

# Union County Transportation Disadvantaged Service Plan Annual Update

July 1, 2021 - June 30, 2026

Union County Transportation Disadvantaged  
Coordinating Board



# 2021/26 Union County Transportation Disadvantaged Service Plan Annual Update

Approved by the  
Union County  
Transportation Disadvantaged Coordinating Board

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



**Mac Johns, 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 River Economic Council, Inc.  
P.O. Box 70  
Live Oak, FL 32060  
386.362.4115

April 11, 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.....	10
C. Service Analysis .....	17
Chapter II: Service Plan .....	28
A. Operations.....	28
B. Cost/Revenue Allocation and Rate Structure Justification .....	44
Chapter III: Quality Assurance.....	46
A. Community Transportation Coordinator Evaluation Process.....	46

# Appendices

Appendix A: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures ...	A-1
Appendix B: Cost/Revenue Allocation and Rate Structure Justification .....	B-1
Appendix C: Vehicle Inventory .....	C-1
Appendix D: Safety Compliance Self Certification .....	D-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 Union County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21). The Coordinated Public Transit-Human Services Transportation Plan identifies the transportation needs of individuals with disabilities, older adults and people with low incomes.

### 1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

#### a. Florida Commission for the Transportation Disadvantaged

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

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

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

## **b. Designated Official Planning Agency**

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

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

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

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

## **c. Local Coordinating Boards**

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

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

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

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

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

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

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

#### **d. Community Transportation Coordinator**

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

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

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



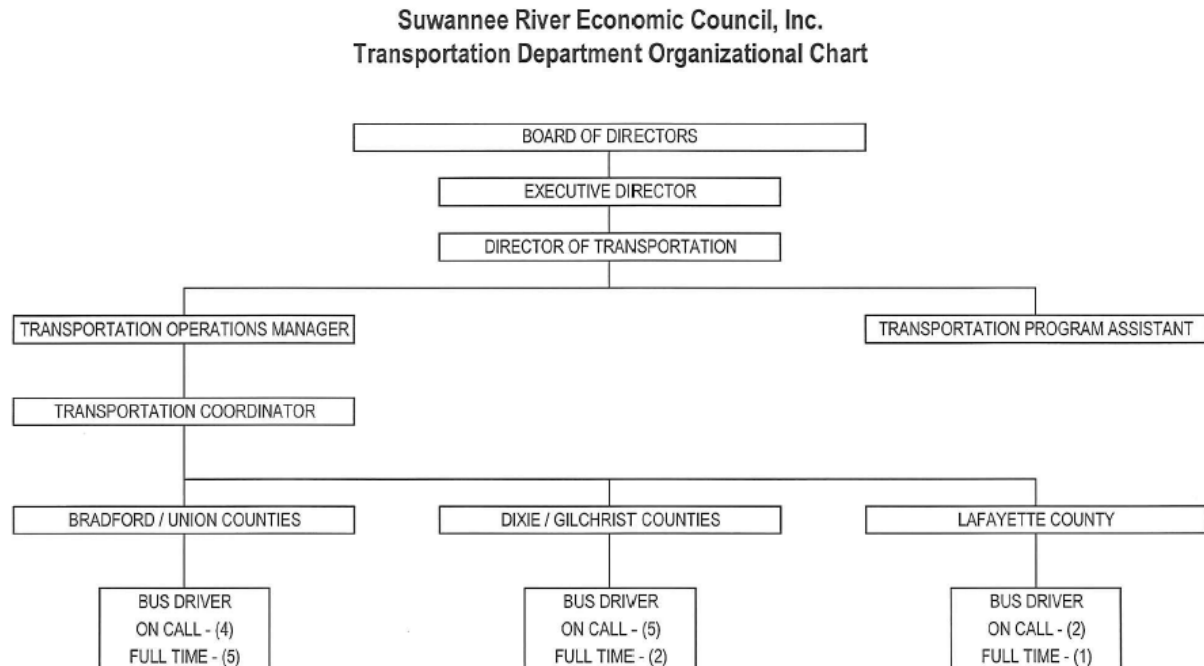
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

