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October 2, 2019

TO: Gilchrist County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Gilchrist County Transportation Disadvantaged Coordinating Board will meet **Wednesday, October 9, 2019 at 1:30 p.m.** in the meeting room of **Suwannee River Economic Council located at 1439 SW CR 307A** in Trenton, Florida. All Board members are encouraged to attend this meeting.

If you would like to participate in the meeting via teleconference, the dial in number is: toll free 1.888.585.9008 Conference Code 864 183 272. **Please note that a physical quorum of Board members must be present to constitute a quorum.**

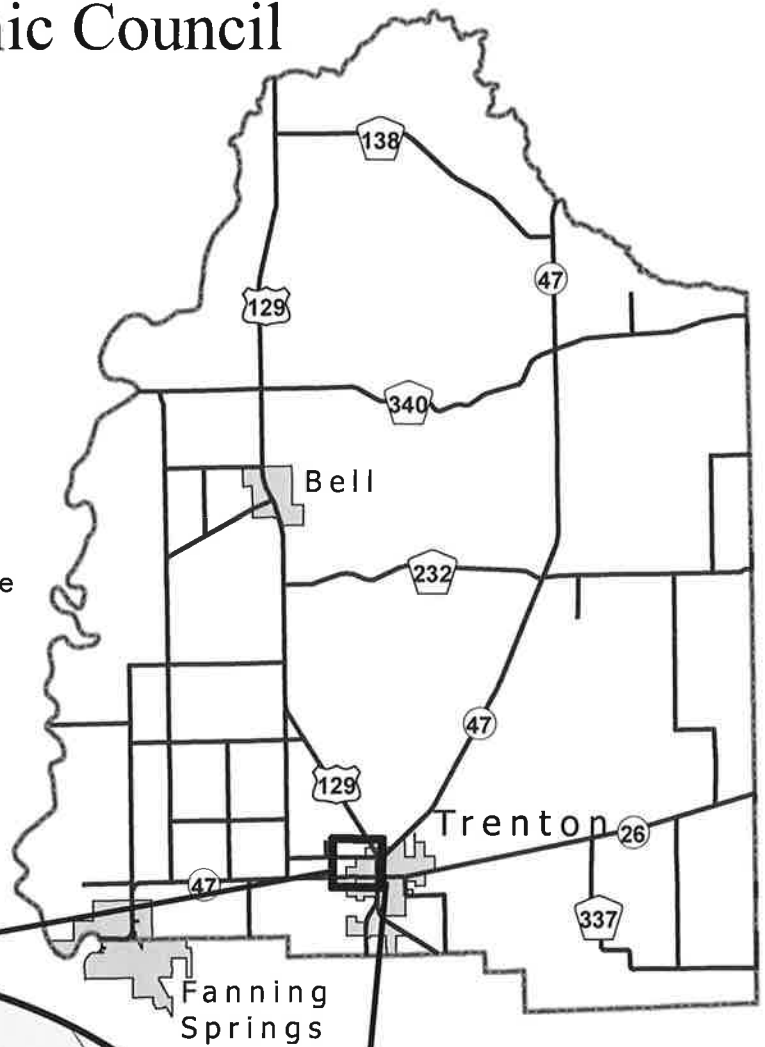
Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

Attachments

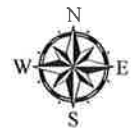
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Suwannee River Economic Council Meeting Facility 1439 SW CR 307A Trenton, Florida 32693

Directions: From the intersection of U.S. Highway 129 (also known as Main St) and SW County Road 307A (also known as NW 11th Ave) in the City of Trenton, head West onto SW County Road 307A (also known as NW 11th Ave), travel approximately 0.7 miles, and the Suwannee River Economic Council Meeting Facility will be on the left, on the South side of SW County Road 307A (also known as NW 11th Ave).



Suwannee River
Economic Council
Meeting Facility



1 inch = 1,250 feet





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**GILCHRIST COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

Meeting Room
Suwannee River Economic Council
1439 SW CR 307A
Trenton, Florida

Wednesday
October 9, 2019
1:30 p.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Invocation

B. Pledge of Allegiance

C. Introductions

D. Approval of the Meeting Agenda **ACTION REQUIRED**

E. Approval of the July 10, 2019 **Page 7** **ACTION REQUIRED**
Minutes

II. NEW BUSINESS

A. 2018/19 Annual Performance Evaluation **Page 11** **ACTION REQUIRED**

The Board needs to approve Suwannee River Economic Council, Inc.'s 2018/19 annual performance evaluation

B. 2018/19 Annual Operating Report **Page 41** **ACTION REQUIRED**

The Board needs to review the 2018/19 Gilchrist County Annual Operating Report

C. Medicare Program Coverage of **Page 53** **NO ACTION REQUIRED**
Non-Emergency Medical Transportation

D. Suwannee River Economic Council, Inc. **Page 57** **NO ACTION REQUIRED**
Operations Reports

III. OTHER BUSINESS

A. Comments

IV. FUTURE MEETING DATES

- A. January 15, 2020 at 1:30 p.m.**
- B. April 15, 2020 at 1:30 p.m.**
- C. July 15, 2020 at 1:30 p.m.**
- D. October 14, 2020 at 1:30 p.m.**

* Please note that this is a tentative meeting schedule, all dates and times are subject to change.

If you have any questions concerning the enclosed materials, please do not hesitate to contact me at 1-800-226-0690, extension 110.

