b>3,040</b>	<b>21.25%</b>	<b>760</b>	<b>5.31%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	157
11.70%	25
<b>11.70%</b>	<b>25</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	392	157	549
<i>Elderly</i>	186	25	211
<b>TOTAL</b>	<b>578</b>	<b>182</b>	<b>760</b>

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

<b>Low Income &amp; Not Disabled = C + F</b>			
<i>Assumes</i>			
27.2%	xx % without auto access	2,136	
	xx % without transit access	581	
100%	xx % without transit access	581	
		581	
<b>Calculation of Daily Trips</b>			
		<b>Rates</b>	<b>Total</b>
		<b>Per Person</b>	<b>Daily Trips</b>
<i>Severely Disabled</i>	760	0.049	37
<i>Low Income ND</i>	581	1.899	1,103
<b>Totals</b>	<b>1,341</b>		<b>1,141</b>

**CALCULATION OF DAILY TRIPS  
FOR THE  
CRITICAL NEED TD POPULATION**



**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

**Suwannee County**

Census Data from: **2018**

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	0	4.20%	-	-
5-17	632	4.20%	27	0.38%
18-34	689	6.30%	43	1.32%
35-64	3,267	13.84%	452	2.05%
<b>Total Non Elderly</b>	<b>4,588</b>		<b>522</b>	<b>1.50%</b>
65-74	1,605	27.12%	435	8.26%
75+	1,481	46.55%	689	16.52%
<b>Total Elderly</b>	<b>3,086</b>		<b>1,125</b>	<b>11.91%</b>
<b>Total</b>	<b>7,674</b>		<b>1,647</b>	<b>3.73%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>149</b>
<b>11.70%</b>	<b>132</b>
	<b>281</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	373	149	522
<i>Elderly</i>	993	132	1,125
<b>TOTAL</b>	<b>1,366</b>	<b>281</b>	<b>1,647</b>

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

Low Income & Not Disabled = C + F			
<i>Assumes</i>			
27.2%	xx % without auto access	6,690	
		1,820	
100.0%	xx % without transit access	1,820	
		1,820	
		<b>Calculation of Daily Trips</b>	
		Daily Trip Rates	Total
<b>Total Actual Critical TD Population</b>		Per Person	Daily Trips
<i>Severely Disabled</i>	1,647	0.049	81
<i>Low Income ND</i>	###	1.899	3,456
<b>Totals</b>	<b>3,466</b>		<b>3,536</b>

**CALCULATION OF DAILY TRIPS  
FOR THE  
CRITICAL NEED TD POPULATION**

## 2. Paratransit Service Demand Estimation

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

**FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS**

**Columbia 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	1,950	1,964	1,978	1,992	2,006	2,020	2,035	2,049	2,064	2,079	2,093
B - Estimate non-elderly/disabled/not low income	5,712	5,753	5,793	5,835	5,876	5,918	5,960	6,002	6,045	6,088	6,131
G - Estimate elderly/disabled/low income	1,942	1,950	1,958	1,965	1,973	1,981	1,988	1,996	1,999	1,112	1,119
D - Estimate elderly/disabled/not low income	4,895	4,930	4,965	5,000	5,036	5,071	5,107	5,144	5,180	5,217	5,254
F - Estimate elderly/non-disabled/low income	480	483	487	490	494	497	501	504	508	512	515
A - Estimate elderly/non-disabled/not low income	3,342	3,366	3,390	3,414	3,438	3,462	3,487	3,512	3,537	3,562	3,587
C - Estimate low income/not elderly/not disabled	4,719	4,753	4,786	4,820	4,854	4,889	4,924	4,959	4,994	5,029	5,065
<b>TOTAL GENERAL TD POPULATION</b>	<b>22,141</b>	<b>22,298</b>	<b>22,457</b>	<b>22,616</b>	<b>22,777</b>	<b>22,938</b>	<b>23,101</b>	<b>23,265</b>	<b>23,430</b>	<b>23,597</b>	<b>23,764</b>
<b>TOTAL POPULATION</b>	<b>66,298</b>	<b>66,678</b>	<b>67,151</b>	<b>67,628</b>	<b>68,108</b>	<b>68,592</b>	<b>69,079</b>	<b>69,569</b>	<b>70,063</b>	<b>70,561</b>	<b>71,062</b>



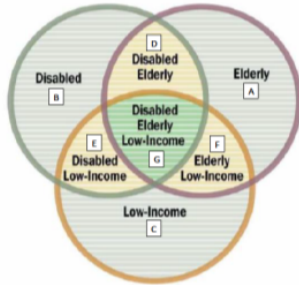
**Columbia County**

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<i>Disabled</i>	3,112	3,135	3,158	3,180	3,203	3,225	3,248	3,271	3,294	3,318	3,341
<i>Not/Transit</i>	1,414	1,424	1,434	1,444	1,455	1,465	1,475	1,486	1,496	1,507	1,518
<b>Total Critical Need TD Population</b>	<b>4,527</b>	<b>4,559</b>	<b>4,592</b>	<b>4,624</b>	<b>4,657</b>	<b>4,690</b>	<b>4,724</b>	<b>4,757</b>	<b>4,791</b>	<b>4,825</b>	<b>4,859</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	153	154	155	156	157	158	159	160	161	163	164
<i>Low Income - Not Disabled - No Access</i>	2,685	2,704	2,724	2,743	2,763	2,782	2,802	2,822	2,842	2,862	2,882
<b>Total Daily Trips Critical Need TD Population</b>	<b>2,838</b>	<b>2,858</b>	<b>2,935</b>	<b>2,984</b>	<b>3,035</b>	<b>3,088</b>	<b>3,143</b>	<b>3,199</b>	<b>3,255</b>	<b>3,313</b>	<b>3,365</b>
<b>Annual Trips</b>	<b>737,874</b>	<b>750,344</b>	<b>763,025</b>	<b>775,920</b>	<b>789,033</b>	<b>802,999</b>	<b>817,212</b>	<b>831,677</b>	<b>846,397</b>	<b>861,378</b>	<b>874,902</b>

**FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS**

*Hamilton 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	549	551	552	554	556	558	560	561	563	565	567
B - Estimate non-elderly/disabled/not low income	1,353	1,358	1,362	1,366	1,371	1,375	1,379	1,384	1,388	1,393	1,397
G - Estimate elderly/disabled/low income	211	212	213	213	214	215	215	216	217	217	218
D - Estimate elderly/disabled/not low income	927	930	933	936	939	942	945	948	951	954	957
F - Estimate elderly/non-disabled/low income	110	110	111	111	111	112	112	112	113	113	113
A - Estimate elderly/non-disabled/not low income	1,327	1,331	1,336	1,340	1,344	1,348	1,353	1,357	1,361	1,366	1,370
C - Estimate low income/not elderly/not disabled	2,026	2,033	2,039	2,046	2,052	2,059	2,065	2,072	2,079	2,085	2,092
<b>TOTAL GENERAL TD POPULATION</b>	<b>6,503</b>	<b>6,524</b>	<b>6,545</b>	<b>6,566</b>	<b>6,587</b>	<b>6,608</b>	<b>6,629</b>	<b>6,651</b>	<b>6,672</b>	<b>6,693</b>	<b>6,715</b>
<b>TOTAL POPULATION</b>	<b>14,310</b>	<b>14,356</b>	<b>14,402</b>	<b>14,448</b>	<b>14,494</b>	<b>14,541</b>	<b>14,587</b>	<b>14,634</b>	<b>14,681</b>	<b>14,728</b>	<b>14,775</b>



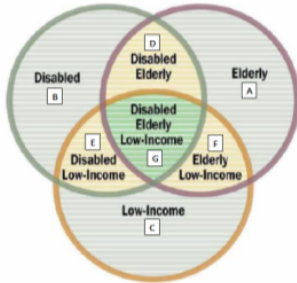
*Hamilton County*

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<i>Disabled</i>	760	762	765	767	770	772	775	777	780	782	785
<i>Low Income Not Disabled No Auto/Transit</i>	581	583	585	587	588	590	592	594	596	598	600
<b>Total Critical Need TD Population</b>	<b>1,341</b>	<b>1,345</b>	<b>1,350</b>	<b>1,354</b>	<b>1,358</b>	<b>1,363</b>	<b>1,367</b>	<b>1,371</b>	<b>1,376</b>	<b>1,380</b>	<b>1,385</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	37	37	37	38	38	38	38	38	38	38	38
<i>Low Income - Not Disabled - No Access</i>	1,103	1,107	1,110	1,114	1,118	1,121	1,125	1,128	1,132	1,136	1,139
<b>Total Daily Trips Critical Need TD Population</b>	<b>1,141</b>	<b>1,160</b>	<b>1,179</b>	<b>1,199</b>	<b>1,220</b>	<b>1,241</b>	<b>1,263</b>	<b>1,286</b>	<b>1,308</b>	<b>1,331</b>	<b>1,352</b>
<b>Annual Trips</b>	<b>296,538</b>	<b>301,549</b>	<b>306,645</b>	<b>311,828</b>	<b>317,098</b>	<b>322,710</b>	<b>328,422</b>	<b>334,235</b>	<b>340,151</b>	<b>346,172</b>	<b>351,607</b>

**FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS**

*Suwannee 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	1,657	1,669	1,680	1,692	1,704	1,716	1,728	1,740	1,752	1,764	1,777
B - Estimate non-elderly/ disabled/not low income	2,931	2,952	2,972	2,993	3,014	3,035	3,056	3,078	3,099	3,121	3,143
G - Estimate elderly/disabled/low income	509	513	516	520	523	527	531	534	538	542	546
D - Estimate elderly/ disabled/not low income	2,577	2,595	2,613	2,631	2,650	2,668	2,687	2,706	2,725	2,744	2,763
F - Estimate elderly/non-disabled/low income	91	92	92	93	94	94	95	96	96	97	98
A - Estimate elderly/non-disabled/not low income	6,285	6,309	6,353	6,397	6,442	6,487	6,533	6,578	6,624	6,671	6,717
C - Estimate low income/not elderly/not disabled	6,593	6,645	6,692	6,738	6,786	6,833	6,881	6,929	6,977	7,026	7,075
<b>TOTAL GENERAL TD POPULATION</b>	<b>20,629</b>	<b>20,773</b>	<b>20,919</b>	<b>21,065</b>	<b>21,212</b>	<b>21,361</b>	<b>21,510</b>	<b>21,660</b>	<b>21,812</b>	<b>21,965</b>	<b>22,118</b>
<b>TOTAL POPULATION</b>	<b>44,171</b>	<b>44,480</b>	<b>44,791</b>	<b>45,104</b>	<b>45,420</b>	<b>45,738</b>	<b>46,057</b>	<b>46,380</b>	<b>46,704</b>	<b>47,031</b>	<b>47,360</b>



*Suwannee County*

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<i>Disabled</i>	1,647	1,658	1,670	1,682	1,693	1,705	1,717	1,729	1,741	1,753	1,766
<i>Low Income Not Disabled No Auto/Transit</i>	1,820	1,832	1,845	1,858	1,871	1,884	1,897	1,911	1,924	1,937	1,951
<b>Total Critical Need TD Population</b>	<b>3,468</b>	<b>3,491</b>	<b>3,515</b>	<b>3,540</b>	<b>3,564</b>	<b>3,589</b>	<b>3,615</b>	<b>3,640</b>	<b>3,665</b>	<b>3,691</b>	<b>3,717</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	81	81	82	82	83	84	84	85	85	86	87
<i>Low Income - Not Disabled - No Access</i>	3,456	3,480	3,504	3,529	3,553	3,578	3,603	3,628	3,654	3,679	3,705
<b>Total Daily Trips Critical Need TD Population</b>	<b>3,536</b>	<b>3,596</b>	<b>3,657</b>	<b>3,719</b>	<b>3,781</b>	<b>3,848</b>	<b>3,916</b>	<b>3,986</b>	<b>4,056</b>	<b>4,128</b>	<b>4,193</b>
<b>Annual Trips</b>	<b>919,429</b>	<b>934,967</b>	<b>950,768</b>	<b>966,836</b>	<b>983,176</b>	<b>1,000,578</b>	<b>1,018,288</b>	<b>1,036,312</b>	<b>1,054,655</b>	<b>1,073,322</b>	<b>1,090,173</b>

### **3. Barriers to Coordination**

Medicaid non-emergency transportation services are no longer coordinated through Florida’s Coordinated Transportation System in Columbia, Hamilton and Suwannee Counties. 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 Columbia, Hamilton and Suwannee Counties include the following:

- low density, rural population limits the ability to multi-load vehicles;
- out-of-county trips are required due to the limited availability of medical services/facilities; and
- various requirements for agency client transportation services.

### **4. Needs Assessment**

#### **United States Code Section 5310 Capital Grant Program**

<b>APPLICANT</b>	<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>PROJECT COST</b>	<b>PROJECT FUNDING SOURCE</b>
Suwannee Valley Transit Authority	Purchase two expansion vehicles.	2023/24	Columbia County Hamilton County Suwannee County	\$235,200.00	Federal Transit Administration
				\$ 29,400.00	Florida Department of Transportation
				\$ 29,400.00	Suwannee Valley Transit Authority

**United States Code Section 5311 Grant Program**

<b>Applicant</b>	<b>Project</b>	<b>Project Year</b>	<b>Areas Affected By Project</b>	<b>Project Cost</b>	<b>Funding Source</b>
Suwannee Valley Transit Authority	Transportation Operations	2023/24	Columbia County Hamilton County Suwannee County	\$791,365.00	Federal Transit Administration
				\$791,365.00	Suwannee Valley Transit Authority

**United States Code Section 5339 Grant Program**

<b>Applicant</b>	<b>Project</b>	<b>Project Year</b>	<b>Areas Affected By Project</b>	<b>Project Cost</b>	<b>Funding Source</b>
Suwannee Valley Transit Authority	Purchase two expansion vehicles.	2023/24	Columbia County Hamilton County Suwannee County	\$294,000.00	Federal Transit Administration

**Rural Area Capital Assistance Program**

<b>Applicant</b>	<b>Project</b>	<b>Project Year</b>	<b>Areas Affected By Project</b>	<b>Project Cost</b>	<b>Funding Source</b>
Suwannee Valley Transit Authority	Purchase two replacement vehicles.	2021/22	Columbia County Hamilton County Suwannee County	\$162,820.35	Florida Commission for the Transportation Disadvantaged

**Transportation Disadvantaged Program/Trip & Equipment Grant**

<b>Applicant</b>	<b>Project</b>	<b>Project Year</b>	<b>Areas Affected By Project</b>	<b>Project Cost</b>	<b>Funding Source</b>
Suwannee Valley Transit Authority	Provide trips to transportation disadvantaged individuals.	2023/24	Columbia County	\$353,251.00	Florida Commission for the Transportation Disadvantaged
				\$ 39,249.00	Suwannee Valley Transit Authority
			Hamilton County	\$131,650.00	Florida Commission for the Transportation Disadvantaged
				\$ 14,627.00	Suwannee Valley Transit Authority
			Suwannee County	\$294,573.00	Florida Commission for the Transportation Disadvantaged
	\$ 32,730.00	Suwannee Valley Transit Authority			

## 5. Goals, Objectives and Strategies

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

**OBJECTIVE:** Identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through Suwannee Valley Transit Authority. Inform each non-coordinated agency about Chapter 427, Florida Statutes.

**Strategy 1(a):** Identify agencies located in Columbia, Hamilton and Suwannee Counties that are receiving local, state and/or federal funds to transport clients or to purchase vehicles.

**Strategy 1(b):** Contact the identified agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated, etc.

**Strategy 1(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 of the residents of Columbia, Hamilton and Suwannee Counties.**

**OBJECTIVE:** Report to the local Coordinating Board the unmet transportation needs of the residents of Columbia, Hamilton and Suwannee Counties.

**Strategy 2(a):** Report quarterly the number and types of transportation services that are requested which it is unable to provide.

**Strategy 2(b):** Report any identified unmet needs in the service area.

**GOAL III:** **Provide transportation services that are consumer oriented and effectively group riders.**

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

**Strategy 3(a):** Report the number of single passenger trips provided by county.

**Strategy 3(b):** Encourage passengers to arrange their appointment times in order to group trips.

**Strategy 3(c):** Attempt to reduce the number of single passenger trips.

**Strategy 3(d):** Measure the total passenger trips per vehicle by county.

**GOAL IV:** **Eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.**

**OBJECTIVE:** Comply with the requirements of the Americans with Disabilities Act regarding the access to and provision of transportation services.

**Strategy 4(a):** Train its staff members regarding the utilization of special equipment for the disabled as well as the abilities of persons with disabilities.

**Strategy 4(c):** Ensure the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities.

**GOAL V: Evaluate Suwannee Valley Transit Authority's performance based on specific criteria.**

**OBJECTIVE:** Annually use the most recent Florida Commission for the Transportation Disadvantaged Evaluation Workbook to evaluate Suwannee Valley Transit Authority's performance.

**GOAL VI: Utilize the Transportation Disadvantaged Trip and Equipment Grant allocation in the most cost effective and efficient manner.**

**OBJECTIVE:** Adhere to a strict budget of Trip and Equipment Grant funds and shall follow the local Coordinating Board's trip priorities to ensure that these funds are spent in the most efficient manner.

**Strategy 6(a):** Determine the most efficient manner to spend Trip and Equipment Grant Funds.

**Strategy 6(b):** Inform the local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Trip and Equipment Grant funds.

**GOAL VII: Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.**

**OBJECTIVE:** Complete all reports in a timely manner which require local Coordinating Board review and/or approval.

**Strategy 7(a):** Complete and submit reports to the Designated Official Planning Agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the local Coordinating Board's meeting packet.

**Strategy 7(b):** Continue to require all subcontractors and coordination contractors to report quarterly operating data by County.

**GOAL VIII: Maintain/improve the quality of service.**

**OBJECTIVE:** Monitor the quality of service provided by Suwannee Valley Transit Authority.

**Strategy 8(a):** Monitor the quality of service based on input from riders, purchasers and operators.

**Strategy 8(b):** Make recommendations to Suwannee Valley Transit Authority to improve the quality of service.

**OBJECTIVE IX: Provide courteous and professional service.**

**Strategy:** Provide sensitivity and courtesy training to staff annually.



- GOAL X:                   Ensure the provision of safe transportation services.**
- OBJECTIVE:**           Ensure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and drivers.
- Strategy 10(a):**       Comply with its System Safety Program Plan. The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Chapter 14-90, Florida Administrative Code.
- Strategy 10(b):**       Provide driver training annually.
- GOAL XI:                Comply with Federal Transit Administration substance abuse testing requirements.**
- Strategy 11(a):**       Certify compliance with substance abuse testing requirements.
- GOAL XII:              Promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:**           Encourage the provision of the greatest number of trips using the most cost effective methods possible.
- Strategy 12(a):**       Maintain a data base with pertinent information relative to clients needs and limitations.
- GOAL XIII:            Improve efficiency and effectiveness of the coordinated transportation system.**
- OBJECTIVE:**           Attempt to improve efficiency and effectiveness areas identified in the annual performance evaluation.