## 2. Designation Date/History

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

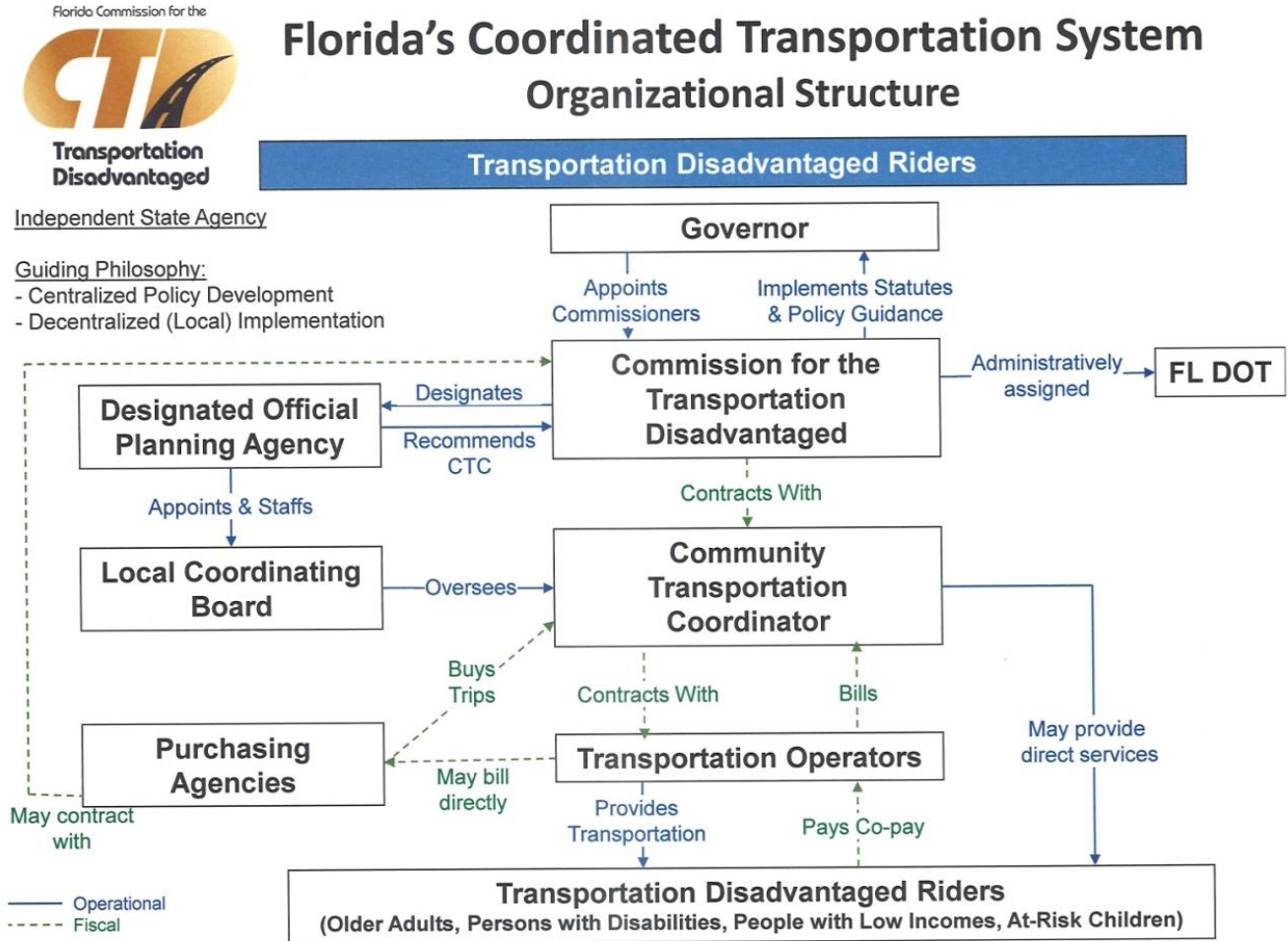
The Florida Commission for the Transportation Disadvantaged designated Suwannee River Economic Council, Inc. the Community Transportation Coordinator for Union County on July 1, 2016. Suwannee River Economic Council, Inc. was designated the interim Community Transportation Coordinator through a request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

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



### 3. Organization Chart

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



## 4. Consistency Review of Other Plans

### a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

### b. Regional Policy Plans

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

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

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

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

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

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

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

### c. Transit Development Plans

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

## **5. Public Participation**

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

## 6. Union County Coordinating Board Membership Certification

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

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

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

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

Signature:  Date: 3/23/23  
 Anthony Adams, Chair

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

## 7. Union County Transportation Coordinating Board Membership

**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Mac Johns Local Elected Official/Chair	
Geanelly Reveron Florida Department of Transportation	Lauren Adams, Vice-Chair Florida Department of Transportation Grievance Committee Member
Vacant Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education Grievance Committee Member	Vacant Florida Department of Education
Libby Murphy Florida Department of Elder Affairs Grievance Committee Member	Vacant Florida Department of Elder Affairs
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Stanford Florida Agency for Persons with Disabilities Grievance Committee Member	Diana Burgos-Garcia Florida Agency for Persons with Disabilities
Elizabeth Wetherington Regional Workforce Board	Vacant Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2023	Vacant Florida Association for Community Action Term ending June 30, 2023
Vacant Public Education	Vacant Public Education
Barbara Fischer Veterans Grievance Committee Member Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2024	Vacant Citizen Advocate Term ending June 30, 2021
Vacant Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2021
Vacant Persons with Disabilities Term ending June 30, 2024	Vacant Persons with Disabilities Term ending June 30, 2021
Vacant Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
John "Dan" Mann Medical Community Term ending June 30, 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. Union County Service Area Description**