**GILCHRIST COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Marion Poitevint Local Elected Official/Chair	Not Applicable
Sandra Collins Florida Department of Transportation Grievance Committee Member	Lauren Adams Florida Department of Transportation
Vacant Florida Department of Children and Families	Vacant Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education	Florida Department of Education
Pastor Ralph Williams Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Deweece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Vacant Florida Agency for Persons with Disabilities	Vacant Florida Agency for Persons with Disabilities
Darlene Strimple Regional Workforce Board Grievance Committee Member	Selvin Cray Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2020	Vacant Florida Association for Community Action Term ending June 30, 2020
Vacant Public Education	Vacant Public Education
Steven Hutson Veterans Term ending June 30, 2020	Vacant Veterans Term ending June 30, 2020
Vacant Citizen Advocate Term ending June 30, 2021	Vacant Citizen Advocate Term ending June 30, 2021
Jim McCrone Citizen Advocate - User Term ending June 30, 2021	Vacant Citizen Advocate - User Term ending June 30, 2021
Leslie Esseck Persons with Disabilities Grievance Committee Member Term ending June 30, 2021	Vacant Persons with Disabilities Term ending June 30, 2021
Richard Esseck, Vice-Chair Elderly Grievance Committee Member Tem ending June 30, 2020	Vacant Elderly Tem ending June 30, 2020
Brittney Keeling Medical Community Term ending June 30, 2022	Krishna Stemple Medical Community Term ending June 30, 2022
Sandra Woodard Children at Risk Grievance Committee Member Term ending June 30, 2022	Brooke Ward Children at Risk Term ending June 30, 2022
Vacant Private Transit Term ending June 30, 2022	Vacant Private Transit Term ending June 30, 2022

Note: Unless specified, members and alternates serve at the pleasure of the North Central Florida Regional Planning Council.

**GILCHRIST COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

Meeting Room
Suwannee River Economic Council
1439 SW CR 307A
Trenton, Florida

Wednesday
July 10, 2019
1:30 p.m.

VOTING MEMBERS PRESENT

Jeff Aboumrad, Florida Department of Education Representative
Sandra Collins, Florida Department of Transportation Representative
Selvin Cray, representing Darlene Strimple, Regional Workforce Board Representative
Leslie Esseck, Persons with Disabilities Representative
Richard Esseck, Vice-Chair, Elderly Representative
Brittney Keeling, Medical Community Representative
Deweese Ogden, Florida Agency for Health Care Administration Representative
Pastor Ralph Williams, Florida Department of Elder Affairs Representative
Sandra Woodard, Early Childhood Services Representative

VOTING MEMBERS ABSENT

Commissioner Marion Poitevint, Chair
Steven Hutson, Veterans Representative
Jim McCrone, Citizen Advocate-User Representative

OTHERS PRESENT

Matthew Pearson, Suwannee River Economic Council, Inc.

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Vice-Chair Esseck called the meeting to order at 1:30 p.m.

A. Invocation

Pastor Ralph Williams gave the invocation.

B. Pledge of Allegiance

Vice-Chair Esseck led the Board in reciting the Pledge of Allegiance.

C. Introductions

There were no introductions.

D. Approval of the Meeting Agenda

ACTION: Jeff Aboumrad moved to approve the meeting agenda. Sandra Collins seconded; motion passed unanimously.

E. Approval of the April 10, 2019 Minutes

ACTION: Jeff Aboumrad moved to approve the April 10, 2019 meeting minutes. Sandra Woodard seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2019/20 Rural Area Capital Assistance Grant Application

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Rural Area Capital Assistance Program is administered by the Florida Commission for the Transportation Disadvantaged. She explained that grant funds awarded by this program can be used to address capital transportation needs in rural areas of the State.

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, discussed Suwannee River Economic Council, Inc.'s application to purchase one replacement vehicle.

The Board reviewed Suwannee River Economic Council, Inc.'s application for Rural Area Capital Assistance Grant funds.

ACTION: Jeff Aboumrad moved to approve Suwannee River Economic Council, Inc.'s 2019/20 Rural Area Capital Assistance Grant application. Sandra Collins seconded; motion passed unanimously.

B. 2016/21 Gilchrist County Transportation Disadvantaged Service Plan Amendments

Ms. Godfrey stated that staff is recommending approval of the following draft amendments to the 2016/21 Gilchrist County Transportation Disadvantaged Service Plan:

1. Inclusion of Suwannee River Economic Council's 2019/20 Rural Area Capital Assistance Grant project;
2. Inclusion of Suwannee River Economic Council's 2019/20 Trip & Equipment Grant project;
3. Inclusion of mental health services in the Transportation Disadvantaged Program trip priorities; and
4. Inclusion of Suwannee River Economic Council, Inc.'s Fiscal Year 2019/20 service rates.

ACTION: Sandra Woodard moved to approve the amendments to the 2016/21 Gilchrist County Transportation Disadvantaged Service Plan. Deweece Ogden seconded; motion passed unanimously.

C. Bylaws

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually.

ACTION: Selvin Cray moved to approve the Bylaws. Jeff Aboumrad seconded; motion passed unanimously.

D. Grievance Procedures

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually.

ACTION: Sandra Woodard moved to approve the Grievance Procedures. Brittny Keeling seconded; motion passed unanimously.

E. Suwannee River Economic Council Operations Reports

Mr. Pearson discussed Suwannee River Economic Council's operations reports. He said Gilchrist County received a decrease in Trip & Equipment Grant funds beginning July 1, 2019.

III. OTHER BUSINESS

A. Comments

Vice-Chair Esseck asked staff to research whether the Medicare Program provides non-emergency medical transportation as part of their services.

IV. FUTURE MEETING DATES

Vice-Chair Esseck stated that the next meeting of the Board is scheduled for Wednesday, October 9, 2019 at 1:30 p.m.

ADJOURNMENT

The meeting was adjourned at 2:30 p.m.

Coordinating Board Chair

Date



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October 2, 2019

TO: Gilchrist County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2018/19 Annual Performance Evaluation

RECOMMENDATION

Approve the Suwannee River Economic Council, Inc.’s 2018/19 annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate the transportation services provided by Suwannee River Economic Council, Inc.. Attached is Suwannee River Economic Council, Inc.’s draft 2017/18 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

t:\lynn\td2019\gilchrist\memos\eval.docx

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COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Suwannee River Economic Council, Inc.

County: Gilchrist

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

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

Review period: July 1, 2018 - June 30, 2019

2018/19 Community Transportation Coordinator Annual Performance Evaluation

Approved by the

**Gilchrist County
Transportation Disadvantaged Coordinating Board**

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

Marion Poitevint, Chair

with Assistance from



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

October 9, 2019

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I. FINDINGS AND RECOMMENDATIONS

A. General Information

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, Florida Statutes

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

C. Rule 41-2, Florida Administrative Code

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. Bus/Van Ride

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

E. Surveys

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL

1. What was the designation date of the Community Transportation Coordinator?
7/01/16
2. What is the complaint process?
See attached complaint process.
3. Does the community transportation coordinator have a complaint form?
 Yes (attached) No
4. Does the form have a section for resolution of the complaint?
 Yes No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
 Yes No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?