## 6. Implementation Plan

<b>Strategies</b>	<b>Implementation Date</b>
(1) Identify agencies 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.	(1) Annually (2) Annually
(1) Identify agencies that receive local, state and/or federal funds that do not include transportation services in their budgets. (2) Review applications for funding to encourage the inclusion of transportation services in agency budgets.	(1) Ongoing (2) As necessary
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests. (3) Request additional local funding to help meet the growing demand for transportation disadvantaged services in Columbia, Hamilton and Suwannee Counties.	(1) Quarterly (2) Quarterly (3) Ongoing

<b>Strategies</b>	<b>Implementation Date</b>
<ul style="list-style-type: none"> <li>(1) Maximize the use of vehicles without unduly inconveniencing the rider.</li> <li>(2) Report the number of single passenger trips provided by county.</li> <li>(3) Encourage passengers to arrange appointments to group trips.</li> <li>(4) Attempt to reduce the number of single passenger trips.</li> <li>(5) Measure total passenger trips per vehicle by county.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Ongoing</li> <li>(2) Quarterly</li> <li>(3) Quarterly</li> <li>(4) Annually</li> <li>(5) Quarterly</li> </ul>
<ul style="list-style-type: none"> <li>(1) Provide alternative methods for accessing transportation services for individuals with disabilities.</li> <li>(2) Make use of special equipment for, and the abilities of, persons with disabilities.</li> <li>(3) Ensure that the transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to persons without disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Ongoing</li> <li>(2) Ongoing</li> <li>(3) Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>(1) Evaluate the performance of Suwannee Valley Transit Authority in general and relative to Commission standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Annually</li> </ul>
<ul style="list-style-type: none"> <li>(1) Adhere to a budget of Trip and Equipment Grant funds to ensure that these funds are spent in the most efficient manner.</li> <li>(2) Determine the most efficient manner to expend the Trip and Equipment Grant funds.</li> <li>(3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Trip and Equipment Grant funds.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Annually</li> <li>(2) Annually</li> <li>(3) Quarterly</li> </ul>
<ul style="list-style-type: none"> <li>(1) Complete all reports for review and/or approval in a timely manner.</li> <li>(2) Final reports shall be completed and submitted to Designated Official Planning Agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Ongoing</li> <li>(2) Ongoing</li> <li>(3) Quarterly</li> </ul>
<ul style="list-style-type: none"> <li>(1) Address all written grievances in a timely manner according to the Grievance Procedures.</li> <li>(2) Document all grievances and the grievance process.</li> <li>(3) Report service complaints on a quarterly basis.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Ongoing</li> <li>(2) Ongoing</li> <li>(3) Quarterly</li> </ul>
<ul style="list-style-type: none"> <li>(1) Provide courteous and professional service.</li> <li>(2) Provide sensitivity and courtesy training.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Ongoing</li> <li>(2) Annually</li> </ul>
<ul style="list-style-type: none"> <li>(1) Encourage the provision of the greatest number of trips using the most cost effective methods possible.</li> <li>(2) Maintain a data base with pertinent information relative to clients needs and limitations.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Ongoing</li> <li>(2) Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>(1) The System Safety Program Plan shall meet all established requirements and adhere to Section 341, Florida Statutes and Chapter 14-90, Florida Administrative Code.</li> <li>(2) Certify that Suwannee Valley Transit Authority complies with its System Safety Program Plan and that subcontractors have been monitored for their compliance with Chapter 14-90, Florida Administrative Code.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Annually</li> <li>(2) Annually</li> </ul>

## Chapter II: Service Plan

### A. Operations

The operations element is a profile of the coordinated transportation system and provides basic information about Suwannee Valley Transit Authority's daily operations.

Suwannee Valley Transit Authority is a governmental organization created in 1974 as a regional public transportation authority by an inter-local agreement between Columbia, Hamilton and Suwannee County governments. The Florida Commission for the Transportation Disadvantaged designated Suwannee Valley Transit Authority the Community Transportation Coordinator for Columbia, Hamilton and Suwannee Counties pursuant to Chapter 427 Florida Statutes in 1990. As the Community Transportation Coordinator, Suwannee Valley Transit Authority is responsible for coordinating the provision of transportation services to the transportation disadvantaged in Columbia, Hamilton and Suwannee Counties. Suwannee Valley Transit Authority was re-designated the Community Transportation Coordinator through June 30, 2026. The Florida Commission for the Transportation Disadvantaged designated Columbia, Hamilton and Suwannee Counties as a combined service area under Florida's Transportation Disadvantaged Program July 1, 2016.

#### 1. Types, Hours and Days of Service

##### a. Types of Service

Suwannee Valley Transit Authority provides door-to-door, curb-to-curb, shared-ride and flex route transportation services. Transportation services are arranged on a subscription and advance reservation basis. There are currently no fixed route transportation services available in the service area. Except for specialty contract services, Suwannee Valley Transit Authority transportation is a shared ride service. Suwannee Valley Transit Authority reserves the right to request riders make reasonable adjustments to their desired transport times in order to most effectively coordinate trips.

Suwannee Valley Transit Authority is required to 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. Passengers who cannot propel their wheelchair independently must have an escort. Suwannee Valley Transit Authority will only transport wheelchairs that can be safely secured using the standard 4-point tie down wheelchair restraint devices. Passengers must be able to transfer from to a bus seat for all non-standard wheelchairs (such as a scooter). All wheelchair passengers must use seat/lap belts and shoulder harnesses.

##### b. Hours and Days of Service

**Transportation Disadvantaged Program:** Monday through Saturday from 6:00 a.m. to 5:00 p.m. excluding holidays.

## c. Holidays

With the exception of cancer care and dialysis trips, Transportation Disadvantaged Program sponsored service will not be provided on the following observed holidays:

Veteran's Day  
Thanksgiving Day  
Friday after Thanksgiving  
Christmas Eve  
Christmas Day  
New Year's Day  
Martin Luther King, Jr.'s Birthday  
Presidents' Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day

## 2. Accessing Services

### a. Reservations

**Transportation Disadvantaged Program:** Monday through Friday from 6:00 a.m. to 5:00 p.m. excluding observed holidays. Trip reservations can be made by calling 386.362.5332. When making a reservation, passengers should have the following information available: date, time and pickup/drop off location of appointment; name of service provider, telephone numbers, and points of contact.

### b. Advance Notification

**Transportation Disadvantaged Program:** Trip reservations must be made before 3:00 p.m. three (3) days before the day of transport. For example, reservations must be made no later than the prior Wednesday by 3:00 p.m. for service needed on Monday, unless the Wednesday is a holiday, in which case the reservation must be made on Tuesday by 3:00 p.m.

Suwannee Valley Transit Authority can grant an exception to the three day rule if the rider presents good cause. Good cause is substantiated by factors such as, but not limited to, any of the following:

- Urgent Care, (with physician's note);
- Post-surgical and/or medical follow-up care specified by a health care provider to occur in fewer than three workdays;
- Imminent availability of an appointment with a specialist when the next available appointment would require a delay of two weeks or more; or
- The result of administrative or technical delay requiring an appointment to be rescheduled.

Agency sponsored trip requests will be taken according to contractual arrangements.

**c. Trip Cancellation Process**

Trips must be cancelled 24 hours in advance of the scheduled pickup time. Passengers who do not cancel their transportation 24 hours in advance and refuse transportation once the driver arrives at the point of pick up will be considered a no-show. Same-day cancellations count as no-shows unless the rider was unable to cancel the trip 24 hours in advance.

**d. No-Show Policy**

Drivers shall wait five minutes after the scheduled pick-up time for passengers to board the vehicle. Drivers picking up patients returning from dialysis appointments may wait more than 5 minutes upon request as long as the wait time does not jeopardize the return drop off time of other passengers on the vehicle. After the driver has waited five minutes, the driver will place a no-show hanger on the doorknob. After three (3) no-shows within 60 days, the passenger is subject to a service termination for 30 days. After the passenger is reinstated to the program, if three (3) more infractions occur within 60 days, the suspension period will be 45 days. If the client is reinstated to the program and three (3) more infractions occur within 60 days, the suspension will be 90 days.

If the passenger provides acceptable, verifiable evidence that the no-show was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a no-show. Suwannee Valley Transit Authority will not issue a no-show to a passenger if the vehicle sent to transport the passenger will not accommodate the passenger's ability to board the vehicle.

Passengers may only be removed from suspension by their sponsoring agency. Suwannee Valley Transit Authority will determine passenger suspensions for passengers transported under the Florida's Transportation Disadvantaged Program. If a passenger feels that he/she has been unfairly suspended, they may file a grievance with the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board.

**e. After Hours Service**

After hours service is not provided under Florida's Transportation Disadvantaged Program.

After hours service is provided if required by contractual agreement. Emergency phone numbers are listed below.

Telephone: (386) 362-5332, normal business hours

Facsimile: (386) 219-0157, 24 hours/seven days per week

**f. Transportation Disadvantaged Program Passenger Fares**

**Transportation Disadvantaged Program:** \$2.00 per one-way trip

## **g. Transportation Disadvantaged Program Eligibility**

Transportation services provided under Florida’s Transportation Disadvantaged Program are funded by the Transportation Disadvantaged Trust Fund. The purpose of the Transportation Disadvantaged Program is to provide transportation services to individuals 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 as defined in s. 411.202.