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

### **2. Demographics**

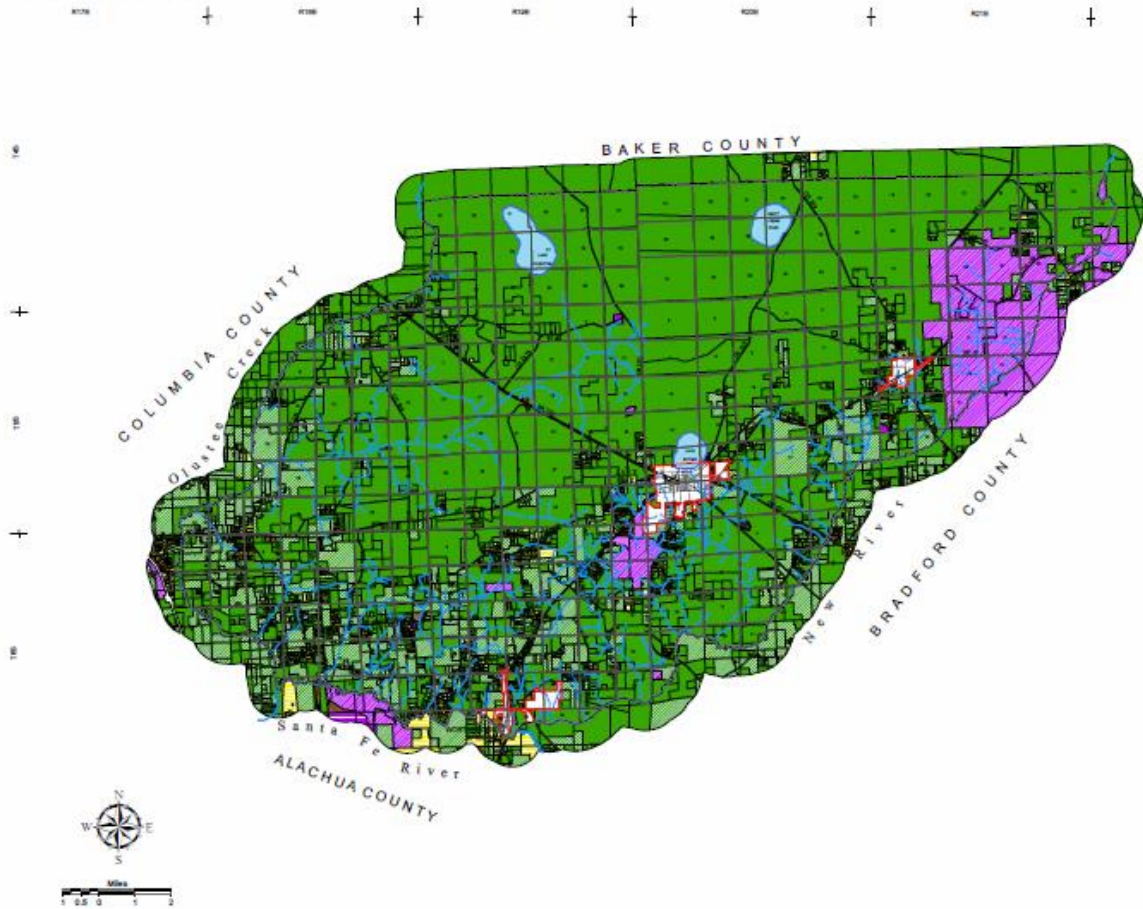
#### **a. Land Use**

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

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

# Union County

Existing Land Use Plan Map 2010



**EXISTING LAND USE MAP CLASSIFICATIONS**

- Conservation
- Agriculture - Pasture
- Agriculture - Row Crop/Pasture
- Forest Land
- Recreation
- Parks
- Medium-Density
- Residential - Single (1-2 DU per acre)
- Residential - Medium-Density (3-4 DU per acre) (1-2 DU per acre)
- Residential - High-Density (5-10 DU per acre) (1-2 DU per acre)
- Commercial
- Industrial

**OTHER MAP FEATURES**

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

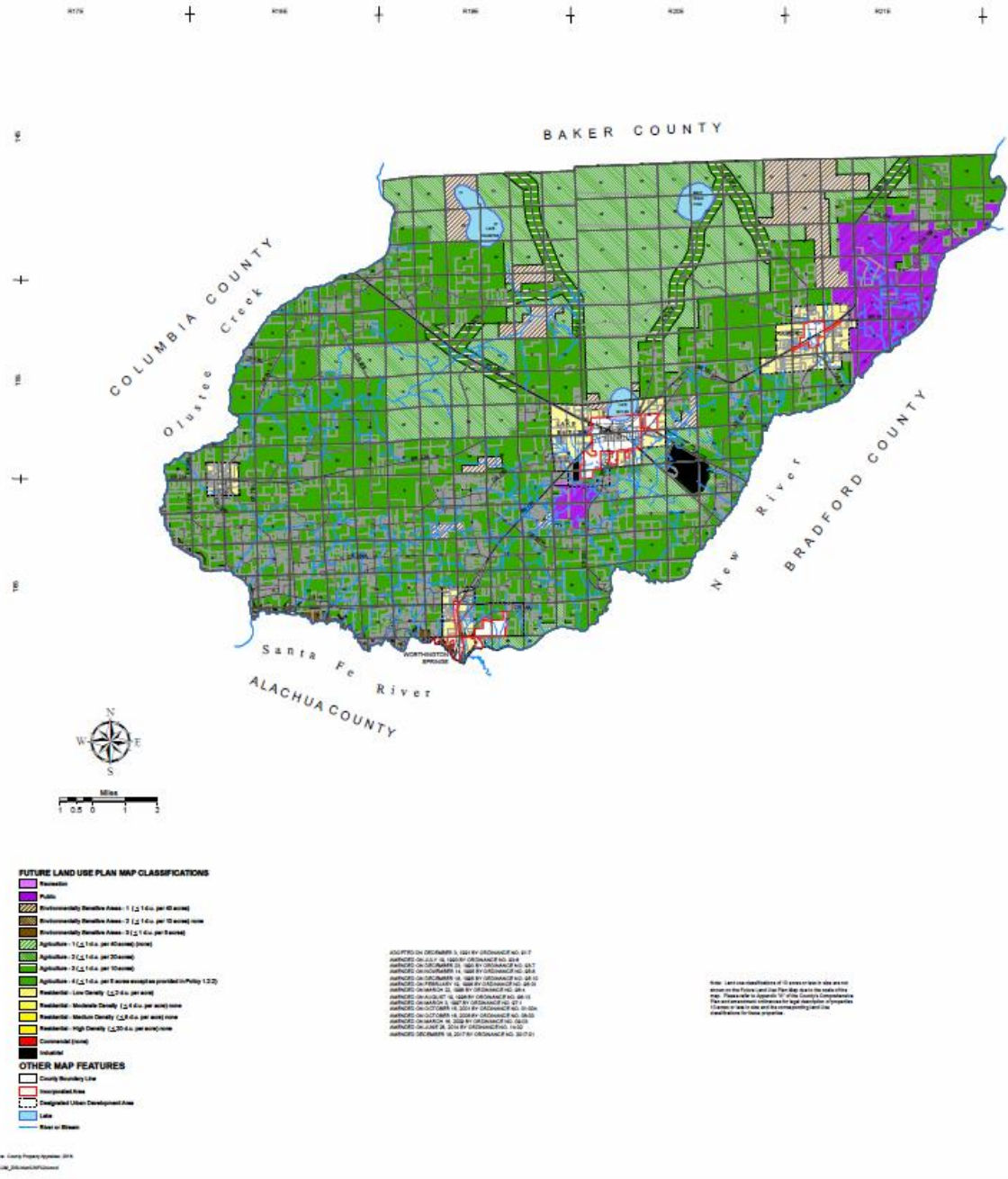
Source: Union County Planning Department  
 04/10/10\_04/10/10/10/10





# Union County

Future Land Use Plan Map 2027



**b. Population/Composition**

The Bureau of Economic and Business Research estimated Union County's total population in 2022 as 15,550. The Bureau of Economic and Business Research also estimated the population of the City of Lake Butler as 2,004, the Town of Raiford as 236, the Town of Worthington Springs as 447 and the unincorporated area as 12,863.

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

**TABLE 1**  
**POPULATION COUNTS AND ESTIMATES**  
**UNION COUNTY**

AREA	POPULATION COUNT 2020	POPULATION ESTIMATE 2022
Union County	16,147	15,550
City of Lake Butler	1,986	2,004
Town of Raiford	224	236
Town of Worthington Springs	378	447
Unincorporated Area	13,559	12,863

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

It is important to note that, according to the Bureau of Economic and Business Research, 3,866 individuals in Union County are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

**c. Population Densities**

Table 2 shows the Union County population distribution.