If the Transportation Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Program Helpline.
7. When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
 Yes No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
 Yes (attached) No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
 Yes No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
 Yes No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).
12. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
 Yes No
13. What innovative ideas have you implemented in your coordinated system?
Providing and administering "regional" transportation service in five counties decreases the cost of service.

14. Are there any areas where coordination can be improved?
Require Florida's Managed Medical Care Program to coordinate client transportation services through Florida's Coordinated Transportation System.
15. What barriers are there to the coordinated system?
Allowing State agencies to provide transportation services to their clients outside of Florida's Coordinated Transportation System.
16. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?
No
17. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?
Florida Agency for Health Care Administration
18. How are you marketing the voluntary dollar?
No marketing system in place.

Complaint Process

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

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

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

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

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

SREC Transportation Complaint Form

Client Name: _____

Date: _____

Description of Incident:

Complaint Resolution:

Staff Signature: _____

Director of Transportation Signature: _____



SUWANNEE RIVER ECONOMIC COUNCIL INC.



[HOME](#)

[PROGRAMS](#)

[SERVICE AREAS](#)

[LOCATIONS](#)

[MEAL SITE LOCATIONS](#)

GILCHRIST COUNTY

CLIENT SENIOR/SERVICE CENTER

1439 SW CR 307A
Trenton, Florida

AGING PROGRAMS

ALZHEIMER'S DISEASE INITIATIVE (ADI):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Respite/Case Management

COMMUNITY CARE FOR THE ELDERLY (CCE):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Case Management, Emergency Alert Response, Homemaker, Home Delivered Meals, Personal Care and Respite.

ELDER FARMERS' MARKET NUTRITION:

Funding: Department of Elder Affairs

Services: Fresh fruits and vegetables and information to educate elders on the nutritional benefits derived from consuming fresh produce.

EMERGENCY HOME ENERGY ASSISTANCE PROGRAM (EHEAP):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Assistance with utility bills, supply blankets, heaters and fans.

HOME CARE FOR THE ELDERLY (HCE):

Funding: Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Case Management, Basic Subsidy, (Caregiver Allowance), Special Subsidy.

TITLE III-B, C-1, C-2, IIIE:

Funding: Older Americans Act, Mid-Florida Area Agency on Aging dba Elder Options, Florida Department of Elder Affairs

Services: Congregate Meal Sites, Health Support, Homemaker, Home Delivered Meals, Intake, Nutrition Education, Outreach, Respite, Screening, Telephone Reassurance, and Transportation.

ENERGY ASSISTANCE/EMERGENCY ASSISTANCE/SELF SUFFICIENCY

COMMUNITY SERVICES BLOCK GRANT (CSBG):

Funding: Florida Department of Economic Opportunity

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

ENERGY NEIGHBOR FUND (ENF):

Funding: Duke Energy Florida Inc.

Services: Assistance with utilities, heating/cooling.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP):

Funding: Florida Department of Economic Opportunity

Services: Assistance with utility bills and utility crisis resolution.

HOUSING

WEATHERIZATION PROGRAMS:

Funding: Florida Department of Economic Opportunity

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

STATE HOUSING INITIATIVES PARTNERSHIP PROGRAM: (SHIP)

Funding: State of Florida and Florida Housing Finance Corporation

Services: Emergency repairs, down payment and closing cost assistance for Homeownership.

Download SHIP Application

TRANSPORTATION

TRANSPORTATION PROGRAMS

Funding: Florida Department of Transportation, Florida Commission for the Transportation Disadvantaged, and Agency for Health Care Administration

Services: Public Transportation

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

For reservations, scheduling, complaints/commendations and/or questions call (352) 498-5018, extension 3, or (800) 597-7579, extension 3.

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

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

Funding: Medicaid Broker Services

Access2Care

LogistiCare Solutions, LLC

Medical Transportation Management, Inc.

Services: Transport Medicaid eligible clients to the doctor, medical facilities, meal sites and shopping.

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

**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 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 within 15 working days.



APPLICATION PROCESSED BY: _____
SIGNATURE _____
DATE _____



COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
 Yes No Not applicable
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
 Yes No Not applicable
3. Do the contracts include performance standards for the transportation operators?
 Yes No Not applicable
4. Do the contracts include the proper language concerning payment to subcontractors?
 Yes No Not applicable
5. Were the following items submitted on time?

Annual Operating Report
 Yes No

Memorandum of Agreement
 Yes No

Transportation Disadvantaged Service Rates/Rate Model
 Yes No

Transportation Disadvantaged Trust Fund Grant Application
 Yes No

Other grant applications
 Yes No
6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
 Yes No Not applicable
7. Is a written report issued to the operator?
 Yes No Not applicable
8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
Not applicable

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?
Suwannee River Economic Council, Inc. does not have a contract with the Gilchrist County School Board .
2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
Not applicable
3. Is there a goal for transferring passengers from paratransit to transit?
 Yes No Not applicable
4. What are the minimum liability insurance requirements? \$200,000/\$300,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts? Not applicable
6. Does the minimum liability insurance requirements exceed \$1 million per incident?
 Yes No