Individuals are required to apply for eligibility certification for their transportation to be sponsored by the Transportation Disadvantaged Program. Suwannee Valley Transit Authority will use the following criteria in order to determine eligibility:

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

Applicants meeting the above criteria must also satisfy one or more of the following:

- a) Applicant must provide documentation of having a physical and/or mental impairment (Section 5 of eligibility application completed by a medical professional).
- b) Applicant must provide documentation of being 60 years of age or older (driver license or other state issued identification).
- c) Applicant must provide proof of gross annual household income that meets a maximum of 175% of the current Federal Poverty Guidelines as indicated below.

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

<b>Persons In Family/Household</b>	<b>2023 Poverty Guideline</b>
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 Valley Transit Authority’s Transportation Disadvantaged Program Eligibility Certification application is shown below. Individuals must apply for eligibility recertification biennially. Eligibility may be revoked if it is determined an individual’s eligibility status has changed. Individuals eligible for transportation under Florida’s Managed Medical Assistance Program may also be eligible for Transportation Disadvantaged Program sponsored service.



**SUWANNEE VALLEY TRANSIT AUTHORITY**  
**TRANSPORTATION DISADVANTAGED ASSESSMENT SCREENING FORM: YR 20 - 20**

**SECTION 1: General Information**

Full Name: \_\_\_\_\_  
Last First Middle Initial

Address: \_\_\_\_\_  
Street Address Apt/Lot #

\_\_\_\_\_ City State ZIP Code

Check One:  House  Apartment  Mobile Home  Nursing Home  Group Home

For what type of travel do you intend to use this service? \_\_\_\_\_

How often do you plan to travel?  Daily  Weekly  Monthly

Mailing Address: \_\_\_\_\_  
Street Address or P O Box Apt/Lot #

\_\_\_\_\_ City State ZIP Code

Home Phone#: \_\_\_\_\_ Alternate Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

SS#: \_\_\_\_\_ Gender: \_\_\_\_\_

Birth Date: \_\_\_\_\_ (Attach copy of state ID or driver's license)

Emergency Contact Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Emergency Contact Phone #: \_\_\_\_\_

**SECTION 2: Mobility & Functionality Status**

Check all Mobility Aids and/or Impairments that apply:

Wheel Chair  Walker  Cane  Crutches  Leg Brace

Portable Oxygen  Legally Blind  Totally Blind  Service Animal  Deaf

Hearing Impaired  Mentally Impaired  Speech Impairment

If you checked "Mentally Impaired", please indicate the type of mental disability: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I require an escort to travel. (Check one)  Yes  No

In case of mental or physical impairment, please answer the following questions:

1. Are you unable to drive yourself due to your disability?  Yes  No

If "yes", explain why. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. How do you currently travel to your destinations? \_\_\_\_\_

3. Are you able to grip handles or railings?  Yes  No

4. Are you able to climb stairs?  Yes  No

5. Are you able to understand and follow directions/requests?  Yes  No

(IF NO, A PERSONAL ESCORT IS REQUIRED WHEN TRAVELING.)

**Section 3: Income Status**

1. Are you currently receiving Medicaid?  Yes  No

If yes, include Medicaid #: \_\_\_\_\_

2. Check current assistance:  Food Assistance (EBT)  AFDC  SSI  
(Must attach most current supporting documentatin if applicable.)

3. How many individuals live in your household? \_\_\_\_\_

4. What is you annual household income? \_\_\_\_\_

(Must attach most current supporting documentation, i.e. W2, bank statement, etc.)

5. Do you or does anyone in your household have a car?  Yes  No

5a. If "yes": Owner's name \_\_\_\_\_ Tag # \_\_\_\_\_

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

5b. If "yes", is this vehicle available to you  Sometimes  Always  Never?

6. Do you have friends or relatives who can transport you?  Yes  No

6a. If "yes", are they able to transport you  Sometimes  Always  Never

Are you aware that you are required to pay a co-payment of \$2 each way for this program and that if you do not pay, you cannot ride?  Yes  No

Are you enrolled in any other programs that will pay for or provide you with transportation services?  Yes  No If "yes", please provide the name: \_\_\_\_\_

**Section 4: Applicant Release**

Applicant acknowledges that the information provided is true and correct to the best of their ability and will only be used to assess eligibility. I herby authorize my medical representative to release information regarding my level of functionality and need for transportation with SVTA. Any false information submitted will be found cause for immediate disqualification or revocation of eligibility.

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

If you are signing on the applicant's behalf, please indicate relationship to applicant (i.e., legal guardian, parent, personal care attendant, etc.) \_\_\_\_\_

\_\_\_\_\_  
Signature Date

**Section 5**

If you have indicated that you are mentally or physically impaired, please have a Medical Professional (such as a licensed physician, nurse practitioner, physical therapist, social worker, etc.) review this application and complete the following-

1. Do the disabilities of the applicant require that he/she bring a personal care attendant or escort when travelling? (Check one)     Yes     No (If "yes" the applicant **must** travel with an escort for each trip.)
2. Indicate which type of transportation is required by the applicant based upon his/her functionality. (Check one)     Ambulatory Vehicle or     Wheelchair & Walker accessible Vehicle

Please **initial** the following:

\_\_\_\_\_ I hereby certify that I have treated the above mentioned applicant and I am familiar with his/her disability and health condition.

\_\_\_\_\_ I hereby certify that I have read and agree with the information submitted in this application.

**Please attach pertinent medical documentation (such as evaluations, test results, or reports) that would explain the diagnosis or limitations of the applicant. Failure to do so will delay eligibility determination.**

I understand that by signing, I am acknowledging that the information in this evaluation is true and correct to the best of my knowledge. I certify that providing false or misleading information could result in the re-examination of eligibility status of the applicant and may be reported to the license/certification jurisdiction of the State of Florida.

\_\_\_\_\_  
Print or type name of medical professional License Number

Office Address: \_\_\_\_\_  
Street Address Bldg/Suite# State ZIP Code

Office Phone # \_\_\_\_\_ Ext \_\_\_\_\_

\_\_\_\_\_  
Signature Date

**\*\*IF ANY SECTION IS LEFT BLANK, OR ANY REQUIRED DOCUMENTATION IS NOT SUBMITTED, THIS FORM WILL BE RETURNED AND ELIGIBILITY CONSIDERATION WILL BE DELAYED\*\***

**\*\*I understand** there is a 3, grocery store issued, bag limit when going grocery shopping. If you do not follow this rule we will not transport you to or from the grocery store. Initial Here \_\_\_\_\_

Return this application along with supporting documentation to the following address:

Suwannee Valley Transit Authority  
1907 Voyles St, SW  
Live Oak, FL 32064  
(386) 362-5332

**THIS TRANSPORTATION DISADVANTAGED APPLICATION WILL BE GOOD FOR TWO YEARS  
FROM THE DATE OF APPROVAL.**

\*\*\*\*\*

**SVTA eligibility criteria: Applicant must meet one of the following:**

- Age: 60 + with proof of age by Driver License or State ID
- Disability: Physical or Mental Impairment with completed Section 5 of this application by a medical professional
- Income: Based on 175% Gross Monthly Income Level of the current Federal Poverty Level (FPL)

<b>Office Use Only:</b>			
New Application: _____	Recertification: _____	TD: _____	Other: _____
Received Date: _____	Approved Date: _____	Denied Date: _____	

February 8, 2023

## **h. Transportation Disadvantaged Program Trip Priorities**

Due to limited funding allocated to Columbia, Hamilton and Suwannee Counties through the Transportation Disadvantaged Trust Fund, Suwannee Valley Transit Authority may be required to prioritize Transportation Disadvantaged Program sponsored trip requests. Prioritization of trip requests shall consider: cost effectiveness and efficiency, trip purpose, unmet needs, and available resources.

Suwannee Valley Transit Authority in cooperation with the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds in ranking order:

- 1) Vital Care - Medical (Dialysis and Cancer Care)
- 2) Prescheduled Medical Appointments as defined by the American Board of Medical Specialties
- 3) Employment
- 4) Grocery shopping
- 5) Educational
- 6) Social service agency trips
- 7) Shopping
- 8) Recreation and other

Suwannee Valley Transit Authority shall notify Transportation Disadvantaged Program eligible individuals and other interested persons/agencies of the implementation of the Transportation Disadvantaged trip priorities due to Transportation Disadvantaged Trust Fund availability. Suwannee Valley Transit Authority shall notify eligible individuals of the types of trips that are available for sponsorship under the Transportation Disadvantaged Program.

## **3. Public Transit Utilization**

Suwannee Valley Transit Authority provides a deviated fixed route service between the Live Oak, Lake City and Gainesville communities. Passengers are placed on these routes as much as possible.

## **4. School Bus Utilization**

Suwannee Valley Transit Authority has not identified a need for joint use agreements with the Columbia, Hamilton or Suwannee County School Districts.

## **5. Vehicle Inventory**

Suwannee Valley Transit Authority's vehicle inventory is shown below.