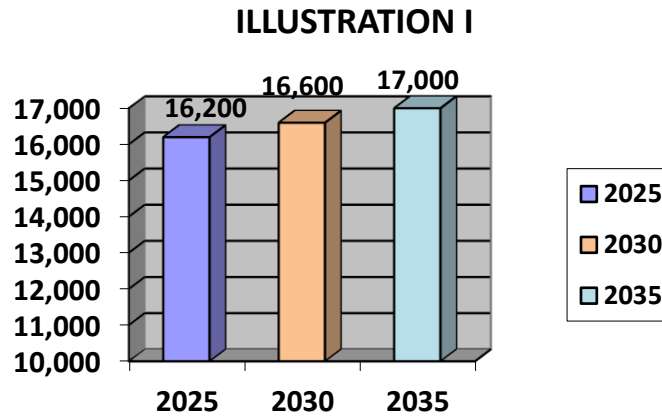
**TABLE 2**  
**POPULATION DISTRIBUTION**  
**UNION COUNTY**

2010 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
16,147	243	64.9

Source: Florida Legislature Office of Economic and Demographic Research

**d. Population Projections**

According to the Bureau of Economic and Business Research, by the year 2025, Union County will have a total population of 16,200 and by the year 2035, the total County population will be 17,000. Illustration I shows population projections for 2020, 2025 and 2030.



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

**e. Population Age Distribution**

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

**TABLE 3**  
**POPULATION ESTIMATES BY AGE GROUP**  
**UNION COUNTY**  
**2021**

<b>Age Group</b>	<b>Estimated 2021 Population</b>
0-4	808
5-17	2,120
18-24	1,411
25-54	6,688
55-64	2,528
65-79	1,847
80+	397

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

**f. Disability and Self Care Limitations**

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

**g. Employment**

According to the U.S. Department of Labor, Bureau of Labor Statistics, the estimated labor force in 2022 as 36.9 percent of the population 18 years of age and older. The estimated unemployment rate for Union County in December 2022 was 2.8 percent.

**h. Income**

The Florida Legislature Office of Economic and Demographic Research estimates the median household income for Union County in 2021 was \$55,463. Table 4 characterizes the levels of household income in Union County. Table 5 shows income levels that are currently used to define the federal poverty level.

**TABLE 4**  
**HOUSEHOLD INCOME**  
**UNION COUNTY, 2021**

<b>HOUSEHOLDS 2020</b>	<b>MEDIAN HOUSEHOLD INCOME 2021</b>	<b>PERCENT OF PERSONS BELOW POVERTY LEVEL</b>
4,048	\$55,463	22.7%

Source: Florida Legislature Office of Economic and Demographic Research

**TABLE 5**  
**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

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

**TABLE 6**  
**INCOME AND POVERTY STATUS DATA**  
**UNION COUNTY, 2021**

<b>PER CAPITA INCOME</b>	<b>MEDIAN HOUSEHOLD INCOME</b>	<b>PERCENT OF PERSONS BELOW POVERTY LEVEL</b>
\$25,293	\$55,463	22.7%

Source: Florida Legislature Office of Economic and Demographic Research

According to the Florida Agency for Health Care Administration, Medicaid Data Analytics, the total Medicaid eligibles for Union County as of January 31, 2023 was 3,889. Table 6 shows individuals who received Supplemental Security Income.

**TABLE 7**  
**Supplemental Security Income**  
**Union County**  
**2021**

<b>Type Of Assistance</b>	<b>Recipients</b>
Aged	12
Blind and Disabled	373

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

### i. Housing

Florida Population Studies estimates that in 2021, the total number of households in Union County was 3,367 and that the average household size was 2.65. Table 8 presents data on Union County housing units.

**TABLE 8**  
**HOUSING OCCUPANCY**  
**UNION COUNTY, 2020**

<b>HOUSING UNITS</b>	<b>Owner-Occupied Housing Units</b>
4,713	4,271

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

### j. Health

One hospital is located in Union County. According to the Florida Health 2021/22 Physician Workforce Annual Report, there were 18 licensed doctors of medicine practicing in Union County.

### k. Transportation

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

## I. Major Trip Generators/Attractors

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

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

## C. Service Analysis

### 1. General and Critical Need Transportation Disadvantaged Populations

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

The critical need Transportation Disadvantaged population includes individuals who, due to 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 Union County.

**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

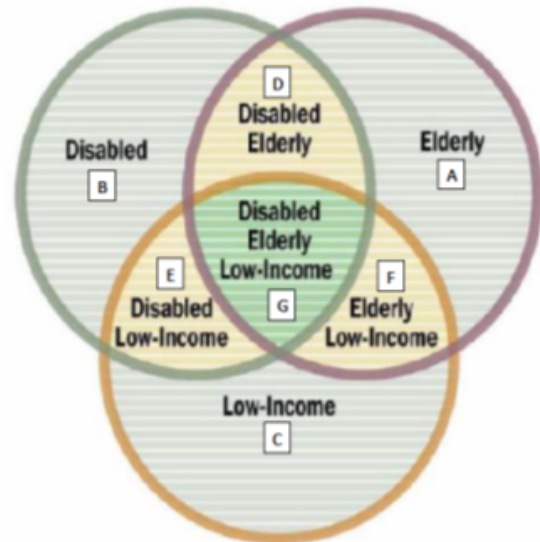
**Union County**

Census Data from: **2018**

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

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

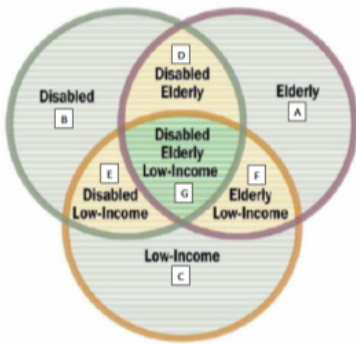
General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	<b>5,411</b>	36.2%