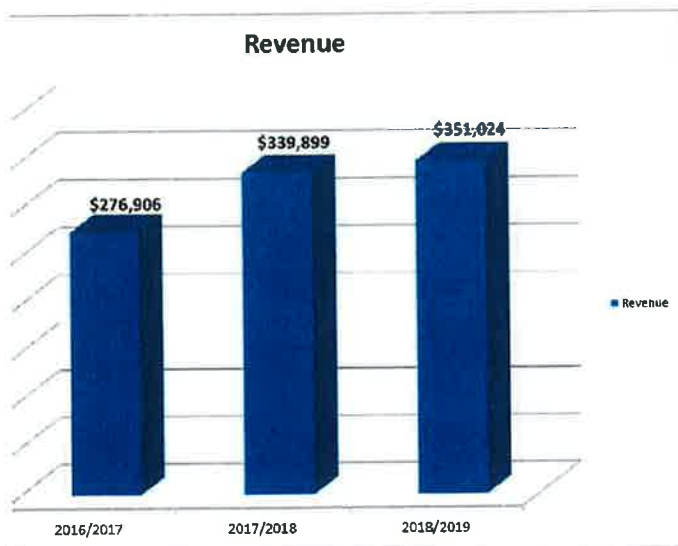
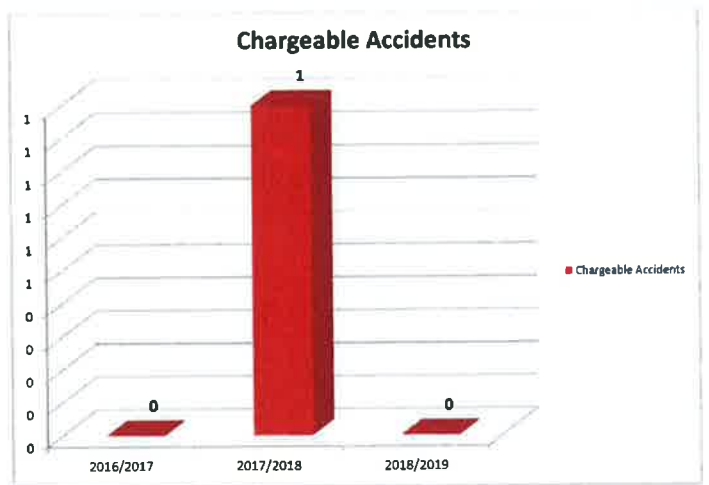
Standards	Comments
Local toll free phone number must be posted in all vehicles.	Suwannee River Economic Council, Inc. posts local toll free phone number in all vehicles.
Vehicle Cleanliness	Suwannee River Economic Council, Inc. cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip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

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

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

PERFORMANCE TRENDS - GILCHRIST COUNTY

MEASURE	Fiscal Year 2016/2017	Fiscal Year 2017/2018	Fiscal Year 2018/2019	Percent Change 2017/2018 - 2018/2019
Passenger Trips	4,317	5,409	6,086	11%
Ambulatory Trips	2,294	4,182	4,509	7%
Non-Ambulatory Trips	302	1,170	1,549	24%
Stretcher Trips	0	0	28	0%
Vehicle Miles	86,052	110,865	101,922	-9%
Passenger Trips/Vehicle Mile	0.05	0.05	0.06	18%
Revenue	\$276,906	\$339,899	\$351,024	3%
Expenses	\$263,624	\$313,865	\$261,128	-20%
Cost/Passenger Trip	\$61.07	\$58.03	\$42.91	-35%
Cost/Vehicle Mile	\$3.06	\$2.83	\$2.56	-11%
Vehicles	7	9	9	0%
Chargeable Accidents	0	1	0	#DIV/0!
Chargeable Accidents/100,000 Miles	0	1	0	#DIV/0!
Average Vehicle Miles Between Roadcalls	86,052	55,433	101,922	46%
Roadcalls	0	2	0	#DIV/0!
Unmet Trip Requests	0	0	0	0%
Passenger No Shows	0	438	540	19%





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): 2018

Certification Year: (Previous): 2017

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

POB 70

Live Oak FL 32064

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

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

Blue Ink Signature: *Matt Pearson*
(Individual Responsible for Assurance of Compliance)

Date: *1/3/2018*

Name: *Matt Pearson* ***Title:*** *Executive Director*

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

Name: *See Attachment*

Address: *See Attachment*

Name of Qualified Mechanic who Performed Annual Inspections: *See Attachment*

ON-SITE OBSERVATION

1. Date of Observation: 9/10/2019
2. Location: Client/Senior Service Center
3. Number of Passengers picked up/dropped off:
Ambulatory: 2
Non-Ambulatory 0
4. Was the driver on time?
 Yes
 No If no, how many minutes late/early?
5. Did the driver provide passenger assistance?
 Yes
 No
6. Was the driver wearing identification?
 Yes
 No
7. Did the driver ensure the passengers were properly secured?
 Yes
 No
8. Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?
 Yes
 No
9. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commendations?
 Yes
 No
10. Did the vehicle have working heat and air conditioning?
 Yes
 No
11. Did the vehicle have two-way communications in good working order?
 Yes
 No
12. If used, was the lift in good working order?
 Yes
 No
 Not Applicable
13. Was there safe and appropriate seating for all passengers?
 Yes
 No
14. Did the driver properly use the lift and secure the passenger?
 Yes
 No
 Not Applicable

PASSENGER SURVEY

How often do your ride?

Daily 7 days/week	1-2 Times/Week	3-5 Times/Week	Other
0	2	4	0

Have you been denied transportation services?

Yes 0

No 6

What is your trip purpose?

Medical	Education/Training	Employment	Other
5	0	0	1

Do you have concerns with your service?

Yes 0

No 6

What types of concerns do you have?

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

COST



CTC Expense Sources

County: Gilchrist

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 102,296	\$ 0	\$ 102,296	\$ 123,556	\$ 0	\$ 123,556
Fringe Benefits	\$ 45,169	\$ 0	\$ 45,169	\$ 59,715	\$ 0	\$ 59,715
Services	\$ 11,678	\$ 0	\$ 11,678	\$ 17,997	\$ 0	\$ 17,997
Materials & Supplies Consumed	\$ 48,897	\$ 0	\$ 48,897	\$ 56,383	\$ 0	\$ 56,383
Utilities	\$ 9,601	\$ 0	\$ 9,601	\$ 10,733	\$ 0	\$ 10,733
Casualty & Liability	\$ 16,895	\$ 0	\$ 16,895	\$ 15,850	\$ 0	\$ 15,850
Taxes	\$ 256	\$ 0	\$ 256	\$ 192	\$ 0	\$ 192
Miscellaneous	\$ 1,466	\$ 0	\$ 1,466	\$ 1,580	\$ 0	\$ 1,580
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 3,705	\$ 0	\$ 3,705	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 18,403	\$ 0	\$ 18,403	\$ 16,752	\$ 0	\$ 16,752
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 4,599	\$ 0	\$ 4,599
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 2,762	N/A	\$ 2,762	\$ 6,508	\$ 0	\$ 6,508
Total - Expense Sources	\$ 261,128	\$ 0	\$ 261,128	\$ 313,865	\$ 0	\$ 313,865

COMPETITION

1. Inventory of Transportation Operators in the Service Area

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

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

3. Does the Community Transportation Coordinator have a competitive procurement process?
 Yes
 No

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

COORDINATION

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

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

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

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

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

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

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

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

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

Not applicable.