Fleet #	Date of MFT	Make	Model	Usage Status	Lift/Ramp/ St.	W/C Cap.	W/C Jump Seat	Source Funded By	Poses Title?	Mileage	Useful Life Mileage	Useful Life Years	Years in Service	Date Acquired
01	2016	Dodge	Caravan		NA	0	0	S Conroy Cap	No	79439	100,000	4	7 Yrs. 4 Mos.	12/29/2015
02	2017	Dodge	Caravan		NA	0	0	S Conroy Cap	No	6956	100,000	4	6 Yrs. 5 Mos.	11/30/2016
04	2016	Ford	E450		lift	2	3	FDOT 5339	No	164883	200,000	5	6 Yrs. 8 Mos.	8/24/2016
5	2003	Thomas	Trolley		lift	2	2	FDOT 5310	Yes	74352			18 Yrs. 9 Mos.	7/9/2004
06	2016	Ford	E350		lift	2	3	FDOT 5310	No	189550	200,000	5	6 Yrs. 6 Mos.	10/28/2016
09	2018	Ford	Transit 350		NA	0	0	S Conroy Cap	No	78775	100,000	4	4 Yrs. 10 Mos.	6/26/2018
10	2012	Ford	F550		lift	2	0	S Conroy Cap	Yes	216525	200,000	5	10 Yrs. 10 Mos.	7/3/2012
2214	2023	Ford	Transit 350		lift	2	1	FDOT 5339	No	105	200,000	5	0 Yrs. 1 Mos.	3/14/2023
15	2019	Ford	E450		lift	2	3	FDOT 5310	No	158309	200,000	5	4 Yrs. 4 Mos.	12/20/2018
1916	2019	Ford	E450		lift	2	3	FDOT 5310	No	117184	200,000	5	3 Yrs. 9 Mos.	7/18/2019
1917	2019	Ford	E450		lift	2	3	FDOT 5339	No	118340	200,000	5	3 Yrs. 7 Mos.	9/23/2019
18	2013	Ford	F550	UR	lift	2	0	FDOT 5310	Yes	239908	200,000	5	9 Yrs. 11 Mos.	5/9/2013
1919	2019	Ford	E450		lift	2	3	FDOT 5339	No	113009	200,000	5	3 Yrs. 7 Mos.	9/23/2019
1920	2020	Ford	Transit 350		lift	2	1	FDOT 5339	No	21742	200,000	5	3 Yrs. 2 Mos.	2/24/2020
2021	2020	Ford	Transit 350		lift	2	1	S Conroy Cap	No	83591	150,000	5	2 Yrs. 9 Mos.	7/15/2020
2022	2020	Ford	Transit 350		lift	2	1	FDOT 5339	No	80620	200,000	5	2 Yrs. 1 Mos.	3/22/2021
2023	2020	Ford	Transit 350		lift	2	1	FDOT 5339	No	59763	200,000	5	2 Yrs. 1 Mos.	3/22/2021
2124	2021	Ford	E450		lift	2	3	FDOT 5339	No	84156	200,000	5	2 Yrs. 7 Mos.	9/22/2020
2125	2021	Ford	E450		lift	2	3	FDOT 5339	No	42129	200,000	5	1 Yrs. 5 Mos.	11/18/2021
2126	2021	Ford	E350		lift	2	2	S Conroy Cap	No	311194	200,000	5	1 Yrs. 4 Mos.	12/31/2021
27	1997	Thomas	Bus	UR	NA	0	0	SVTA FUNDS	Yes	100514			6 Yrs. 3 Mos.	1/18/2017
2128	2022	Ford	E450		lift	2	3	S Conroy Cap	No	32413	200,000	5	1 Yrs. 0 Mos.	4/21/2022
1030	2010	Eldorado	Bus	R	ramp	2	2	FTA-ARRA 5311 C	No	170821	350,000	10	12 Yrs. 10 Mos.	6/16/2010
1031	2010	Eldorado	Bus		ramp	2	2	FTA-ARRA 5311 C	No	124046	350,000	10	12 Yrs. 7 Mos.	10/18/2010
45	2014	VPG	MV1		ramp	1	1	FDOT 5310	No	178263	200,000	5	7 Yrs. 10 Mos.	6/22/2015
47	2008	Ford	F250		NA	0	0	S Conroy Cap	Yes	174295	150,000	5	14 Yrs. 7 Mos.	9/10/2008





**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 Valley Transit Authority  
1907 Voyles Street SW  
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:  \_\_\_\_\_  
(Individual Responsible for Assurance of Compliance)

Date: 1/11/2023

Name: Larry Sessions Title: Administrator

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

Name: Suwannee Valley Transit Authority

Address: 1907 Voyles Street SW, Live Oak, FL, 32064

Name of Qualified Mechanic who Performed Annual Inspections: Wayne Blevins

## **7. Inter-County Services**

Suwannee Valley Transit Authority has informal agreements with surrounding County Community Transportation Coordinators to coordinate out of county trips when feasible. Suwannee Valley Transit Authority also has an agreement with Alachua County which allows Suwannee Valley Transit Authority to transport residents of Columbia, Hamilton and Suwannee Counties to medical facilities located in Alachua County.

## **8. Natural Disaster/Emergency Preparedness**

Suwannee Valley Transit Authority is the primary transportation provider identified in the Columbia, Suwannee and Hamilton County Emergency Management Plans. During any emergency declared by the county or state, Suwannee Valley Transit Authority will suspend all non-emergency medical transport if possible, and devote its entire service to the County/State Emergency Operations Center.

For those riders dependent on Suwannee Valley Transit Authority for his/her transportation (such as for dialysis) the beneficiary must register with his/her county's Emergency Operations Department.

Suwannee Valley Transit Authority has prepared and trained with each county's Emergency Operations Department to respond to the needs of the area. In the event of a schedule change caused by emergencies such as natural disaster, tornadoes, hurricane or flooding, Suwannee Valley Transit Authority will notify each contracting agency so that they may notify their programs and customers. Suwannee Valley Transit Authority will notify all scheduled riders of the changes to include cancellation of their reservation if transport is considered hazardous. In the event of a natural disaster, Suwannee Valley Transit Authority will provide service as directed by Suwannee County Emergency Operations Department for transporting citizens to shelters and/or evacuation. Suwannee Valley Transit Authority is set up to be operated out of Suwannee Valley Transit Authority's facilities to coordinate with Emergency Operations Department operations during the time of emergency evacuations.

All Suwannee Valley Transit Authority vehicles are equipped with push-to-talk for immediate communication with the base dispatcher. Every driver has instructions to contact the transportation office during work hours, or a member of the management team after work hours, weekends and holidays if an emergency occurs. When the office receives information concerning breakdowns, delays or accidents, the purchasing agency whose customers are involved will be notified as quickly as possible. The responsible contact person will assist agency personnel to help resolve problems. Suwannee Valley Transit Authority Safety System Program Plan contains additional emergency and security procedures.

If an accident occurs, the law enforcement agency for that area will be notified and a relief vehicle will be dispatched to ensure that passenger delays are kept to a minimum. Suwannee Valley Transit Authority will notify the sponsoring agency of the delay as soon as possible. Emergency Medical Services will be called in the event of injury.

In the event of a breakdown a relief vehicle and mechanic (with service truck) will be dispatched to ensure the passengers are as close to schedule as possible. Suwannee Valley Transit Authority will call the destination to ensure the passengers will be seen when the passenger is going to be more than 15 minutes late for their appointment time.

## 9. Marketing

Suwannee Valley Transit Authority utilizes various media forums to inform the public about transportation services available through Suwannee Valley Transit Authority. The information is disseminated through brochures, public service announcements in local publications, public speaking engagements various community leadership organizations, interagency affiliations and attendance at County Commission meetings. Because most of the transportation services provided by Suwannee Valley Transit Authority are for government funded social service programs, marketing efforts are largely aimed toward social service programs.

Due to limited funding received through the Transportation Disadvantaged Trust Fund, there are currently no efforts to market the availability of service under Florida's Transportation Disadvantaged Program. As new funding sources or programs become available, announcements will be made through various methods as appropriate to the population being targeted by such funding.

## 10. Acceptable Alternatives

Not applicable.

## 11. Service Standards

In accordance with Rule 41-2 of the Florida Administrative Code, the following is a list of the uniform service standards and criteria applicable to each service area and applicable to services provided under Florida's Transportation Disadvantaged Program and for individually funded trips to the general public. Suwannee Valley Transit Authority may expand or otherwise define the criteria for these standards according to their specific local situation. These standards are jointly developed and agreed between Suwannee Valley Transit Authority and the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board. Standards for other sponsoring agencies may vary depending on the details of each purchase of service contract.

### a. Drug and Alcohol Policy

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

**Local Policy:** Suwannee Valley Transit Authority shall comply with the requirements of the Federal Transit Administration Substance Abuse Policy and drug and alcohol testing program.

### 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 14 and under will be required to be accompanied by an escort that is over 18 years old. Parents are responsible for their child's behavior while riding on a Suwannee Valley Transit Authority vehicle. Any passenger that is not able to be self-sufficient (maneuver about on their own; maintain control of bodily functions; provide hygiene care for oneself) must have an escort present at all times while riding on Suwannee Valley Transit Authority vehicles. Escorts must be able to provide the necessary assistance to the passenger in the event of any need. Escorts must remain with the passenger while on a Suwannee Valley Transit Authority vehicle and aid the passenger as required. Escorts will be transported at the regular co-pay rate. Suwannee Valley Transit Authority does not provide escorts.

### 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](#)). Devices shall be provided by the child's escort and must be clean and sanitized.

### 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 are allowed to have personal property which they can place in their lap or stow under the seat. The size of personal property is restricted to what can be held by the passenger or stowed in an area not to interfere with other passengers or becomes a safety hazard. No animals, with the exception of service animals, will be transported. All oxygen must be portable, self-administered and secured. Drivers cannot assist with oxygen needs. Suwannee Valley Transit Authority is not responsible for lost items or items left on Suwannee Valley Transit Authority vehicles.