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

*Union County*

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/low income	390	391	392	393	394	395	396	398	399	400	401
B - Estimate non-elderly/ disabled/not low income	1,277	1,280	1,283	1,287	1,290	1,294	1,297	1,301	1,304	1,308	1,311
G - Estimate elderly/disabled/low income	161	161	162	162	163	163	164	164	165	165	165
D - Estimate elderly/ disabled/not low income	919	922	924	927	929	932	934	937	939	942	944
F - Estimate elderly/non-disabled/low income	76	76	76	77	77	77	77	77	78	78	78
A - Estimate elderly/non-disabled/not low income	1,081	1,083	1,086	1,089	1,092	1,095	1,098	1,101	1,104	1,107	1,110
C - Estimate low income/not elderly/not disabled	1,507	1,511	1,515	1,519	1,523	1,527	1,531	1,535	1,539	1,544	1,548
<b>TOTAL GENERAL TD POPULATION</b>	<b>5,411</b>	<b>5,425</b>	<b>5,440</b>	<b>5,454</b>	<b>5,469</b>	<b>5,484</b>	<b>5,498</b>	<b>5,513</b>	<b>5,528</b>	<b>5,543</b>	<b>5,557</b>
<b>TOTAL POPULATION</b>	<b>14,940</b>	<b>14,980</b>	<b>15,020</b>	<b>15,061</b>	<b>15,101</b>	<b>15,141</b>	<b>15,182</b>	<b>15,223</b>	<b>15,264</b>	<b>15,304</b>	<b>15,345</b>



*Union 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>	551	553	554	556	557	559	560	562	563	565	566
<i>Low Income Not Disabled No Auto/Transit</i>	431	432	433	434	435	436	437	439	440	441	442
<b>Total Critical Need TD Population</b>	<b>982</b>	<b>984</b>	<b>987</b>	<b>990</b>	<b>992</b>	<b>995</b>	<b>998</b>	<b>1,000</b>	<b>1,003</b>	<b>1,006</b>	<b>1,008</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	27	27	27	27	27	27	27	28	28	28	28
<i>Low Income - Not Disabled - No Access</i>	818	820	822	824	826	829	831	833	835	837	840
<b>Total Daily Trips Critical Need TD Population</b>	<b>845</b>	<b>853</b>	<b>873</b>	<b>888</b>	<b>903</b>	<b>919</b>	<b>935</b>	<b>952</b>	<b>969</b>	<b>986</b>	<b>1,001</b>
<b>Annual Trips</b>	<b>219,583</b>	<b>223,294</b>	<b>227,067</b>	<b>230,905</b>	<b>234,807</b>	<b>238,963</b>	<b>243,193</b>	<b>247,497</b>	<b>251,878</b>	<b>256,336</b>	<b>260,361</b>



## 2. Paratransit Service Demand Estimation

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

### CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Union County

Census Data from: 2018

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

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	112
11.70%	19
<b>11.70%</b>	<b>130</b>

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

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

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
<i>Assumes</i>	1,583		
27.2%	431		
	431		
100%	431		
		Calculation of Daily Trips	
		Rates	Total
		Per Person	Daily Trips
<b>Total Actual Critical TD Population</b>			
<i>Severely Disabled</i>	551	0.049	27
<i>Low Income ND</i>	431	1.899	818
<b>Totals</b>	<b>982</b>		<b>845</b>

### 3. Barriers to Coordination

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

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

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

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

### 4. Needs Assessment

#### United States Code Section 5339 Grant Program

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

#### United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide transportation in the rural areas and/or adjacent urban areas of Union County.	2023/24	Union County	\$330,902.00	Federal Transit Administration
				\$330,902.00	Florida Department of Transportation

**Transportation Disadvantaged Trip & Equipment Grant Program**

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	PROJECT FUNDING SOURCE
Suwannee River Economic Council, Inc.	Provide trips to transportation disadvantaged individuals.	2023/24	Union County	\$133,970.00	Florida Commission for the Transportation Disadvantaged
				\$ 14,8857.00	

**Innovation and Service Development Grant**

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Suwannee River Economic Council, Inc.	Expand existing transportation service in order to improve access to employment, job training and education.	2023/24	Union County	\$59,529.00	Florida Commission for the Transportation Disadvantaged
				\$ 6,614.00	

**Rural Area Capital Assistance Grant**

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

## 5. Goals, Objectives and Strategies

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

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

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

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

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

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

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

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

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

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

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

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

**Strategy c:** The Community Transportation Coordinator shall document the reduction of single passenger trips.

**Strategy d:** The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.

**GOAL IV: The Community Transportation Coordinator shall ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**

**OBJECTIVE:** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.

**Strategy a:** The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.

- Strategy b):** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL V:** **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VI:** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VII:** **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL VIII:** **The Community Transportation Coordinator shall promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.
- Strategy:** The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.
- GOAL IX:** **The Community Transportation Coordinator shall insure the provision of safe transportation services.**

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

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

## 6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Identify agencies located in Union County receiving local, state and/or federal funds to transport clients or purchase vehicles for individuals with disabilities. (3) Contact the identified agencies to obtain information about the funding they receive. (4) Train staff members regarding the utilization of special equipment for persons with disabilities. (5) Determine the type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2023/24 (1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner to group trips. (3) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (4) Document the reduction of single passenger trips. (5) Measure total passenger trips per vehicle. (6) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Ongoing (2) Ongoing (3) 2023/24 (4) 2023/24 (5) 2023/24 (6) 2023/24
(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.	(1) Ongoing (2) Ongoing
(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually
Maintain a data base with pertinent information relative to clients needs and limitations.	Ongoing
The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.	Annually



THIS PAGE LEFT BLANK INTENTIONALLY



## Chapter II: Service Plan

### A. Operations

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

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

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

##### a. Bariatric Transportation

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

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

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

##### c. Holidays

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

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

### 2. Accessing Services

#### a. Office Hours

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

**b. Phone Number**

352.496.0624

**c. Advance Notification Time**

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

**d. Trip Cancellation Process**

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

**e. No-Show Policies**

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

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

**f. After Hours Service**

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

**g. Passenger Fares**

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

**h. Transportation Disadvantaged Program Eligibility**

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

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

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

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

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

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

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

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

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

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

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

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

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

State \_\_\_\_\_

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

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Male \_\_\_\_\_ Female \_\_\_\_\_