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

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

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

Not applicable.



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October 2, 2019

TO: Gilchrist County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2018-2019 Annual Operating Report

RECOMMENDATION

Review the 2018/2019 Annual Operating Report.

BACKGROUND

Suwannee River Economic Council, Inc. is required to submit an annual operations report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is the Suwannee River Economic Council, Inc.'s 2018-2019 Annual Operations Report for Gilchrist County.

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

Attachment

t:\lynn\td2019\gilchrist\memos\lor.docx



CTC Organization

County: Gilchrist

CTC Status: Submitted

Fiscal Year: 7/1/2018 - 6/30/2019

CTD Status: Under Review

Date Initiated: 7/22/2019

CTC Organization Name: Suwannee River Economic Council, Inc.

Address: PO BOX 70

City: LIVE OAK

State: FL

Zip Code: 32064

Organization Type: Private Non Profit

Network Type: Partial Brokerage

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 1

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Marion Potivent

CTC Contact: Matt Pearson

CTC Contact Title: Executive Director

CTC Contact Email: mpearson@suwanneec.net

Phone: (386) 362-4115

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

I, Marion Potivent, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Gilchrist

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	0	0
Weekly Pass Trips	0	N/A	0	0	0	0
Monthly Pass Trips	0	N/A	0	0	0	0
Deviated Fixed Route Service	0	N/A	0	0	0	0
Complementary ADA Service	0	N/A	0	0	0	0
Paratransit						
Ambulatory	4,509	0	4,509	4,182	0	4,182
Non-Ambulatory	1,549	0	1,549	1,170	0	1,170
Stretcher	28	0	28	57	0	57
Transportation Network Companies	0	N/A	0	0	0	0
Taxi	0	N/A	0	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
Total - Service Type	6,086	0	6,086	5,409	0	5,409
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	0	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	2,133	0	2,133	2,292	0	2,292
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	3,953	N/A	3,953	3,116	0	3,116
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	0	0	0	0	0	0
Local Non-Government	0	0	0	1	0	1
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	6,086	0	6,086	5,409	0	5,409



CTC Trips (cont'd)

County: Gilchrist

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	3,399	0	3,399	3,021	0	3,021
Children At Risk	517	0	517	460	0	460
Persons With Disabilities	145	0	145	129	0	129
Low Income	1,811	0	1,811	1,610	0	1,610
Other	214	0	214	189	0	189
Total - Passenger Type	6,086	0	6,086	5,409	0	5,409
Trip Purpose - One Way						
Medical	5,033	0	5,033	4,225	0	4,225
Employment	0	0	0	0	0	0
Education/Training/Daycare	21	0	21	0	0	0
Nutritional	450	0	450	722	0	722
Life-Sustaining/Other	582	0	582	462	0	462
Total - Trip Purpose	6,086	0	6,086	5,409	0	5,409
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	292	0	292	265	0	265
Total - UDPHC	292	0	292	265	0	265
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	0	0
No Shows	540	N/A	540	438	0	438
Customer Feedback						
Complaints	0	N/A	0	0	0	0
Commendations	0	N/A	0	0	0	0



CTC Vehicles & Drivers

County: Gilchrist

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	0	0
Complementary ADA Service Miles	0	N/A	0	0	0	0
Paratransit Miles	101,922	0	101,922	110,685	0	110,685
Transportation Network Companies (TNC) Miles	0	N/A	0	0	0	0
Taxi Miles	0	N/A	0	0	0	0
School Board (School Bus) Miles	0	N/A	0	0	0	0
Volunteers Miles	0	N/A	0	0	0	0
Total - Vehicle Miles	101,922	0	101,922	110,685	0	110,685
Roadcalls & Accidents						
Roadcalls	0	0	0	2	0	2
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	9	0	9	9	0	9
Number of Wheelchair Accessible Vehicles	9	0	9	9	0	9
Drivers						
Number of Full Time & Part Time Drivers	8	0	8	7	0	7
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Gilchrist

CTC Status: Submitted

CTC Organization: Suwannee River Economic Council, Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 97,802	\$ 0	\$ 97,802	\$ 98,520	\$ 0	\$ 98,520
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 165,623	N/A	\$ 165,623	\$ 146,473	\$ 0	\$ 146,473
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 4,297	\$ 0	\$ 4,297
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 69,196	\$ 0	\$ 69,196	\$ 73,857	\$ 0	\$ 73,857
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 18,403	\$ 0	\$ 18,403	\$ 16,752	\$ 0	\$ 16,752
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 351,024	\$ 0	\$ 351,024	\$ 339,899	\$ 0	\$ 339,899



CTC Expense Sources

County: Gilchrist

CTC Status: Submitted

CTC Organization: Suwannee River
Economic Council,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 102,296	\$ 0	\$ 102,296	\$ 123,556	\$ 0	\$ 123,556
Fringe Benefits	\$ 45,169	\$ 0	\$ 45,169	\$ 59,715	\$ 0	\$ 59,715
Services	\$ 11,678	\$ 0	\$ 11,678	\$ 17,997	\$ 0	\$ 17,997
Materials & Supplies Consumed	\$ 48,897	\$ 0	\$ 48,897	\$ 56,383	\$ 0	\$ 56,383
Utilities	\$ 9,601	\$ 0	\$ 9,601	\$ 10,733	\$ 0	\$ 10,733
Casualty & Liability	\$ 16,895	\$ 0	\$ 16,895	\$ 15,850	\$ 0	\$ 15,850
Taxes	\$ 256	\$ 0	\$ 256	\$ 192	\$ 0	\$ 192
Miscellaneous	\$ 1,466	\$ 0	\$ 1,466	\$ 1,580	\$ 0	\$ 1,580
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 3,705	\$ 0	\$ 3,705	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 18,403	\$ 0	\$ 18,403	\$ 16,752	\$ 0	\$ 16,752
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 4,599	\$ 0	\$ 4,599
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 2,762	N/A	\$ 2,762	\$ 6,508	\$ 0	\$ 6,508
Total - Expense Sources	\$ 261,128	\$ 0	\$ 261,128	\$ 313,865	\$ 0	\$ 313,865

County: Gilchrist
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 PO BOX 70
 LIVE OAK, FL 32064
 386-362-4115