### e. Vehicle Transfer Points

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

**Local Policy:** Suwannee Valley Transit Authority shall comply with this standard.

f. Local Toll Free Phone Number

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

**Local Policy:** Suwannee Valley Transit Authority shall comply with this standard.

g. Out-Of-Service Area Trips

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

**Local Policy:** Suwannee Valley Transit Authority will identify appropriate in-county service providers whenever possible. Suwannee Valley Transit Authority will require medical provider certification for any out of county trip and make efforts to assist the rider and/or his physician in securing appointments within the region.

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:** The interior and exterior of all vehicles operating in the coordinated transportation system shall be cleaned at least once a week.

i. Billing Requirements

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

**Local Policy:** If Suwannee Valley Transit Authority without reasonable cause fails to make payments to subcontractors and suppliers within seven (7) working days after receipt by Suwannee Valley Transit Authority of full or partial payment, Suwannee Valley Transit Authority 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.

Suwannee Valley Transit Authority shall comply with this standard using software the Florida Commission for the Transportation Disadvantaged has found to be acceptable.

## k. Adequate Seating

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

**Local Policy:** Suwannee Valley Transit Authority shall comply with this standard.

## l. Driver Identification

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

**Local Policy:** Suwannee Valley Transit Authority shall comply with this standard. Suwannee Valley Transit Authority's drivers shall wear a uniform, with name tag, and Suwannee Valley Transit Authority identification badge.

## m. Passenger Assistance

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

**Local Policy:** Suwannee Valley Transit Authority shall comply with this standard. Suwannee Valley Transit Authority drivers will not enter into any residence, medical facility, or any other building. The passenger is expected to maneuver themselves when using a wheelchair or other mobility device. Suwannee Valley Transit Authority will guide passengers who use mobility devices, but will not operate or push or maneuver such devices.



## 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 vehicles is prohibited unless medically necessary (as with dialysis riders) or for trips that have extended wait or travel times. Stops for food, smoke breaks, drinks, or errands are not permitted by Suwannee Valley Transit Authority.

Passengers must be prepared for extended pickup, drop-off, or on-board travel times. Passengers are responsible for having provisions readily available in case of extended wait or travel times. Provisions include but are not limited to food, water, medications, sanitary items, and other supplements needed during wait times.

## 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** - For each no-show where the driver is on location, the driver will place a no-show card on the doorknob, around the door, gate, or entrance area. After three (3) no-shows within 60 days, the passenger is subject to a service termination for 30 days. After the passenger is reinstated to the program, if three (3) more infractions occur within 60 days, the suspension period will be 45 days. If the client is reinstated to the program and three (3) more infractions occur within 60 days, the suspension will be 90 days.

If the passenger provides acceptable, verifiable evidence that the no-show was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a no-show. Suwannee Valley Transit Authority will not issue a no-show to a passenger if the vehicle sent to transport the passenger will not accommodate the passenger's ability to board the vehicle.

Passengers may only be removed from suspension by their sponsoring agency. Suwannee Valley Transit Authority will determine passenger suspensions for passengers transported under the Florida's Transportation Disadvantaged Program. If a passenger feels that he/she has been unfairly suspended, they may file an appeal through the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures.

## p. Two-Way Communications

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

**Local Policy:** Suwannee Valley Transit Authority shall comply with this standard. Two way communications means either an analog/digital two way FM radio system or a 'true hands free' cell phone system.

q. Air Conditioning/Heating

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

**Local Policy:** All Suwannee Valley Transit Authority shall comply with Rule 14-90, Florida Administrative Code and the Suwannee Valley Transit Authority's System Safety Program Plan regarding vehicle air conditioning and heating.

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 ("spill") kits as required by state and federal regulations. These first aid kits must be approved by Suwannee Valley Transit Authority. Suwannee Valley Transit Authority is contracted with the Suwannee County Fire Department for the agency's first aid kit program. It is Suwannee Valley Transit Authority's goal for all Suwannee Valley Transit Authority drivers to be certified in First Aid by a recognized first aid training program within 6 months of employment.

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:** Suwannee Valley Transit Authority drivers are required to be trained in cardiopulmonary resuscitation. Suwannee Valley Transit Authority is contracted with the Suwannee County Fire Department for CPR/First Aid training. All Suwannee Valley Transit Authority drivers shall maintain a current Cardiopulmonary Resuscitation/First Aid certificate

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:** All drivers must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement prior to hire. Suwannee Valley Transit Authority will check the Motor Vehicle Report of each driver prior to hire, and on a routine and systematic basis.

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, drivers, purchasing agencies and passengers.

### **Local Policies:**

#### **Transportation Disadvantaged Program:**

- Trip Origination: Passengers shall be picked up two hours before or one hour after their scheduled pick-up time. Passengers will be given pick-up times when they make their trip reservations.
- Return Trip: Passengers will be picked up 0-60 minutes after their scheduled return pick-up time. For example: 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 6:00 p.m. Passengers who do not schedule return trip pickup times, will be given a return pick-up time of 90 minutes after the scheduled drop off time.
- Will Call Return Trip: A "will-call" return trip will be offered when a passenger is not ready at their requested return trip pick-up time. As a courtesy, Suwannee Valley Transit Authority will dispatch a vehicle back to their return trip pick-up location within two hours of the time the "will-call" request was made.

## w. On-Time Performance

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

**Local Policy:** Suwannee Valley Transit Authority shall have a 90 percent on-time performance rate for all completed 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 an advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

### **Local Policy:**

**Transportation Disadvantaged Program:** Trip reservations must be made before 3:00 p.m. three (3) days before the day of transport. For example, reservations must be made no later than the prior Wednesday by 3:00 p.m. for service needed on Monday, unless the Wednesday is a holiday, in which case the reservation must be made on Tuesday by 3:00 p.m.

Suwannee Valley Transit Authority can grant an exception to the three day rule if the rider presents good cause. Good cause is substantiated by factors such as, but not limited to, any of the following:

- Urgent Care, (with physician’s note);
- Post-surgical and/or medical follow-up care specified by a health care provider to occur in fewer than three workdays;
- Imminent availability of an appointment with a specialist when the next available appointment would require a delay of two weeks or more; or
- The result of administrative or technical delay requiring an appointment to be rescheduled.

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.

**Local Policy:** Suwannee Valley Transit Authority’s phone system is not sophisticated enough to accurately measure call hold time at this time.

## 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.

## 12. Local Grievance Procedure/Process

### a. Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

The Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures are shown in Appendix A.

## b. Suwannee Valley Transit Authority Complaint And Grievance Procedure

### **Service Complaints**

Service complaints may include but are not limited to:

- Late trips (late pickup, drop-off or missed appointment)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial

### **Filing Service Complaints**

Service complaints must be submitted within 15 calendar days following the date of occurrence. Verbal complaints may be called into Suwannee Valley Transit Authority at (386) 362-5332 during normal business hours. Complaints may also be submitted to Suwannee Valley Transit Authority via mail, FAX, or email. Complaint forms may be requested by contacting the Suwannee Valley Transit Authority administrative offices.

Suwannee Valley Transit Authority will research complaints and issue complaint reports within thirty (30) calendar days after receiving a complaint. Suwannee Valley Transit Authority will maintain a log documenting all complaints. The complaint log will be provided to the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board.

Suwannee Valley Transit Authority staff will inform complainants of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures if the complaint involves service sponsored by Florida's Transportation Disadvantaged Program.

### **Filing Grievances**

Unresolved service complaints may be filed as grievances with the Suwannee Valley Transit Authority Board of Directors.





## 13. Passenger Code of Conduct



Suwannee Valley Transit Authority

### Code of Conduct

Passengers are required to follow these rules of conduct to insure the safety, welfare and comfort of other riders, drivers, Suwannee Valley Transit Authority employees, the Suwannee Valley Transit Authority organization, and the public at large:

1. Use of tobacco, alcohol, or illegal drugs is not permitted on vehicles or Suwannee Valley Transit Authority facilities, including covered transit sheltered areas. Riders who appear to be overly under the influence of alcohol or drugs will not be permitted to board vehicles or participate in Suwannee Valley Transit Authority sponsored events.
2. Eating & drinking are not permitted on vehicles unless medically necessary and in an approved properly working drink holder.
3. Abusive, threatening, vulgar, obscene, harassing, degrading, bullying or racially charged language, actions or discourtesy of any kind is not allowed, and will not be tolerated. Patrons may not create a hostile scene.
4. Rider is responsible for applicable co-payment or fare and must have exact change.
5. Rider must not engage the driver in conversation or distract the driver in any way.
6. Rider must use earphones when using personal listening devices. Volume on the ear phones shall be kept at a level which does not disturb other passengers or the driver.
7. Rider may not ask driver to make special stops during transport.
8. Rider is responsible for all personal items. SVTA is not responsible for missing or lost items or misplaced property.
9. Riders must use seat belts if available and wheelchairs must be properly secured and fastened before Suwannee Valley Transit Authority vehicle can move. It is the rider's responsibility to buckle up.
10. Wheelchairs and walking devices must be in good repair.
11. Riders who need special assistance must have an escort. The escort must be over 18 and must be available at all times during the trip to aid the rider as needed.