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

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

Relationship \_\_\_\_\_

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

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

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

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

No

3. Are you enrolled in any assistance programs:

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



4. What other means of transportation are available for you to use?  
\_\_\_\_\_
5. Do you have a physical or mental disability as outlined in the Americans With Disabilities Act of 1990?  
 Yes  
 No
6. Is your disability permanent?  
 Yes  
 No

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

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

Other:  
\_\_\_\_\_

**CERTIFICATION AND ACKNOWLEDGEMENT**

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

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

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

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



<b>APPLICATION PROCESSED BY:</b> _____
<b>SIGNATURE</b> _____
<b>DATE</b> _____



## i. Transportation Disadvantaged Program Trip Priorities

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

- 1) Prescheduled Medical Appointments
  - Dialysis appointments
  - Cancer Care appointments
  - Urgent Care appointments
  
- 2) Prescheduled Medical Appointments as defined by the American Board of Medical Specialties:
  - Allergy and Immunology
  - Colon & Rectal Surgery
  - Dermatology
  - Family Medicine
  - Neurological Surgery
  - Obstetrics & Gynecology
  - Ophthalmology
  - Orthopaedic Surgery
  - Otolaryngology - Head and Neck Surgery
  - Pediatrics
  - Physical Medicine & Rehabilitation
  - Plastic Surgery
  - Psychiatry & Neurology
  - Radiology
  - Surgery
  - Thoracic Surgery
  - Urology
  
- 3) Other Medical Appointments
  - Dental appointments
  - Pharmacy
  
- 4) Mental Health Services provided by physicians, nurses who provide mental health services, licensed social workers, chemical dependency counselors, licensed professional counselors and licensed marriage and family counselors
  
- 5) Nutritional (within Union County)
  - Adult congregate meal programs
  - Food stamp procurement
  - Grocery shopping
  
- 6) Social Service Agency (within Union County)
  - Public agency support services
  - Senior programs

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

### **3. Transportation Operators And Coordination Contractors**

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

### **4. Public Transit Utilization**

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

### **5. School Bus Utilization**

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

### **6. Vehicle Inventory**

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

### **7. System Safety Program Plan Certification**

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

### **8. Inter-County Services**

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

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

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

### **10. Marketing**

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



## 11. Acceptable Alternatives

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

## 12. Service Standards

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

### a. Drug and Alcohol Policy

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

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

### b. Transport of Escorts and Dependent Children

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

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

### c. Use, Responsibility and Cost of Child Restraint Devices

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

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

### d. Passenger Property

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

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

#### e. Vehicle Transfer Points

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

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

#### f. Local Toll Free Phone Number

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

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

#### g. Out-Of-Service Area Trips

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

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

#### h. Vehicle Cleanliness

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

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

#### i. Billing Requirements

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

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

#### j. Passenger/Trip Database

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

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

#### k. Adequate Seating

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

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

#### l. Driver Identification

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

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

#### m. Passenger Assistance

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

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

n. Smoking, Eating, and Drinking

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

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

o. Passenger No-Shows

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

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

p. Two-Way Communications

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

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

q. Air Conditioning/Heating

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

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

r. First Aid

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

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

s. Cardiopulmonary Resuscitation

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

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

t. Driver Criminal Background Screening

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

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

u. Fixed Route Transit Utilization

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

**Local Policy:** Not applicable.

v. Pick-Up Window

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

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

w. On-Time Performance

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

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

x. Advance Reservation Requirement

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

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

y. Safety

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

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

z. Reliability

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

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

aa. Call-Hold Time

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

This standard is not applicable to this service area.

bb. Quality of Service

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

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

## cc. Safety Belt Usage

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

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

## 13. Local Grievance Procedure/Process

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

## 14. Passenger Code of Conduct

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

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

### a. Verbal Abuse

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

**b. Physical Abuse**

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

**c. Substance Abuse**

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

**d. Penalties**

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

**Verbal Abuse**

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

**Physical Abuse**

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

Second offense – 180 day suspension of services

Third offense - permanently removed from service

**e. Appeals**

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

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

and



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

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

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

## **15. Evaluation Process**

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

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

See Appendix B.

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.

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

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

PAGE LEFT BLANK INTENTIONALLY

# **Appendix A: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures**

# Grievance Procedures

July 12, 2022

Union County  
Transportation Disadvantaged Coordinating Board



# Union County Transportation Disadvantaged Coordinating Board

## Grievance Procedures

Approved by the  
Union County  
Transportation Disadvantaged Coordinating Board

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



Ryan Perez, Chair

with Assistance from



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

July 12, 2022

## **Table of Contents**

Chapter I: Union County 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.....	4
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: Union County Transportation Disadvantaged Coordinating Board Grievance Procedures**

### **A. Preamble**

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

### **B. Agency Description**

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

### **C. Definitions**

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

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

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

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

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

---

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

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

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

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

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

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

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

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

## **D. Purpose**

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

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

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

## **E. Membership**

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

## **F. Officers**

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

## **G. Meetings**

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

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

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

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

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

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

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

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

## **H. Administration**

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

## **I. Duties**

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

## **J. Procedures**

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

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

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

## **K. Appeals**

- (1) Appeals of recommendations by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:  
  
Union County Transportation Disadvantaged Coordinating Board  
2009 N.W. 67th Place  
Gainesville, FL 32653-1603
- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.

---

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

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

## **L. Suspension Reconsideration**

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

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

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

## **M. Prohibition Against Retaliation**

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

## **N. Alternative Recourse**

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

## **O. Certification**

The undersigned hereby certifies that he/she is the Chair of the Union County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Union County Transportation Disadvantaged Coordinating Board the 12th day of July 2022.