Demographics	Number
Total County Population	17,743
Unduplicated Head Count	292



Email: mpearson@suwanneeec.net

Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	86,052	110,685	101,922
Deviated FR	0	0	0	Roadcalls	0	2	0
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	4,373	5,409	6,086	Vehicles	7	9	9
TNC	0	0	0	Drivers	4	7	8
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	4,373	5,409	6,086				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	4,275	4,225	5,033
Employment	0	0	0
Ed/Train/DayCare	0	0	21
Nutritional	0	722	450
Life-Sustaining/Other	98	462	582
TOTAL TRIPS	4,373	5,409	6,086

Passenger Trips By Revenue Source	2017	2018	2019
CTD	3,295	3,116	3,953
AHCA	1,077	2,292	2,133
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	1	1	0
TOTAL TRIPS	4,373	5,409	6,086

Trips by Provider Type	2017	2018	2019
CTC	4,373	5,409	6,086
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	4,373	5,409	6,086

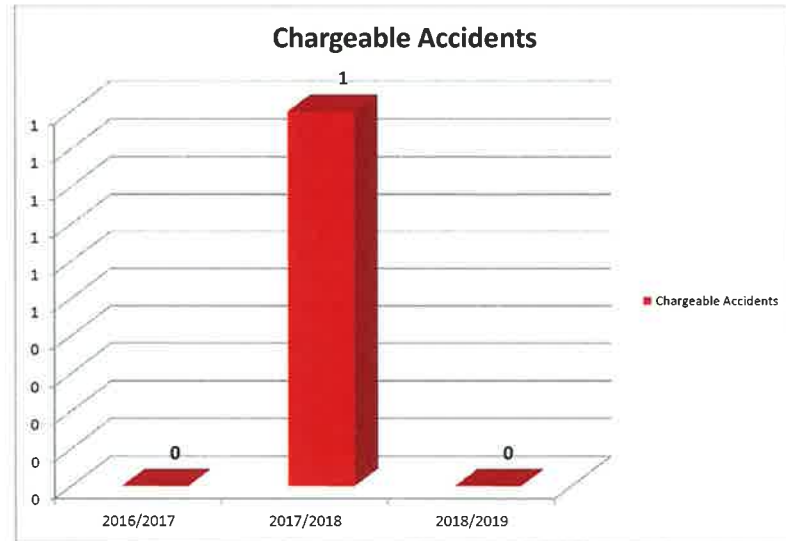
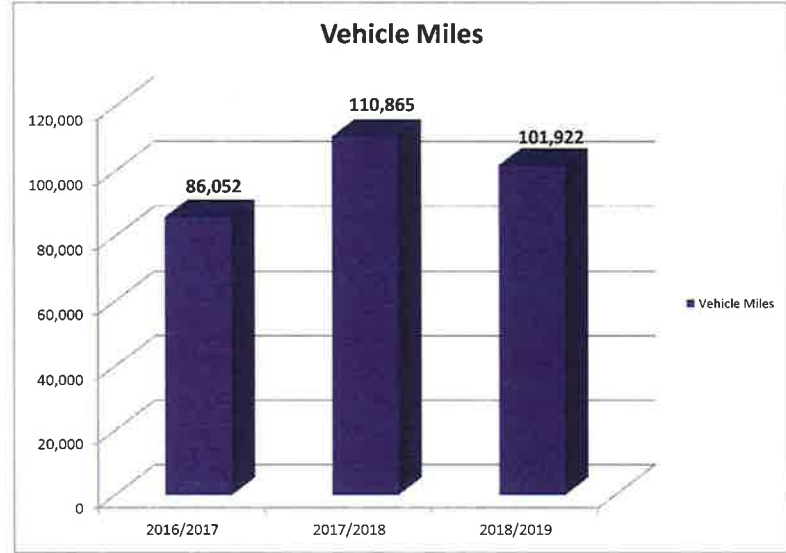
Financial and General Data	2017	2018	2019
Expenses	\$263,624	\$313,865	\$261,128
Revenues	\$276,906	\$339,899	\$351,024
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	25	438	540
Unmet Trip Requests	0	0	0

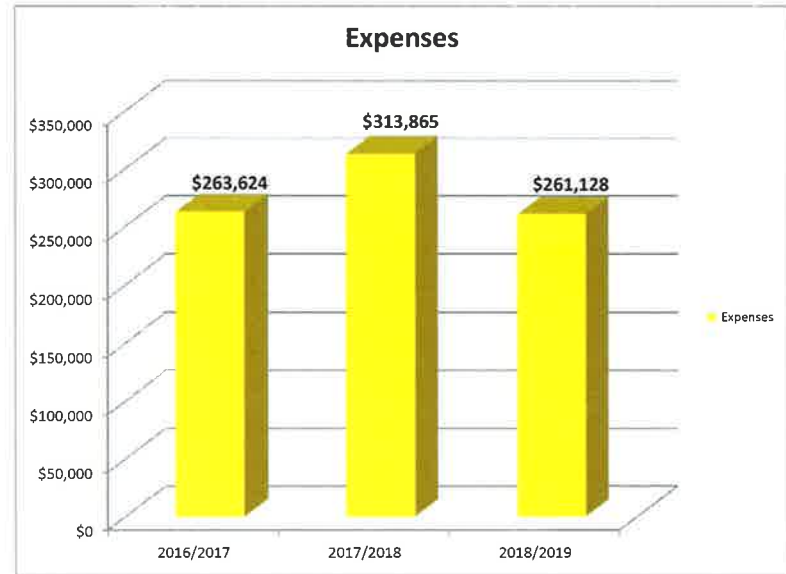
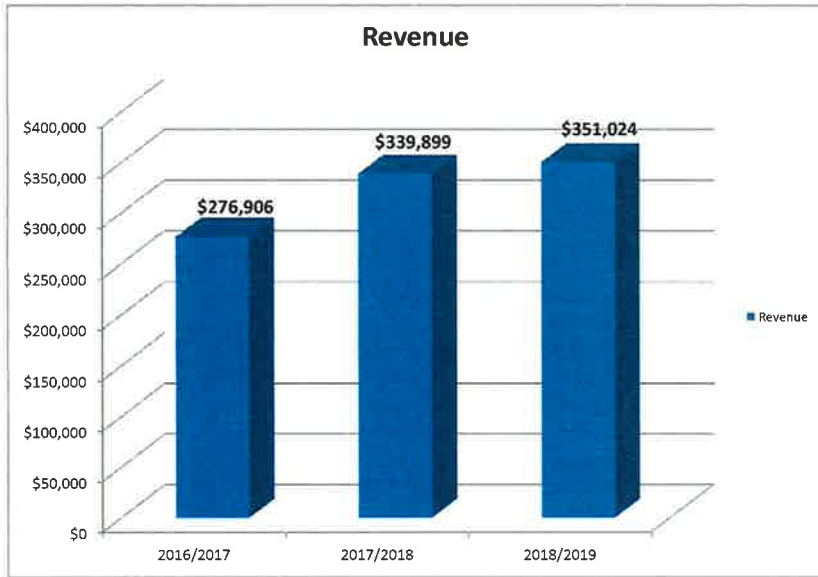
Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	55,342	0
Avg. Trips per Passenger	12.82	20.41	20.84
Cost per Trip	\$60.28	\$58.03	\$42.91
Cost per Paratransit Trip	\$60.28	\$58.03	\$42.91
Cost per Total Mile	\$3.06	\$2.84	\$2.56
Cost per Paratransit Mile	\$3.06	\$2.84	\$2.56