12. Appropriate clothing (including shirt and shoes) is required.
13. No throwing of items.
14. No vandalism or graffiti of Suwannee Valley Transit Authority vehicles or property.
15. Congregating or loitering on a Suwannee Valley Transit Authority vehicle, transit shelter or other passenger facility in any way that causes an inconvenience to other passengers is prohibited.
16. No rider shall interfere with the safe operation of any Suwannee Valley Transit Authority vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.
17. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.
18. Conversations between riders or on cell phones shall be kept at a reasonable volume on Suwannee Valley Transit Authority vehicles or at transit shelters or other passenger facilities.
19. Possession of weapons or flammable materials is prohibited on a Suwannee Valley Transit Authority vehicle or at a Suwannee Valley Transit Authority transit shelter or event location.
20. Animals are not allowed unless it is a trained service animal for a disabled rider.
21. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a vehicle, or on bus benches, or seats located at any bus stops, facilities, transit areas, buildings or any other Suwannee Valley Transit Authority properties.
22. Passengers may not bring objects on board a vehicle which block an aisle, or occupies a seat, if doing so causes a danger or displaces other passengers.
23. Passengers are prohibited from extending an object or portions of one's body through a window of a Suwannee Valley Transit Authority vehicle.
24. Panhandling, sales, or soliciting activities are prohibited on board a Suwannee Valley Transit Authority vehicle or at a Suwannee Valley Transit Authority shelter or other facility.
25. Infant strollers and similar articles must be folded prior to boarding a Suwannee Valley Transit Authority vehicle.
26. Children under 14 years of age must be accompanied by an adult or guardian 18 years of age or older. Exceptions are allowed if pregnant.

## **Penalties**

Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of services and restriction of access to services, facilities or meetings. This includes court actions to enforce such restrictions. A range of penalties may be used to address non-compliance with the Code of Conduct. Non-compliance with the Code of Conduct may include one or any combination of the following:

1. Verbal warning by transit driver or Suwannee Valley Transit Authority supervisor to correct non-compliance.
2. The offender may be put off the transit vehicle. If a passenger is put off a transit vehicle, the passenger is suspended from riding privileges on any Suwannee Valley Transit Authority vehicle and from use of any Suwannee Valley Transit Authority transit shelter or other passenger facility for the remainder of the day. Anytime a passenger is put off a Suwannee Valley Transit Authority vehicle, their fare is forfeited.
3. The offender may be suspended from all use of the Suwannee Valley Transit Authority transit system for a determined period of time. A suspended passenger is suspended from riding privileges on any vehicle and from use of any Suwannee Valley Transit Authority transit shelter or other Suwannee Valley Transit Authority facility for the duration of the suspension period. If a suspended passenger seen on another Suwannee Valley Transit Authority vehicle or at a Suwannee Valley Transit Authority facility during the suspension period, the passenger will be trespassing and law enforcement will be contacted.
4. When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If another incident of noncompliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and/or have all Suwannee Valley Transit Authority transit privileges permanently terminated.
5. A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a threat to the safety and welfare of a Suwannee Valley Transit Authority employee, other riders, the public at large, or the Suwannee Valley Transit Authority organization.

## **14. Evaluation Process**

Suwannee Valley Transit Authority does not have any subcontracted providers.

## **B. Cost/Revenue Allocation and Rate Structure Justification**



## Transportation Disadvantaged Trust Fund Service Rates Form

<b>Community Transportation Coordinator (CTC)</b>	Suwannee Valley Transit Authority
<b>Service Rate Effective Date</b>	7/1/2023

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$2.19
* Wheel Chair	Passenger Mile	\$3.76

**Preliminary Information Worksheet** Version 1.4

**CTC Name:** Suwannee Valley Transit Authority

**County (Service Area):** Columbia, Hamilton, Suwannee

**Contact Person:** Larry Sessions

**Phone #:** 386-362-5332 X 6321

**Check Applicable Characteristic:**

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

**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	% 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
<b>REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)</b>						
<b>Local Non-Govt</b>						
Farebox	\$ 30,786	\$ 32,721	\$ 32,721	6.3%	0.0%	Farebox - Purchase of Service. Donation/Contributions - System Subsidy. Other - Sale of Equipment - System Subsidy.
Medicaid Co-Pay Received	\$ -	\$ -	\$ -			
Donations/ Contributions	\$ 17,819	\$ 26,314	\$ 26,314	47.7%	0.0%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Other	\$ 20,373	\$ -	\$ -	-100.0%		
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>Local Government</b>						
District School Board	\$ -	\$ -	\$ -			County Cash - System Subsidy. Yearly budgeted funds given by the three counties that we service; Columbia, Hamilton, and Suwannee. Any funds needed for match will be taken from County Cash.
Compl. ADA Services	\$ -	\$ -	\$ -			
County Cash	\$ 111,504	\$ 111,504	\$ 111,504	0.0%	0.0%	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -			
City Cash	\$ -	\$ -	\$ -			
City In-kind, Contributed Services	\$ -	\$ -	\$ -			
Other Cash	\$ -	\$ -	\$ -			
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -			
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>CTD</b>						
Non-Spons. Trip Program	\$ 410,590	\$ 700,328	\$ 702,246	70.6%	0.3%	Non-Spons. Trip - Purchase of Service. Rural Capital Equipment - System Subsidy, Buses bought using the Shirley Conroy Grant
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -			
Rural Capital Equipment	\$ 162,820	\$ 162,820	\$ 162,820	0.0%	0.0%	
Other TD (specify in explanation)	\$ -	\$ -	\$ -			
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>USDOT &amp; FDOT</b>						
49 USC 5307	\$ -	\$ -	\$ -			49 USC 5310 - System Subsidy. 49 USC 5311 (Operating) - System Subsidy, CARES & CRRSAA. The amount is less for 23-24 because the grant will be over and paid in full. Other 5311 operating funding has not been available to apply for. Commuter Assistance - Purchase of Service at a unit price. The Commuter Assistance grant will be paid in full in 2023 and other funding has not been available to apply for. Other DOT - 5339 provided by FDOT - System Subsidy.
49 USC 5310	\$ 197,312	\$ -	\$ 102,688	-100.0%		
49 USC 5311 (Operating)	\$ 685,875	\$ 1,699,858	\$ 1,280,636	147.8%	-24.7%	
49 USC 5311(Capital)	\$ -	\$ -	\$ -			
Block Grant	\$ -	\$ -	\$ -			
Service Development	\$ -	\$ -	\$ -			
Commuter Assistance	\$ 16,229	\$ 75,008	\$ -	362.2%	-100.0%	
Other DOT (specify in explanation)	\$ 5,984	\$ -	\$ -	-100.0%		
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>DOH</b>						
Children Medical Services	\$ -	\$ -	\$ -			Other DOH - Ryan White - Purchase of Service at a unit price.
County Public Health	\$ -	\$ -	\$ -			
Other DOH (specify in explanation)	\$ 516	\$ 835	\$ 835	61.9%	0.0%	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>DOE (state)</b>						
Carl Perkins	\$ -	\$ -	\$ -			Vocational Rehabilitation - Purchase of Service at a unit price.
Div of Blind Services	\$ -	\$ -	\$ -			
Vocational Rehabilitation	\$ 202	\$ -	\$ 5,552	-100.0%		
Day Care Programs	\$ -	\$ -	\$ -			
Other DOE (specify in explanation)	\$ -	\$ -	\$ -			
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>DOEA</b>						
Older Americans Act	\$ 25,000	\$ 25,000	\$ 25,000	0.0%	0.0%	Older Americans Act - Purchase of Service at a unit price.
Community Care for Elderly	\$ -	\$ -	\$ -			
Other DOEA (specify in explanation)	\$ -	\$ -	\$ -			
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			

**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

<b>APD</b>						
Office of Disability Determination	\$ 165	\$ -	\$ -	-100.0%		Office of Disability Determination - Purchase of Service at a unit price.
Developmental Services	\$ 92,846	\$ 102,373	\$ 102,373	10.3%	0.0%	Developmental Service - Purchase of Service at a unit price.
Other APD (specify in explanation)	\$ -	\$ -	\$ -			
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>Other Fed or State</b>						
Motor Fuel Tax Refund	\$ 15,927	\$ 15,478	\$ 15,478	-2.8%	0.0%	Motor Fuel Tax Refund - System Subsidy.
N/A	\$ -	\$ -	\$ -			
N/A	\$ -	\$ -	\$ -			
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>Other Revenues</b>						
Interest Earnings	\$ 176	\$ 228	\$ 228	29.4%	0.0%	Interest Earnings - System Subsidy. Refunds - System Subsidy.
Refunds	\$ 30,594	\$ -	\$ -	-100.0%		Paypal Convenience Fee Revenue - System Subsidy.
Paypal Convenience Fee Revenue	\$ 198	\$ -	\$ -	-100.0%		
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -			
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve	\$ 146,002	\$ -	\$ -			Contingency Funds.
Balancing Revenue is Short By =		None	None			
<b>Total Revenues =</b>	<b>\$1,970,918</b>	<b>\$2,952,466</b>	<b>\$2,568,395</b>	<b>49.8%</b>	<b>-13.0%</b>	