  
\_\_\_\_\_  
Ryan Perez, Chair  
Union County Transportation Disadvantaged Coordinating Board

T:\Lynn\griev\Procedures\Union\union grievance procedures 2022.docx



# **Appendix B: Cost/Revenue Allocation and Rate Structure Justification**



## Transportation Disadvantaged Trust Fund Service Rates Form

<b>Community Transportation Coordinator (CTC)</b>	Suwannee River Economic Council
<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	\$1.91
* Wheel Chair	Passenger Mile	\$3.28

**Preliminary Information Worksheet**      Version 1.4

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

**County (Service Area):** Union County

**Contact Person:** Matt Pearson, Executive Director

**Phone #:** 386-362-4115 ext. 223

**Check Applicable Characteristic:**

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

**Union County**  
**Transportation Disadvantaged Service Plan**

	Prior Year's ACTUALS from July 1st of 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
<b>REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)</b>						
<b>Local Non-Govt</b>						
Farebox						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 13,617	\$ 15,277	\$ 14,325	12.2%	-6.2%	
<b>Bus Pass Program Revenue</b>						
<b>CTD</b>						
Non-Spons. Trip Program	\$ 92,697	\$ 137,495	\$ 128,921	48.3%	-6.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>USDOT &amp; FDOT</b>						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)	\$ 328,213	\$ 80,266	\$ 106,971	-75.5%	33.3%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AHCA</b>						
Medicaid	\$ 74,011	\$ 54,834	\$ 149,108	-25.9%	171.9%	
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)</b>						
<b>Operating Expenditures</b>						
Labor	\$ 118,208	\$ 93,740	\$ 117,209	-20.7%	25.0%	
Fringe Benefits	\$ 71,582	\$ 62,604	\$ 64,900	-12.5%	3.7%	
Services	\$ 13,924	\$ 10,547	\$ 13,114	-24.3%	24.3%	
Materials and Supplies	\$ 131,878	\$ 68,616	\$ 135,305	-48.0%	97.2%	
Utilities	\$ 12,258	\$ 9,214	\$ 12,802	-24.8%	38.9%	
Casualty and Liability	\$ 37,981	\$ 26,716	\$ 40,054	-29.7%	49.9%	
Taxes	\$ 443	\$ 367	\$ 423	-17.2%	15.3%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 1,142	\$ 677	\$ 1,085	-40.7%	60.3%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund	\$ 10,300	\$ 114	\$ 108	-98.9%	-5.3%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect		\$ 15,277	\$ 14,325		-6.2%	
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
<b>ACTUAL YEAR GAIN</b>	<b>\$110,822</b>					
<b>Total Expenditures =</b>	<b>\$397,716</b>	<b>\$287,872</b>	<b>\$399,325</b>	<b>-27.6%</b>	<b>38.7%</b>	

**Union County**  
**Transportation Disadvantaged Service Plan**

	Upcoming Year's BUDGETED Revenues			
	from			
	July 1st of			
	2023			
	to			
	June 30th of			
	2024			
<b>REVENUES (CTC/Operators ONLY)</b>				
<b>Local Non-Govt</b>				
Farebox	\$	-	\$	-
Medicaid Co-Pay Received	\$	-	\$	-
Donations/ Contributions	\$	-	\$	-
In-Kind, Contributed Services	\$	-	\$	-
Other	\$	14,325	\$	-
<b>Bus Pass Program Revenue</b>	<b>\$</b>	<b>-</b>	<b>\$</b>	<b>-</b>
<b>CTD</b>				
Non-Spons. Trip Program	\$	128,921	\$	128,921
Non-Spons. Capital Equipment	\$	-	\$	-
Rural Capital Equipment	\$	-	\$	-
Other TD	\$	-	\$	-
<b>Bus Pass Program Revenue</b>	<b>\$</b>	<b>-</b>	<b>\$</b>	<b>-</b>
<b>USDOT &amp; FDOT</b>				
49 USC 5307	\$	-	\$	-
49 USC 5310	\$	-	\$	-
49 USC 5311 (Operating)	\$	106,971	\$	106,971
49 USC 5311(Capital)	\$	-	\$	-
Block Grant	\$	-	\$	-
Service Development	\$	-	\$	-
Commuter Assistance	\$	-	\$	-
Other DOT	\$	-	\$	-
<b>Bus Pass Program Revenue</b>	<b>\$</b>	<b>-</b>	<b>\$</b>	<b>-</b>
<b>AHCA</b>				
Medicaid	\$	149,108	\$	149,108
Other AHCA	\$	-	\$	-
<b>Bus Pass Program Revenue</b>	<b>\$</b>	<b>-</b>	<b>\$</b>	<b>-</b>
<b>Balancing Revenue to Prevent Deficit</b>				
Actual or Planned Use of Cash Reserve	\$	-	\$	-
<b>Total Revenues =</b>	<b>\$</b>	<b>399,325</b>	<b>\$</b>	<b>292,354</b>
			<b>\$</b>	<b>106,971</b>
			<b>\$</b>	<b>-</b>

EXPENDITURES (CTC/Operators ONLY)	
<b>Operating Expenditures</b>	
Labor	\$ 117,209
Fringe Benefits	\$ 64,900
Services	\$ 13,114
Materials and Supplies	\$ 135,305
Utilities	\$ 12,802
Casualty and Liability	\$ 40,054
Taxes	\$ 423
<b>Purchased Transportation:</b>	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 1,085
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ 108
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 14,325
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<hr/>	
<b>Total Expenditures =</b>	<b>\$ 399,325</b>
<i>minus</i> EXCLUDED Subsidy Revenue =	\$ 106,971
<b>Budgeted Total Expenditures INCLUDED</b>	
in Rate Base =	\$ 292,354
Rate Base Adjustment <sup>1</sup> =	
<b>Adjusted Expenditures Included in Rate</b>	
Base =	<b>\$ 292,354</b>

PROGRAM-WIDE RATES <sup>*</sup>		Fiscal Year
Total Projected Passenger Miles =	152,500	2023 - 2024
<b>Rate Per Passenger Mile = \$</b>	<b>1.92</b>	
Total Projected Passenger Trips =	4,750	Avg. Passenger Trip Length 32.1 Miles
<b>Rate Per Passenger Trip = \$</b>	<b>61.55</b>	

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>2.62</b>
<b>Rate Per Passenger Trip = \$</b>	<b>84.07</b>