PERFORMANCE TRENDS - GILCHRIST COUNTY

MEASURE	Fiscal Year 2016/2017	Fiscal Year 2017/2018	Fiscal Year 2018/2019	Percent Change 2017/2018 - 2018/2019
Passenger Trips	4,317	5,409	6,086	11%
Ambulatory Trips	2,294	4,182	4,509	7%
Non-Ambulatory Trips	302	1,170	1,549	24%
Stretcher Trips	0	0	28	0%
Vehicle Miles	86,052	110,865	101,922	-9%
Passenger Trips/Vehicle Mile	0.05	0.05	0.06	18%
Revenue	\$276,906	\$339,899	\$351,024	3%
Expenses	\$263,624	\$313,865	\$261,128	-20%
Cost/Passenger Trip	\$61.07	\$58.03	\$42.91	-35%
Cost/Vehicle Mile	\$3.06	\$2.83	\$2.56	-11%
Vehicles	7	9	9	0%
Chargeable Accidents	0	1	0	#DIV/0!
Chargeable Accidents/100,000 Miles	0	1	0	#DIV/0!
Average Vehicle Miles Between Roadcalls	86,052	55,433	101,922	46%
Roadcalls	0	2	0	#DIV/0!
Unmet Trip Requests	0	0	0	0%
Passenger No Shows	0	438	540	19%

Source - Annual Operations Reports







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October 2, 2019

TO: Gilchrist County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Medicare Program Coverage of Non-Emergency Medical Transportation

RECOMMENDATION

No action required. For information only.

BACKGROUND

At the Board’s July 10, 2019 meeting, Vice-Chair Esseck asked staff to research whether the Medicare Program provides non-emergency medical transportation as part of their services.

Attached is information concerning Medicare Program coverage of non-emergency medical transportation services. If you have any questions concerning the attached report, please contact me at extension 110.

Attachment

t:\lynn\td2019\gilchrist\memos\medicare.docx

Medicare Coverage of Non-emergency Medical Transportation

- Neither Medicare Part A nor Medicare Part B cover **routine** non-emergency medical transportation for patients.
- Medicare Part B pays 80 percent of the Medicare-approved amount for non-emergency **ambulance** services if it approves those services based on a written statement of medical necessity from the patient's doctor. A doctor must provide a written order verifying that **ambulance** transportation is medically necessary because of the patient's health condition.
- Legislative provisions **introduced** by the Center for Medicare and Medicaid Services include non-emergency transportation benefits in Medicare Advantage (Part C) Plans in 2020.
- Medicare Part C (Medicare Advantage Plans (like an HMO or PPO)) are offered by private companies approved by Medicare.



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October 2, 2019

TO: Gilchrist County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Suwannee River Economic Council, Inc. - Operations Reports

RECOMMENDATION

No action required. This agenda item is for information only.

BACKGROUND

Attached are the following reports for the Board's review:

1. April - June 2019 Operations Report;
2. 2018/19 Trip & Equipment Grant Report;
3. 2019/20 Trip & Equipment Grant Report;
4. April - June 2019 Complaint/Commendation Report; and
5. April - June 2019 Trip Denial Report.

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

Attachments

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**QUARTERLY OPERATING REPORT
GILCHRIST COUNTY
APRIL - JUNE 2019**

OPERATING DATA	Suwannee River Economic Council	TOTAL
NUMBER OF INVOICED TRIPS	1,428	1,428
Aging Program - Title III-B	0	0
Florida Transportation Disadvantaged Program	925	925
Florida Managed Medical Care Program (Medicaid)	503	503
TOTAL VEHICLE MILES	26,352	26,352
TOTAL DOLLARS INVOICED	\$72,370.38	\$72,370.38
Aging Program - Title III-B	\$0.00	\$0.00
Florida Transportation Disadvantaged Program	\$47,560.18	\$47,560.18
Florida Managed Medical Care Program (Medicaid)	\$24,810.20	\$24,810.20
AVERAGE COST PER TRIP	\$50.68	\$50.68
Aging Program - Title III-B	#DIV/0!	#DIV/0!
Florida Transportation Disadvantaged Program	\$51.42	\$51.42
Florida Managed Medical Care Program (Medicaid)	\$49.32	\$49.32
AVG. COST PER VEHICLE MILE	\$2.75	\$2.75
TRIP PURPOSE	-	-
Medical	1,205	1,205
Employment	0	0
Education/Training	21	21
Shopping	57	57
Meal Site	84	84
Recreation	61	61
NUMBER OF ACCIDENTS	0	0
NUMBER OF VEHICLES	10	10
AVERAGE MILES PER TRIP	18	18
NUMBER OF ROADCALLS	0	0

Source: Suwannee River Economic Council, Inc.