<b>EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)</b>						
<b>Operating Expenditures</b>						
Labor	\$ 941,492	\$ 957,113	\$ 1,148,855	1.7%	20.0%	1. Labor – Wages. 2. Fringes - Retirement, Group Insurance, Medicare, FICA. 3. Services - Payroll Fees, Advertising & Subscriptions, Dues, Office Maintenance, Pest Control, Computer Maintenance, Paypal Service Fee, Drug Screening & Prehire, Professionals Services. 4. Materials - Office Supplies, Postage, Computer Supplies, Uniforms, Fuel, Tires & Tubes, Parts, Lubricants, Shop Supplies, Janitorial Supplies, Repairs & Maintenance. 5. Utilities - Office Lines, Cell Phones, Internet Service, Electricity, Water & Sewage. 6. Insurance - Insurance. 7. Taxes - Taxes & Tags. 8. Misc. - Operations Building Maintenance, Reconciliation Discrepancies, Training, Travel, Miscellaneous. 9. Operating - Penalties & Interest, Late Fees. 10. Lease - Equipment Lease, Lot Rental, Equipment Rental.
Fringe Benefits	\$ 406,385	\$ 422,006	\$ 554,158	3.8%	31.3%	
Services	\$ 89,377	\$ 108,765	\$ 97,609	21.7%	-10.3%	
Materials and Supplies	\$ 241,573	\$ 246,548	\$ 317,052	2.1%	28.6%	
Utilities	\$ 44,182	\$ 53,481	\$ 64,182	21.0%	20.0%	
Casualty and Liability	\$ 39,007	\$ 79,965	\$ 195,158	105.0%	144.1%	
Taxes	\$ 51	\$ 65	\$ 62	26.9%	-4.9%	
<b>Purchased Transportation:</b>						
Purchased Bus Pass Expenses	\$ -	\$ -	\$ -			
School Bus Utilization Expenses	\$ -	\$ -	\$ -			
Contracted Transportation Services	\$ -	\$ -	\$ -			
Other	\$ -	\$ -	\$ -			
Miscellaneous	\$ 201,233	\$ 1,218	\$ 19,969	-99.4%	1539.8%	
Operating Debt Service - Principal & Interest	\$ 1,978	\$ 145,188	\$ 158	7240.7%	-99.9%	
Leases and Rentals	\$ 5,638	\$ 6,638	\$ 8,373	17.7%	26.1%	
Contrib. to Capital Equip. Replacement Fund	\$ -	\$ -	\$ -			
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ -	\$ -	\$ -			
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds	\$ -	\$ 182,000	\$ 162,820		-10.5%	
Equip. Purchases with Local Revenue	\$ -	\$ -	\$ -			
Equip. Purchases with Rate Generated Rev.	\$ -	\$ -	\$ -			
Capital Debt Service - Principal & Interest	\$ -	\$ -	\$ -			
	\$ -	\$ 749,479	\$ -		-100.0%	
<b>Total Expenditures =</b>	<b>\$1,970,918</b>	<b>\$2,952,466</b>	<b>\$2,568,395</b>	<b>49.8%</b>	<b>-13.0%</b>	



REVENUES (CTC/Operators ONLY)			
Local Non-Govt			
Farebox	\$ 32,721	\$ 32,721	\$ -
Medicaid Co-Pay Received	\$ -	\$ -	\$ -
Donations/ Contributions	\$ 26,314	\$ -	\$ 26,314
In-Kind, Contributed Services	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Local Government			
District School Board	\$ -	\$ -	\$ -
Compl. ADA Services	\$ -	\$ -	\$ -
County Cash	\$ 111,504	\$ 111,504	\$ -
County In-Kind, Contributed Services	\$ -	\$ -	\$ -
City Cash	\$ -	\$ -	\$ -
City In-kind, Contributed Services	\$ -	\$ -	\$ -
Other Cash	\$ -	\$ -	\$ -
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
CTD			
Non-Spons. Trip Program	\$ 702,246	\$ 702,246	\$ -
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -
Rural Capital Equipment	\$ 162,820	\$ -	\$ 162,820
Other TD	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
USDOT & FDOT			
49 USC 5307	\$ -	\$ -	\$ -
49 USC 5310	\$ 102,688	\$ -	\$ 102,688
49 USC 5311 (Operating)	\$ 1,280,636	\$ -	\$ 1,280,636
49 USC 5311(Capital)	\$ -	\$ -	\$ -
Block Grant	\$ -	\$ -	\$ -
Service Development	\$ -	\$ -	\$ -
Commuter Assistance	\$ -	\$ -	\$ -
Other DOT	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
DOH			
Children Medical Services	\$ -	\$ -	\$ -
County Public Health	\$ -	\$ -	\$ -
Other DOH	\$ 835	\$ 835	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
DOE (state)			
Carl Perkins	\$ -	\$ -	\$ -
Div of Blind Services	\$ -	\$ -	\$ -
Vocational Rehabilitation	\$ 5,552	\$ 5,552	\$ -
Day Care Programs	\$ -	\$ -	\$ -
Other DOE	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
DOEA			
Older Americans Act	\$ 25,000	\$ 25,000	\$ -
Community Care for Elderly	\$ -	\$ -	\$ -
Other DOEA	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
APD			
Office of Disability Determination	\$ -	\$ -	\$ -
Developmental Services	\$ 102,373	\$ 102,373	\$ -
Other APD	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Service Plan**

Other Fed or State				
Motor Fuel Tax Refund	\$	15,478	\$	-
N/A	\$	-	\$	-
N/A	\$	-	\$	-
<b>Bus Pass Program Revenue</b>	\$	-	\$	-
<b>Other Revenues</b>				
Interest Earnings	\$	228	\$	-
Refunds	\$	-	\$	-
Paypal Convenience Fee Revenue	\$	-	\$	-
<b>Bus Pass Program Revenue</b>	\$	-	\$	-
<b>Balancing Revenue to Prevent Deficit</b>				
Actual or Planned Use of Cash Reserve	\$	-	\$	-
<b>Total Revenues =</b>		<b>\$ 2,568,395</b>	<b>\$ 980,231</b>	<b>\$ 1,588,164</b>

<b>EXPENDITURES (CTC/Operators ONLY)</b>	
<b>Operating Expenditures</b>	
Labor	\$ 1,148,855
Fringe Benefits	\$ 554,158
Services	\$ 97,609
Materials and Supplies	\$ 317,052
Utilities	\$ 64,182
Casualty and Liability	\$ 195,158
Taxes	\$ 62
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 19,969
Operating Debt Service - Principal & Interest	\$ 158
Leases and Rentals	\$ 8,373
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ 162,820
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<b>Total Expenditures =</b>	<b>\$ 2,568,395</b>
<i>minus</i> EXCLUDED Subsidy Revenue =	\$ 1,588,164
<b>Budgeted Total Expenditures INCLUDED</b>	
in Rate Base =	\$ 980,231
Rate Base Adjustment <sup>1</sup> =	
<b>Adjusted Expenditures Included in Rate</b>	
<b>Base =</b>	<b>\$ 980,231</b>

<p align="center"><b>PROGRAM-WIDE RATES</b></p> <p>Total <u>Projected</u> Passenger Miles = <input type="text" value="403,957"/></p> <p><b>Rate Per Passenger Mile = \$ 2.43</b></p> <p>Total <u>Projected</u> Passenger Trips = <input type="text" value="25,582"/></p> <p><b>Rate Per Passenger Trip = \$ 38.32</b></p>	<p align="center"><b>Fiscal Year</b></p> <p align="center">2023 - 2024</p> <p align="center"><b>Avg. Passenger Trip Length 15.8 Miles</b></p>
<p align="center"><b>Rates If No Revenue Funds Were Identified As Subsidy Funds</b></p> <p><b>Rate Per Passenger Mile = \$ 6.36</b></p> <p><b>Rate Per Passenger Trip = \$ 100.40</b></p>	

RATES FOR FY: 2023 - 2024					
Ambul	Wheel Chair	Stretcher	Group		
		Leave Blank	Leave Blank		
<input type="text" value="343,363"/>	+	<input type="text" value="60,594"/>	+	<input type="text" value=""/>	+
\$2.19		\$3.76		\$0.00	\$0.00
				\$0.00	\$0.00

THIS PAGE LEFT BLANK INTENTIONALLY

## **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.

### **C. Community Transportation Coordinator Evaluation Process**

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

THIS PAGE LEFT BLANK INTENTIONALLY

# **Appendix A: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures**



# Grievance Procedures

September 21, 2022

Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Coordinating  
Board



# Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures

Approved by the

Columbia, Hamilton and Suwannee  
Transportation Disadvantaged Coordinating Board

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

  
\_\_\_\_\_  
**Travis Land, Chair**

with Assistance from



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

September 21, 2022

## Table of Contents

Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board .....	1
Grievance Procedures .....	1
A. Preamble .....	1
B. Agency Description .....	1
C. Definitions .....	1
D. Purpose .....	2
E. Membership .....	3
F. Officers .....	3
G. Meetings .....	3
H. Administration .....	5
I. Duties .....	5
J. Procedures .....	5
K. Appeals .....	6
L. Suspension Reconsideration .....	7
M. Prohibition Against Retaliation .....	8
N. Alternative Recourse .....	8
O. Certification .....	8

# **Chapter I: Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board Grievance Procedures**

## **A. Preamble**

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

## **B. Agency Description**

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

## **C. Definitions**

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

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

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

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

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

**Columbia, Hamilton and Suwannee 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.



**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

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

## **E. Membership**

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

## **F. Officers**

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

## **G. Meetings**

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

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.
- (5) Voting Conflicts. In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."

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

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

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

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

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



## **H. Administration**

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

## **I. Duties**

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

## **J. Procedures**

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.
- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:  
  
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
Grievance Committee  
2009 N.W. 67th Place  
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
  - a. the name, address and telephone number of the Complainant;

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

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

## **K. Appeals**

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

Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
2009 N.W. 67th Place  
Gainesville, FL 32653-1603

**Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:  
  
Florida Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450
- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

## **L. Suspension Reconsideration**

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

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

### **M. Prohibition Against Retaliation**

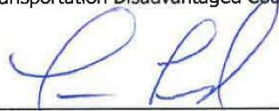
The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program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

### **N. Alternative Recourse**

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

### **O. Certification**

The undersigned hereby certifies that he/she is the Chair of the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board the 21st day of September 2022.



---

Travis Land, Chair  
Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

---

# 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  
on your smart phone to  
visit our website!

## Columbia, Hamilton and Suwannee Transportation Disadvantaged Coordinating Board

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

[www.ncfrpc.org/td](http://www.ncfrpc.org/td)