RATES FOR FY: 2023 - 2024				
Ambul	Chair	Stretcher Leave Blank	Group Leave Blank	Group
152,100	+	400	+	0
\$1.91		\$3.28		\$0.00

PAGE LEFT BLANK INTENTIONALLY

# Appendix C: Vehicle Inventory

**Union County**  
**Transportation Disadvantaged Service Plan**

**SUWANNEE RIVER ECONOMIC COUNCIL VEHICLE INVENTORY**

COUNTY	BUS #	VIN	MAKE/MODEL	SEATS	LIFT	FUNDING SOURCE	CONTRACT # or FDOT #	TAG NUMBER	MILEAGE 12/31/22
Bradford	B06	1FTNE2ELXADA75692	Ford Econoline E250	2	N	FDOT 5310	90273	X7198D	65,319
Bradford	B17	1FD FE4FS0FDA35288	Ford Econoline E250	12+2	Y	FDOT 5339	91261	X8092C	120,439
Bradford	B18	57WMD2C62GM100049	Mobility Venture MV1	4+2	RAMP	TD-RC	G0743	X1961D	88,155
Bradford	B19	1FD FE4FSXKDC49375	Ford Econoline	12+2	Y	FDOT 5339	20040	X2166E	89,706
Bradford	B20	1FD FE4FS0KDC65214	Ford Econoline	12+2	Y	TD-RC	N/A	X4417E	73,912
Bradford	B21	1FD FE4FN8MDC20440	Ford Econoline	12+2	Y	FDOT 5339	20066	X4717E	54,998
Dixie	D141	1FD FE4FS9FDA35287	Ford Econoline E250	12+2	Y	FDOT 5339	91260	X8091C	154,036
Dixie	D143	1FD FE4FS8GDC55330	Ford Econoline	12+2	Y	FDOT 5339	91289	X8120C	166,654
Dixie	D144	57WMD2C6XGM100509	Mobility Venture MV1	4+2	RAMP	TD-RC	GOG03	X2618D	141,856
Dixie	D145	1FD FE4FS2KDC07265	Ford Econoline	12+2	Y	FDOT 5339	20018	X0723E	125,813
Dixie	D146	1FD FE4FS2KDC10439	Ford Econoline	12+2	Y	FDOT 5339	20026	X0925E	89,717
Dixie	D147	1FD FE4FS2KDC65215	Ford Econoline	12+2	Y	TD-RC	N/A	X4422E	101,751
Gilchrist	G148	1FD FE4FS4KDC65216	Ford Econoline	12+2	Y	TD-RC	N/A	X4421E	104,299
Dixie	D149	1FD FE4FN1MDC21803	Ford Econoline E250	12+2	Y	FDOT 5339	20068	X5449E	66,070
Gilchrist	G150	1FD FE4FNXMDC21802	Ford Econoline	12+2	Y	FDOT 5339	20069	X5444E	70,822
DI/GI	DG151	1FD FE4FN9MDC41717	Ford Econoline	12+2	Y	FDOT 5339	20090	X5781E	53,063
Lafayette	L02	1G83G2BG2D1175725	Chev Exp Cutaway G350	8+2	Y	TD-RC	AQU07	X7478B	142,157
Lafayette	L05	57WMD1A68EM100938	Mobility Venture MV1	4+2	RAMP	TD-RC	G0407	X6231C	61,176
Lafayette	L10	1G83G2BGXE1198073	Chev Exp Cutaway G350	8+2	Y	FDOT 5310	91228	X4080C	180,901
Lafayette	L11	1FD FE4FS0JDC06341	Ford Econoline	12+2	Y	TD-RC	G0S83	X6739D	119,799
Lafayette	L12	1FD FE4FN1MDC02751	Ford Econoline	12+2	Y	FDOT 5339	20067	X7213D	80,611
Union	U01	1FTNE2EL1EDA67826	Ford Econoline E250	8	N	FDOT 5316	91232	X1954D	53,999
Union	U03	57WMD2A63EM101999	Mobility Venture MV1	4+2	RAMP	TD-RC	G0410*	X9348C	108,048
Union	U207	1FDXE4FL5BDA29977	Ford Econoline E250	10+2	Y	TD	N/A	X5722B	180,224
Union	U208	1FD FE4FS4FDA35293	Ford Econoline E250	12+2	Y	TD-RC	G0410*	X8089C	200,782
Union	U209	1FD FE4FS9JDC07505	Ford Econoline	12+2	Y	TD-RC	G0S94	X6738D	148,298
Union	U210	1FD FE4FS6KDC65217	Ford Econoline	12+2	Y	TD-RC	N/A	X4418E	83,100
Union	U211	1FD FE4FN8MDC18364	Ford Econoline	12+2	Y	FDOT 5339	20061	X5441E	70,020
Union	U212	1FD FE4FN3MDC41714	Ford Econoline	12+2	Y	FDOT 5339	20086	X6549E	56,520

\*Two vehicles on one contract



# Appendix D: Safety Compliance Self Certification



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

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

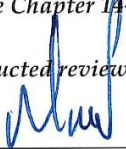
Certification Date (Current): 2023

Certification Year: (Previous): 2022

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

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

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

Blue Ink Signature:  Date: January 4, 2023  
(Individual Responsible for Assurance of Compliance)

Name: Matt Pearson Title: Executive Director

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
**CERTIFICATE OF COMPLIANCE**

725-030-10  
TRANSIT  
12/01

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

DATE 1/4/2023

Section 5311 Subrecipient Information:

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

FDOT District Office Information:

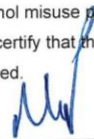
NAME: Doreen Joyner-Howard, AICP  
ADDRESS: 2198 Edison Avenue, Jacksonville, FL  
PHONE: 904-360-5650

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

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

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

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



Signature



**Annual Grant Self Certification**

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

Certification Date (Current): 2023

Certification Year: (Previous): 2022

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

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

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

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

Name: Matt Pearson

Title: Executive Director

PAGE LEFT BLANK INTENTIONALLY

---

# 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



Use the QR Reader App  
on your smart phone to  
visit our website!

# Union County Transportation Disadvantaged Coordinating Board

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

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