**QUARTERLY OPERATING REPORT
GILCHRIST COUNTY
APRIL - JUNE 2018**

OPERATING DATA	TOTAL
NUMBER OF INVOICED TRIPS	1,576
Aging Program - Title III-B	0
Florida Transportation Disadvantaged Program	950
Florida Managed Medical Care Program (Medicaid)	566
Mobility Enhancement Program	60
TOTAL VEHICLE MILES	25,836
TOTAL DOLLARS INVOICED	\$83,286.90
Aging Program - Title III-B	\$0.00
Florida Transportation Disadvantaged Program	\$49,019.50
Florida Managed Medical Care Program (Medicaid)	\$32,220.80
Mobility Enhancement Program	\$2,046.60
AVERAGE COST PER TRIP	\$52.85
Aging Program - Title III-B	#DIV/0!
Florida Transportation Disadvantaged Program	\$51.60
Florida Managed Medical Care Program (Medicaid)	\$56.93
Mobility Enhancement Program	\$34.11
AVG. COST PER VEHICLE MILE	3
TRIP PURPOSE	-
Medical	1,236
Employment	0
Education/Training	0
Shopping	118
Meal Site	125
Recreation	97
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	7
AVERAGE MILES PER TRIP	22
NUMBER OF ROADCALLS	0

Suwannee River Economic Council

Rates:

Ambulatory: \$1.76 per passenger mile

Wheelchair: \$3.02 per passenger mile

Stretcher: \$6.29 per passenger mile

**TRANSPORTATION DISADVANTAGED PROGRAM
2018/19 TRIP & EQUIPMENT GRANT SUMMARY
GILCHRIST COUNTY**

MONTH/YEAR	CONTRACT AMOUNT	TOTAL DOLLARS SPENT	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-18	\$227,507.00	\$12,567.88	\$214,939.12	294	\$42.75
Aug-18	-	\$14,612.82	\$200,326.30	279	\$52.38
Sep-18	-	\$11,905.83	\$188,420.47	287	\$41.48
Oct-18	-	\$18,656.43	\$169,764.04	400	\$46.64
Nov-18	-	\$17,499.66	\$152,264.38	395	\$44.30
Dec-18	-	\$18,831.40	\$133,432.98	393	\$47.92
Jan-19	-	\$15,331.38	\$118,101.60	335	\$45.77
Feb-19	-	\$11,898.38	\$106,203.22	327	\$36.39
Mar-19	-	\$15,161.06	\$91,042.16	318	\$47.68
Apr-19	-	\$16,742.76	\$74,299.40	321	\$52.16
May-19	-	\$13,837.34	\$60,462.06	301	\$45.97
Jun-19	-	\$16,980.08	\$43,481.98	303	\$56.04
TOTAL	-	\$184,025.02	-	3,953	\$46.55

Source: Suwannee River Economic Council, Inc.

Suwannee River Economic Council

Rates:

Ambulatory: \$1.85 per passenger mile

Wheelchair: \$3.17 per passenger mile

**TRANSPORTATION DISADVANTAGED PROGRAM
2019/20 TRIP & EQUIPMENT GRANT SUMMARY
GILCHRIST COUNTY**

MONTH/YEAR	FUNDING ALLOCATION	TOTAL DOLLARS SPENT	TOTAL AMOUNT REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-19	\$133,912.00	\$12,807.73	\$121,104.27	245	\$52.28
Aug-19	-	\$13,849.53	\$107,254.74	242	\$57.23
Sep-19	-		\$107,254.74		#DIV/0!
Oct-19	-		\$107,254.74		#DIV/0!
Nov-19	-		\$107,254.74		#DIV/0!
Dec-19	-		\$107,254.74		#DIV/0!
Jan-20	-		\$107,254.74		#DIV/0!
Feb-20	-		\$107,254.74		#DIV/0!
Mar-20	-		\$107,254.74		#DIV/0!
Apr-20	-		\$107,254.74		#DIV/0!
May-20	-		\$107,254.74		#DIV/0!
Jun-20	-		\$107,254.74		#DIV/0!
TOTAL	\$133,912.00	\$26,657.26	-	487	\$54.74

Source: Suwannee River Economic Council, Inc.

**GILCHRIST COUNTY
SERVICE COMPLAINTS/COMMENDATIONS
APRIL - JUNE 2019**

TYPE OF COMPLAINT	Suwannee River Economic Council	Resolved
Vehicle Condition	0	-
Driver's Behavior	1	1
Client Behavior	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Service Denial	0	-
Other	0	-
TOTALS	1	1
COMMENDATIONS	0	0

Source: Suwannee River Economic Council, Inc.

**GILCHRIST COUNTY
UNMET TRANSPORTATION NEEDS
APRIL - JUNE 2019**

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

Source: Suwannee River Economic Council, Inc.

ATTENDANCE RECORD

**GILCHRIST COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	11/28/2018	1/9/2019	4/10/2019	7/10/2019
Chair	Commissioner Marion Poitevint	P	A	A	A
Florida Department of Transportation Alternate Member	Sandra Collins Lauren Adams	A	A	P	P A
Florida Department of Children and Families Alternate Member	(Vacant) (Vacant)				
Florida Agency for Health Care Administration Alternate Member	(Vacant) (Vacant)				
Florida Department of Education Alternate Member	Jeffrey Aboumrad (Vacant)	P	P	P	P
Florida Department of Elder Affairs Alternate Member	Pastor Ralph Williams (Vacant)		P	P	P
Florida Agency for Persons with Disabilities Alternate Member	(Vacant) (Vacant)				
Florida Association for Community Action Alternate Member	(Vacant) (Vacant)				
Public Education Alternate Member	(Vacant) (Vacant)				
Citizen Advocate Alternate Member	(Vacant) (Vacant)				
Citizen Advocate-User Alternate Member	James McCrone (Vacant)	A	A	A	A
Elderly Alternate Member	Richard Esseck (Vacant)	P	P	P	P
Veterans Alternate Member	Steven Hutson (Vacant)				
Persons with Disabilities Alternate Member	Leslie Esseck (Vacant)	P	P	P	P
Children at Risk Alternate Member	Sandra Woodard Brooke Ward	P A	P A	P A	P A
Local Medical Community Alternate Member	Brittney Keeling Krishna Stemple	A P	P A	A A	P A
Regional Workfoce Board Alternate Member	Darlene Strimple Selvin Cray	A P	A P	A P	A P

ATTENDANCE POLICY: According to Article III, Section 5 of the Coordinating Board bylaws:

"The North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member on the Board who fails to attend three consecutive meetings."

